

## MYOB – Windows Networking Tips & Techniques

This document is a compilation of various support documents published by MYOB, technical resources produced by Certified MYOB Consultants; and other resources supporting the MYOB community around the world. We are pleased to acknowledge their valuable contributions.

While the focus is primarily on the Windows platform, many of the tips and techniques are applicable to the Macintosh platform.

We have attempted to edit / update the information to reflect, as much as possible, the latest operating systems and techniques.

### DISCLAIMER

While the authors have taken great care to ensure the completeness and accuracy, this document is provided 'as is'. The authors provide no warranty whatsoever as to the accuracy of the information contained herein. The authors do not accept any liability for damages arising from implementation of any of the recommendations provided. Technology issues can be quite complex, and continue to evolve daily.

End-users are encouraged to utilize the services of certified technicians in the implementation and management of their computer systems.

The authors would very much appreciate any comments or contributions that you may wish to provide, which will clarify or expand upon this documentation. Please contact the author at <http://www.freshinsight.com>.

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## Operating Systems

Generally, we recommend that you avoid mixing operating systems as much as possible, and resist the temptation to use the very latest operating systems, particularly during their initial iterations.

Operating Systems, such as Windows, are extremely complex, and are always geared to maximize performance on the latest hardware systems available. At the same time, they attempt to maintain ‘backward compatibility’. Given the immense array of manufacturers and software vendors, and combinations of their products, it is almost impossible to trap all potential problems in beta testing. Therefore, significant problems / conflicts always arise during the first year or so following the release of new operating systems. Small and medium sized enterprises cannot afford to be on the ‘bleeding edge’, by adopting new operating systems prematurely. **We strongly recommend that you avoid new operating systems for the first year, or at least until the first or second ‘Service Pack’ has been released.** ‘Service Packs’ are updates which address any bugs or deficiencies that have been identified to date, and are available free from the Microsoft web-site.

Recently, Microsoft has tended to release ‘home versions’ of operating systems, such as Windows Me, and Windows XP – Home Edition. Experience has proven that these systems tend to be very strong in handling media applications (sound, video, etc); but they are generally less configurable, and they **are critically weak when it comes to stability and security**, particularly on ‘domainless’ networks. In fact, the problems are so severe that many software vendors refuse to support multi-user business applications on these systems. **We strongly recommend that businesses do not use ‘home’ versions of Windows Operating System.**

**For proven performance, stability and security, we recommend Windows 2000 Professional Edition as the enterprise-wide desktop operating system.** For sophisticated enterprises with more than two to three workstations, larger transaction volumes, and/or high-speed internet connections, we strongly recommend Windows 2000 Server, ‘Advanced’ or ‘Small Business Edition’. Businesses with large investments in legacy workstations running Windows 98SE, the most cost-efficient solution may be Windows 2000 Server with Terminal Services.

Terminal Services allow you to extend the utility of legacy workstations by converting them to ‘terminals’. As ‘terminals’ they merely access the server, where all programs reside, and where all processing is done. The minimum workstation hardware requirements to run terminal services are significantly less than would be required to run current office applications. Properly implemented, terminal services will provide multi-user performance approaching single-user performance on the server. In addition, because all applications are run on the server, maintenance is restricted to a single computer, and all software installations/updates are performed only on the server, and are instantly available to all workstations.

Additional benefits of Windows 2000 Server are the included applications to securely manage internet connectivity, email applications and shared faxing capabilities..

When selecting an Operating System, please note that ‘minimum system requirements’ are significantly understated where performance is an issue. ‘Minimum system requirements’ are those which allow the OS to load and function; these requirements do not ensure acceptable performance.

Generally, for networks with more than two or three workstations, we recommend that businesses employ the services of Microsoft Certified technicians who are fully engaged in the area, and who maintain their knowledge through continuous professional development.

### **Sure signs that you are not getting the level of professional support that you deserve are:**

- Your technician embraces new systems too quickly, ignoring the risks that we have outlined above.
- Your technician does not revisit critical areas on a regular basis. These would certainly include:
  - Preventative Maintenance:

When was your hard drive last defragmented? When was your Operating System last updated? When was the computer last cleaned (aside from power fluctuations, heat is the greatest threat to your hardware components.. removing the covers and vacuuming out the computer annually, or more often under severe conditions, can significantly extend the life of all components) ?

Has your technician even discussed these issues with you?

- Anti-Virus Software / Internet Security Issues:

The proliferation of viruses, particularly as email attachments, has accelerated at an amazing pace these past few years. Do you know when your email client was last updated? On a network, when was the central email management program last updated? Is your anti-virus software configured so that it will automatically check all in-coming email before it goes to each workstation? Is it configured to automatically download current virus definitions at least weekly? Have you maintained your subscriptions for such updates, as appropriate? Does the anti-virus software automatically protect every workstation on your network, including new ones as they are added? Does it automatically check every diskette and CD as they are installed into any workstation? Did you know that some viruses will automatically execute if the email is displayed in a preview pane? Has your technician discussed ways to turn off the preview pane and manage such risks?

- Microsoft Office and Internet Explorer Applications:

Because these applications have become so ubiquitous, and because they are so tightly integrated to the operating system, they are often exploited by hackers and viruses. Microsoft constantly releases 'service packs', 'patches' and other updates to minimize your exposure. When did your technician last update these applications? Were the updates installed on every workstation?

## Anti-Virus Software / Network Security (Firewalls)

As discussed above, the proliferation of computer viruses dictates that businesses implement a world-class anti-virus solution. Symantec's Norton Anti-Virus and MacAfee Anti-Virus are two of the most recommended solutions. Both companies are constantly updating their software and virus definitions on a daily basis. Available services include automatic scheduled downloads of updates, and direct notification (by email) of special hazards as they arise.

### **Minimum Anti-Virus Strategy includes:**

- Legal copy of software, properly installed
- Coverage of every single workstation
- Current subscription to program and virus definition updates

Because most businesses utilize 'always-open' internet connections, such as cable or ADSL, which use (relatively) fixed IP addresses, they are vulnerable to attacks through their internet connections. For this reason, it is absolutely necessary that networks be fully secured by adequate firewall protection. While there are software solutions (Norton, Zone Alarm, and others)<sup>1</sup>, **we strongly recommend a hardware-based firewall solution**, such as Linksys or Symantec true firewall solution (van (100). The Linksys router is actually a NAT Firewall not a true Firewall... it merely 'masks' IP addresses... it does not discriminate as to what information is transferred to or from the Internet.. As an additional benefit, the Norton solution is fully integrated with their Anti-virus software, and will prevent 'denial of service' attacks from outside.

## Setting it Up Properly

### ***Hardware Minimum Recommendations***

The following minimum requirements exceed those specified by software publishers, and are intended to assure acceptable performance within reasonable considerations.

### **CPU (Central Processor Unit)**

Generally, we recommend that businesses purchase the latest technology that they can afford. There are three caveats:

- Just like operating systems, newly released CPUs tend to be somewhat problematic, and therefore should not be embraced too readily. In addition, you always pay a premium for new features which, for the most part, are not required by most businesses. We recommend that most businesses restrict purchases to 'second generation' technologies, such as a Pentium III instead of the current Pentium IV.
- Stick with brand-name computers, such as IBM, Dell, HP or Compaq, and select models designed for business, rather than home use; and purchase from authorized dealers only. If the vendor does not inquire as to the type of applications and environment in which you will be using the computer, you are probably dealing with the wrong vendor.
- Be sure to purchase 'business-strength' operating system. (See comments above regarding operating systems).

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<sup>1</sup> Be aware that Software firewalls create issues within a Network situation. A Software firewall, when placed in a network, should be placed in on the proxying server. It must be configured carefully to prevent internet access into the LAN, while still permitting the Internal LAN to function properly. **A software Firewall is not recommended unless it is a single user workstation; not a network**

### Memory

#### Host Computer

The ‘host’ is the computer on which your data file is located.

We recommend 128 – 256K RAM, or 256-512K RAM if for larger networks, or where multiple applications are being hosted on the same computer. For servers hosting terminal services, we recommend 512-1024K RAM, depending upon the number of concurrent users and applications.

#### Workstations

‘Workstations’ are the other computers on which MYOB and other applications (Word, Excel) have been installed. The applications are accessed and run ‘locally’, while the data file is accessed over the network...

We recommend 64-128 K RAM.

#### Terminals

‘Terminals’ are workstations configured to access applications and data files which are not only hosted, but actually run on the server. See comments of Terminal Services earlier.

We recommend 32-64 K RAM.

#### What type of RAM should I buy?

Ensure that you purchase RAM that is certified by the manufacturer or from a vendor such as SIMPLY or Kingston which are certified for OEM replacement. Most issues such as Fatal OE or Page faults can be traced 90% of the time to RAM that is faulty or improperly matched to current installed RAM leading to timing issues that must be adjusted through BIOS

### NIC

Network Interface Cards should operate at 100 MBps, and support full duplexing. Where possible, avoid mixing different brands, and standardize on leading hardware manufacturers. Be prepared to pay a premium to ensure premium performance and reliability. Leaders historically have included 3-Com and Intel. These past two years, Linksys products have proven extremely reliable. Your technician may recommend other brands which satisfy the minimal recommendations we have outlined. Best results are achieved with NICs that support parallel processing. This ensures that these cards contain onboard processors.

#### NIC Drivers

‘Drivers’ are the software that allows your computer to ‘manage’ a particular network card. Leading manufacturers are constantly updating their drivers to ensure stability and security. Given the rapid evolution of operating systems, and combinations of hardware components, there may be frequent updates to the drivers. In fact, it should not be assumed that the drivers which come with your NICs are the most recent. We strongly recommend that installers visit the manufacturer’s website to ensure that only the latest drivers are used.

- Professional technicians will tend to ‘standardize’ on their choice of NICs, and ensure that they have, and maintain, the latest drivers for their clients.
- CAUTION: Many NIC Drivers include optional facilities which will conserve energy by ‘powering down’ the NICs. Energy saving facilities must be fully disabled on all NICs. MYOB requires unrestricted access to every active workstation. Energy saving facilities can lead to degraded network performance, error messages and data-file corruption.

### Realtec NIC – Caution

Realtec NICs have a notorious reputation, and are definitely not recommended. Even with current drivers, consultants have reported frequent problems, including data file corruptions. Realtec cards are amongst the least expensive available, and for this reason have been adopted by many ‘white box’ manufacturers looking to save nickels on cheap computer systems. Even installing the latest drivers has failed to resolve problems. We have had two situations where network problems were completely eliminated by replacing Realtec NICs with Linksys NICs. The difference between ‘economy’ NICs, and proven technology is only \$10 to \$15 per workstation, an ‘economy’ that businesses simply cannot afford to risk.

### Switch (Not a Hub)

If you have an existing network that is two or more years old, chances are that you are using a hub. A hub is a ‘central’ device to which each workstation is connected by a cable running from the NIC. When a workstation sends a message to the hub, the hub duplicates the message and distributes it on to every other computer on the network. By today’s standards, this technology is extremely slow and error prone due to the increased traffic on the network. The total throughput capacity, typically 10 MBps, is shared amongst the workstations. As you add workstations, then, you must accept degraded performance.

A switch will provide performance significantly greater than a hub. A switch redirects data only to those workstations to which it is directed. This means reduced network traffic. In addition, a switch maintains full network throughput, typically 100 MBps, to every single workstation. As you add workstations, then, you do not have to accept degradation in performance. Properly implemented in combination with quality NICs, a managed switch may deliver speeds up to 200 MBps.

Given the performance boost provided by a switch, upgrading from a hub may be the smallest investment to provide the greatest benefit possible. A five port switch, for instance, typically retails for only \$50.00 to \$75.00, a fraction of what you probably paid for your hub. Upgrade today!

### Cabling

Recommended cable is Cat 5. We recommend that most businesses purchase certified pre-made cables in lengths to meet their requirements. For larger networks, or where longer runs (lengths) are required, we strongly recommend that you engage the services of professional installers who have the experience and technology to install and certify the cabling. Certification, in writing, is an important consideration, and well worth the \$75.00 to \$100.00 per run which you may expect to spend. Cat 5 cables are all labeled as such... when checking your cables, be sure to check all, including ‘patch cords’ and ‘in-wall’ cables.

### Network Upgrade Considerations – Cabling

When you upgrade an existing network by changing NICs, switches, or adding faster workstations, you will find that newer technologies are less tolerant of cabling deficiencies. A network that functioned OK before the upgrade, may fail unexpectedly. When making changes that impact ‘legacy’ network components, have the network tested under the new load before proceeding.

### ***Installation of MYOB***

MYOB is a peer-to-peer product, not a client-server product. This means that the program must be installed and run locally on each workstation, with the data file residing solely on the 'host' computer.

### **Included Resources**

Your installation CD includes current versions of other programs, which are required to support MYOB. These resources should be installed **before** installing MYOB:

- Library – This is a folder containing copies of the Certified Consultant's Directory, and MYOB Reference Manuals. These may be displayed or printed using the Adobe Acrobat Reader.
- Adobe Acrobat Reader – Used to display, navigate, and print manuals and help files.
- Internet Explorer – Used to display and navigate your MYOB Manuals and Help Files.
- Quick Time – Used in generation of 'PDF' copies of Invoices, Purchase Orders or Reports from within MYOB. Quick Time is required to ensure proper handling of graphics and fonts.  
\* PDF: 'portable document format' is a standard developed by Adobe for the exchange of documents over the internet. Those who are 'receiving' the documents do not have to have the program that created the document (such as Word, Excel, or MYOB) to open and read the document. All they need is 'Adobe Acrobat Reader', which is available free, and will work on all computer platforms (For instance, an invoice prepared on a Windows computer can be read on a Macintosh computer).

### **Default Location / Hard Drive Space / Virtual Memory**

Normally, we would recommend that you accept the default installation, typically C:\PlusXX, where 'XX' indicates the version being installed.

Following installation, be sure to take time to ensure adequate hard drive space, and memory allocation to ensure acceptable performance. Recommended requirements are covered in detail on page 17.

## ***Location of Data File – Workstation or Server***

Ideally, on a peer-to-peer network, the data file should be located on the most robust workstation, where the heaviest transaction load will be handled.

## **When is a Server a Server?**

For larger networks, you may choose to locate the data file(s) on a server.

Some may be tempted to ‘host’ data files on a robust computer running a ‘standard’ version of Windows. While this approach may simplify the ‘sharing’ of data, there is rarely any advantage over ‘hosting’ the data on a robust workstation. In fact, there may be degradation because of increased network traffic.

A server differs from workstations in four key areas:

- The hardware components are much more reliable, and fault tolerant, than those found in ‘standard’ computers. Even the memory is specially designed to meet the demands of a true server environment.
- Redundancy is built in:
  - Special hardware (RAID Controllers) may be employed to support multiple hard drives, where the data on one drive is ‘mirrored’ on the other. If one drive fails, the server automatically switches to the other drive, and everything continues to function with no interruption or data loss. The server will automatically alert the Administrator of the problem. Some servers will even allow you to ‘hot swap’ a new hard drive for the failed one, without even shutting down the server.
  - Redundant Power Supplies may provide backup as well.
- Operating Systems are specifically designed for Servers. The demands for managing concurrent processing for multiple users, sharing data, as well as monitoring server hardware and resources, require an operating system specifically designed and properly implemented for each business. We recommend Windows 2000 Server.
- High-level backup hardware, such as tape drives, is normally built into servers. These provide another level of protection because the process can be automated, and the ‘media’ can be securely stored off site.

## ***Network Protocols***

Protocols determine how messages are delivered across the network. The recommended ‘default’ protocol is TCP/IP. Legacy protocols, such as NetBEUI or NetBIOS, should be eliminated if at all possible. If you have to retain these to support a specific application, you may do so, with two caveats:

- Where multiple protocols are required, TCP/IP should be the ‘default’
- Running multiple protocols increases network overhead, and decreases performance. For this reason, we strongly recommend that you avoid installing any protocols which are not absolutely required.

Static IP address is required for each workstation.

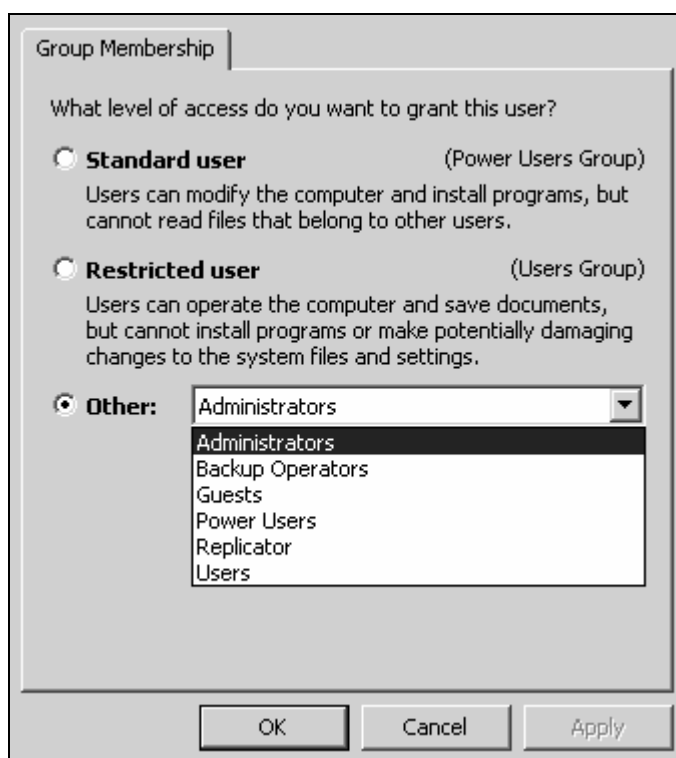
## Sharing & Mapping

### Sharing Resources

‘Sharing’ is the process of identifying ‘resources’ (programs, folders, files, directories, printers) of one workstation, which may be accessed, or used, by another workstation on the network.

Indiscriminate ‘sharing’, such as ‘sharing’ the entire hard drive(s) of every workstation, adds overhead to the network, and virtually ignores all security considerations. This is the ‘laziest’ way to set up a network, and means that anyone, from any workstation, can potentially copy or delete any files on any other workstation. If your network is connected to the Internet without a firewall, then your files are also available to the entire world!

Resources should only be ‘shared’ where there is a compelling business argument to do so, and even then, the sharing should be done in a way that restricts access to authorized users who must ‘log on’ to the network with a unique User ID and Password. Users should be given privileges appropriate to their experience and responsibility. The following illustration reflects how ‘Groups’ may be used to manage levels of access for users under Windows 2000 Professional:



As mentioned before, your ability to manage the risks of sharing resources is directly proportional to the investment you are prepared to make in the choice and implementation of the operating system.

For exact procedures to ‘share’ resources under the various Windows Operating Systems; search for ‘sharing’, in your MYOB Help Files.

## Mapping Network Shares

After file sharing is set up on the computer on which your Plus Company file resides, you need to set up each of the other computers on the network so they're able to access the shared folder. This process is usually known as *mapping*, and it needs to occur only on the computers that are *not* storing your Plus company file. Mapping sets up a workstation to handle the shared folder transparently, as if it were another drive on the workstation. MYOB will not function properly if the shared folders are not properly mapped on each workstation.

Follow the steps below on all of your network's Windows computers that are *not* storing your Plus company file. (These instructions apply to all versions of Windows.)

1. From the Start menu, choose Programs, and then choose Windows Explorer (or Windows NT Explorer, if you're using Windows NT). When the Explorer window appears, choose Map Network Drive from the Tools menu. The Map Network Drive window appears.
2. From the Drive list, choose the drive letter you want to assign to the folder on the computer that's storing your Plus company file. The drive letter that appears automatically in the list is the first available letter.

**Note: Every computer doesn't need to be assigned the same network drive letter**

If each computer on your network uses a different drive letter to map to the computer on which your Plus company file is stored, that's OK. The drive letter is used only for identification purposes on each computer.

**For consistency, we normally select drive letter "M" (for MYOB) on all workstations.** This makes it easier to recognize the 'MYOB' share. In addition, this approach provides a 'consistency' that helps to implement and maintain mapping on multiple workstations.

3. In the Path field (or the Folder field, if you're using Windows 2000 Professional), enter the path name for the computer and the Plus folder to which you want to map. To do this, enter two backward slashes (\\) followed by the computer name, another backward slash, and the name of the folder. For example, if the Plus company file is stored in a folder called Plus11 on a computer named COMPUTER, you'd enter \\COMPUTER\Plus11 in the Path field.  
**Tip: You may find it easier, and more intuitive, to use the 'Browse' button to locate the shared folder which you wish to map.**
4. Mark the box labeled Reconnect at Logon to ensure that this computer is always mapped to the Plus folder.
5. Click OK, or Finish, to close the Map Network Drive window. If you've set up a password for the folder, a message will appear, asking you to enter the password. Make your entry and click OK.

That's it! This computer is now mapped to the folder containing your Plus company file. Look at the left pane of the Windows Explorer window; you'll notice that the new drive letter has been mapped to the Plus folder. Remember to perform these steps for each of the computers that need to access the company file.

### **Small network overview**

Using Windows 2000, there are numerous ways to connect computers or create a network. The most common models are peer-to-peer networks and server-based networks. Each approach is different and has distinct capabilities. The type of network you choose is determined by several factors, including the number of computers that you want to connect, the level of security you require, and the needs of the users who utilize network resources.

### **Peer-to-peer networking**

A peer-to-peer network, also called a workgroup, is commonly used for home and small business networks. In this model, computers directly communicate with each other and do not require a server to manage network resources and permissions. Each workstation manages its own security. This means that the user ID and their respective password must be entered on every workstation to ensure security consistency across the network.

In general, a peer-to-peer network is most appropriate for arrangements where there are less than ten computers located in the same general area. It is less expensive and easier to maintain, but it is also less secure, has added administrative headaches, and fewer features than a server-based model. The computers in a workgroup are considered peers because they are all equal and share resources among each other without requiring a server. Each user determines which data on their computer will be shared to the network. Sharing common resources allows users to print from a single printer, access information in shared folders, and work on a single file without transferring it to a floppy disk.

In order to establish a peer-to-peer network, you must ensure that all of the necessary hardware, settings, protocols, and services are configured properly. This includes:

- Installing a network adapter, also called a Network Interface Card (NIC), in each computer that you want to include in the network.
- Connecting the computers. You will need to decide which design layout, or topology, will work best for your network. Some common topologies are bus, star, and ring. The topology you choose will determine what type of cabling and connectors you will need.
- Installing a network service (the software that allows you to connect to other computers on the network).
- Installing the correct network protocol. Each computer must be using a compatible network protocol, such as TCP/IP, NetBEUI<sup>2</sup> or IPX/SPX.<sup>3</sup>

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<sup>2</sup> NetBeui simplest protocol but in the Internet empowered network it is not compatible nor is it efficient when using more than 10 users ( Excessive broadcasting)

<sup>3</sup> IPX NOVELL based protocol but in the Internet empowered network.

### Client/Server networking

Larger businesses or those with more complex networking needs rely on a server-based network. In a client/server model, computer tasks are split between a stand-alone personal computer, which acts as the client (or workstation), and a server which maintains the security lists and bears the load of authentication and File data distribution.

The server can be a personal computer, a minicomputer, or a mainframe. The server computer stores files for users in a central location and provides access to other network resources, such as printers, CD-ROM drives, and software. The server also provides data management, information sharing, network administration, and security features.

The server-based network has become the standard model for networking, primarily because it provides reliable management of network resources and a common security database. This model can support hundreds of users, but is managed by a central group of administrators who oversee the network operation and ensure that security is maintained. Client users rarely perform work on the server computer.

Setting up a client/server network requires more resources than a peer-to-peer network, and an understanding of correct implementation of server software and usage. This will ensure that all of the necessary hardware, protocols, settings, and services are configured properly, and you will have additional resource requirements, including:

- One or more computers to be used solely as network servers. A large network may have more than one server, depending on the number of users, volume of traffic, number of peripherals, and so on. For example, you might find a print server, a communications server, and a database server all on the same network.
- A trained administrator's staff to oversee network operations.

### Workstation Preferences

As discussed in the manual, *Introductory MYOB, Setting It Up Properly*, there are a number of considerations in setting your MYOB Preferences. Many of these preferences are 'System-Wide', in that the setting will be applied without exception to all workstations, while others are workstation specific. In a multi-user environment it is important that you ensure proper settings on each workstation.

Review workstation preferences by opening your MYOB data file, and then go to Setup > Preferences. For optimal performance, ensure that the following preferences are de-selected as indicated below:

#### System Tab

Automatically Refresh Lists when Information Changes

This preference, when selected, will force the update of displayed information on every active workstation, following every single workstation. This adds considerable network overhead for no significant benefit. Note that this preference is not 'System-wide' which means that it must be set correctly on each workstation.

#### Banking Tab

Make a Contact Log Entry for Every Cheque [System-wide]

Make a Contact Log Entry for Every Deposit [System-wide]

## Sales Tab

Make a Contact Log Entry for Every Sale [System-wide]

## Purchases Tab

Make a Contact Log Entry for Every Purchase [System-wide]

If you have been using MYOB for some time, and the ‘Contact Log’ preferences had been selected, then MYOB will have added a one-line entry into the log-file attached to cards in your data file. In most cases, this information is redundant, and tends to ‘bloat’ the data file, and impairs network performance.

Redundant log-file entries may be purged to revitalize your data file. Exact procedures are outlined in your MYOB Help Files, and in the manual, *Advanced MYOB – Period End Procedures*.

## Maintenance

Just like a finely tuned automobile, your MYOB data file, and your computer, both require regular inspection and maintenance to ensure a ‘safe trip’. The following tips are minimal, but critical, recommendations.

### ***Verification of Data File***

Verification of your data file is a process whereby MYOB will ‘exercise’ your data file to ensure data file integrity. By installation default, MYOB will prompt you to verify your data upon opening, and upon exiting your data file. This is a critical process to ensure a healthy data file. As the data file grows, you will notice that it will take longer to complete the verification. The longer it takes to complete verification, the more important it is that you take time. The time between verifications should be directly proportional to the amount of data you are willing to loose. We recommend daily verification of data.

You can re-visit your MYOB Preferences (Setup > Preferences > Security) to ensure that MYOB prompts you to do a verification upon opening, or immediately prior to backing up your data file. In addition, you may select ‘File > Verify Data File’ at any time.

**At minimum, the data file must be verified (and backed up) daily.**

### ***Optimization of Data File***

Optimization, to your MYOB data file, is what ‘de-fragmentation’ is to your hard drive. As you edit (or delete) a transaction, the ‘space’ formerly occupied by the data, is not recovered automatically. Over time, this space can come to represent as much as 70 to 80% of the data file, with a significant degradation in both performance and security.

To optimize your data file, everyone must sign out of MYOB first. Then, go to your MYOB program folder and run the ‘MYOB Optimization Assistant’.

**At minimum, the data file must be optimized (and backed up) monthly.** Very large data files may require optimization on a weekly or even daily basis.

### **Backup Protocols**

Backup Protocols will vary from system-to-system, but the base requirements remain the same:

1. Recognize that ‘backing up’ from within MYOB includes only the data file. Customized forms, reports, etc. and not embedded in the data file. They reside in special folders within your MYOB installation folder on your hard drive. For this reason, you may wish to utilize a backup program which allows you to include multiple files, and which includes facilities to automatically compress and verify backups.
2. Backups should be to some form of removable media, such as ZIP disks, CDR media, or tapes.
3. Backup media should be ‘rotated’ and ‘verified’ on a fixed rotation:
  - Rotation of Backups:
    - Use a minimum of five ‘media’, labeled and utilized as follows:
      - Media #1 – Monday / Wednesday / Friday
      - Media #2 – Tuesday / Thursday / Saturday
        - These two media are used alternately, so that you will always have a backup as of the close of business ‘last night’ and ‘the night before’.
        - These two media may be stored ‘on site’, but away from the computer. They are intended to provide recovery protection in the event that your computer failed.
      - Media #3 – Week #1
      - Media #4 – Week #2
      - Media #5 – Week #3
        - These three media are used in rotation, so that you will always have backups as at the close of business at each of the most recent three weekends.
        - These three media should always be stored ‘off site’, providing additional protection in the event that your office is lost to theft or some other disaster.
  - Verification of Backups:
    - Both backup software, and media, are known to fail from time-to-time. What would happen to your business if you lost your MYOB data completely?
    - We recommend that you periodically verify the backups by restoring a backup to a different computer, and verifying the recovered data file.
  - Responsibility for Backups is a Management Responsibility:
    - While the ‘function’ of performing backups may be delegated to an employee, the responsibility remains with management.
  - Backup Facilities should remain in the hands of the person(s) responsible for your MYOB accounting. This will ensure timely backups, and in-house comfort with the backup procedures. Experience has shown that backups made by ‘system administrators’ tend to be more casual and less reliable... they simply do not recognize the either the value of the data, or the costs of lost data.

## **Hard Drive Maintenance**

- **De-fragmenting your Hard Drive**

De-fragmenting is the process of rewriting parts of a file to contiguous sectors on a hard disk to increase the speed of access and retrieval. When files are updated, the computer tends to save these updates on the largest continuous space on the hard disk, which is often on a different sector than the other parts of the file. When files are thus fragmented, the computer must search the hard disk each time the file is opened to find all of the file's parts, which can significantly slow down response time. Fragmentation is also a consequence of adding and removing programs.

### **Using Disk Defragmenter**

Disk Defragmenter rearranges files, programs, and unused space on your computer's hard disk, so that programs run faster and files open more quickly. Disk Defragmenter does not affect anything that you see on the screen, such as files in My Documents or shortcuts on the Programs menu.

The Disk Defragmenter Program is one of many 'System Tools'; and is accessed as follows:

- Click **Start**, point to **Programs**, point to **Accessories**, point to **System Tools**, and then click the appropriate icon.
- For information about using Disk Defragmenter, click the **Action** menu in Disk Defragmenter, and then click **Help**.

We strongly recommend de-fragmenting your hard drive on a regular basis, say quarterly. Routinely, we set up a desk-top shortcut to facilitate monthly de-fragmentation.

- **Free Space on your Hard Drive**

Free space must be maintained as a minimum percentage of your total hard drive. This space is required to accommodate temporary files created by various programs. Like many programs, MYOB will use this space to store reports before they are displayed or printed. In addition, MYOB will verify available space before allowing you to open your data file, and add transactions.

For further considerations, see page 17.

## **Upgrading/Expanding your Network**

Recognize that the stability and speed of your network will only be as good as the weakest link. When you 'crank up' your network by adding components (computers, network cards, etc.) or more current Operating Systems, the rest of the network must be capable of handling traffic at that speed. For example, the cabling and connectors that you installed 3, 4 or 5 years ago may no longer be adequate due to changing specifications, deterioration, drivers, etc.

Proper Network Management includes thorough documentation of NICS and Drivers... recommend standardization.

All we're suggesting is that you thoroughly test the network after upgrading to assure performance under load. Good switches, network cards, cabling combined with proper configuration of caching, opportunistic file locking, etc. are absolutely required to ensure network stability.

## Error Messages

### ***General Protection Faults and Illegal Operations; Invalid Page Faults***

These errors indicate a defect in the manner in which the Windows Virtual Memory Manager is managing the allocation of memory. Physical Memory may, from time-to-time, be insufficient to manage the application(s) or file(s) you are accessing. Under these circumstances, the VMM will swap pages (segments) of memory to your hard drive, and read them back into memory as the need arises. Errors arise when Windows cannot find the data due to insufficient RAM or Hard Drive space, or when corruptions occur due to conflicts, such as may arise between two programs trying to utilize the same space.

To put it another way, A General Protection fault occurs when a Windows application writes to a memory space where it doesn't have access. This corrupts any other code that already occupies that memory space. Broadly speaking, General Protection Faults can occur when a MYOB accounting product requests additional memory, for example when printing a report, or loading a new list. The Windows system provides memory to the application that it considers to be available. If this memory is in use by another program, the MYOB accounting product cannot continue and advises Windows, which displays a General Protection Fault message and closes down the program.

Due to the nature of the problem it can be difficult to identify the cause, which might be a non-standard item, such as a display driver or memory manager installed in the system, or a TSR program loaded automatically at start up. The error itself will not cause any harm. The problem is that Windows forces you out of your program, so anything not saved at that time is lost. In any case, it indicates a problem with your system.

Fatal Operations are usually the fault of accessing memory that used to contain data for the application only to find it missing or corrupt. This is usually caused by memory that is malfunctioning or not timed correctly to other RAM that is in the system. If this occurs shortly after adding additional RAM, replace the new RAM, or replace the entire RAM in the system, with RAM of the same type

Windows 9x, NT & 2000 allow swap files to expand and contract according to demand. This is called dynamic paging. While this sounds like a great idea, it can cause significant problems. This approach can cause excessive fragmentation of the hard drive, particularly on larger drives. This fragmentation demands more reads/writes, and ultimately degrades performance. We strongly recommend that you fix the size of the SWAP file to optimize the operation of windows, and select a size that is 1.5 times the existing memory. If you start running into "running out of memory errors" then purchase more ram and adjust the size of the swap file accordingly. Increasing the swap file to an excessive size will fix the problem short term only to slow the computer down and to place more risk to data that is being used in the current application.

## What should I do when a General Protection fault occurs?

### System Tips

1. Many GPFs are resolved by restarting the computer.  
Turn off the computer and Restart. Be sure to wait 10 seconds before restarting, as this may be caused by a glitch in memory that can only be removed by a complete power shutdown.
2. Delete temporary files (~.tmp) in your TEMP folder. In Windows 95/8 this is normally the c:\windows\temp folder.
3. Defragment your hard disk. In Windows 95/8 go to the Start button > Programs > Accessories > System Tools > Defragment Hard Disk... this will help in swap file access.
4. Ensure you have enough hard disk space and RAM. Running low on memory is one common cause of General Protection Faults. This problem is very common with Windows 98.
5. Try changing the color settings (e.g. from 32 Bit to 256 colors). Try changing the video driver to the standard VGA option.
6. Remove Background Images which consume memory; and disable screen savers which also consume memory and precious CPU power.
7. Start in Safe mode in Windows 95/8 to see if there is a program or driver that is conflicting with MYOB. To start in Safe mode, press F8 while your computer is booting. If you do not have a general protection fault in Safe mode, reboot the computer; disable the programs that start up automatically and try running your MYOB accounting product.

### To temporarily shut down programs that start automatically:

In Win 95/8 press Ctrl+Alt+Del and then click End Task on one program in the list, (except Explorer). Try running your MYOB accounting product. If the problem still occurs, repeat this step for the other programs.

### To permanently disable programs from starting automatically

In Win 95/8 right-click the Start button and select Explore. Go to the Start up folder and delete the shortcuts appearing. If this resolves the problem, do not use the program that has been disabled while your MYOB accounting product is running and search the Internet for updates to your hardware drivers and software.

1. Check that a printer driver is set as default in the Printers Control Panel, as an absence of this might result in General Protection Faults (regardless of whether there is a printer attached).
2. If you are running a screen saver, remove this at least until you are sure it is not the cause of the problem.
3. If the System tray shows icons (in the bottom right hand corner of the Windows 95/8 desktop), right-click them and close them.
4. Reinstall Windows as this often resolves the problem.

### MYOB Tips

1. Reinstall your MYOB accounting product (make sure you have a backup of your data file and any customized forms first).
2. If the error is occurring when you print a customized invoice or statement, try using the 'pre-printed' option. If it no longer occurs, the problem is probably associated with your customizing - particularly graphics pasted on the form. MYOB accounting software requires graphics to be in a bitmap (.bmp) format. The Paintbrush program can convert graphics to this format. If there are no graphics, re-customize the form.
3. Check the fonts being used for reports and forms (default fonts, and in any customized report/form). Try changing them to Arial, at least until the cause is known. Fonts from other programs (particularly CorelDraw) may well conflict with MYOB accounting software.
4. If the GPF occurs when trying to print or display a report, you should reinstall the printer software provided by the supplier, or alternatively on the Windows CD or Manufacturer's website. Always ensure that you are using the latest drivers available.
5. Check to see if the problem occurs in Widgets (the sample data file). If the problem does not occur, you might have a corruption in the data file. Contact MYOB Technical Support for more information on file corruptions and repairs.
6. Delete the myob.ini file from the c:\Windows folder. This file will be recreated when you restart your MYOB accounting program.

### Recommendations:

1. Maximize RAM:
  - Increased RAM will improve chances of program running in memory, rather than relying on swaps. Swapping is always slower than RAM.
  - Memory is relatively cheap today, and newer computers, operating systems, and programs increasingly demand more memory for acceptable performance. Today, we recommend 256-512K RAM for the 'Host' Computer (the computer which is 'hosting' the data file); and 128-256K RAM for each workstation. This is double what we would have recommended one year ago.
  - Where possible, use a single RAM module as this minimizes the possibility of mismatched RAM.
2. Create a FIXED PAGEFILE.
  - Windows 2000 recommends minimal paging file size equivalent to 1.5 times the size of physical RAM, but also recommends that you might increase size if you are frequently using programs that require a lot of memory.
  - We recommend a fixed pagefile at least 2.5 times your physical RAM (or the recommended size under 'Total paging file size for all drives, whichever is larger). You can 'fix' the size of your pagefile by setting the minimum and maximum size the same.  
**NOTE:** Because this approach may leave more data in the swap file during a system crash, greater corruption may result. Be sure to implement reliable data verification, optimization and backup procedures.  
- Be sure to restart your computer after changing your pagefile settings, and immediately Defragment your hard drive(s).

### 3. Dynamic Paging

- If you cannot implement a fixed pagefile, consider placing the swap or page file on a separate drive or partition, ideally where you do no other file saves. This way you can minimize competition for disk reads and writes; and minimize the degradation that would result from increased fragmentation on the drive.

## ***Fatal Error 1106***

### **What does the Fatal Report 1106 message mean?**

Programs written for Microsoft Windows, and the Apple Macintosh, store information by passing data to a file manager, which is not a part of the MYOB program. For example, when you ‘record’ a transaction in MYOB, the program takes all the information you have entered, and passes it to Windows or the Macintosh with a request that it be filed on the Hard Disk. It is the computer’s job to store the data correctly and inform the program that this operation completed successfully.

Once the data is on the hard disk, it is reasonable to expect that it should stay there, intact. Unfortunately, computers and hard disks are not perfect. If some part of your MYOB data file becomes damaged, the program will report this damage as a Fatal Error 1106.

If you receive this message, you should restore your data from your most recent backup, and repeat the operation just completed. It is important to perform the same operations on the restored data that caused the message to appear originally. If these operations can be performed on the restored file without the error appearing, move forward again from that point. If not, you should use the next most recent backup and repeat this process.

If all else fails, damaged data can sometimes be repaired, for a fee, by the MYOB Technical Support team. For further information, contact a Technical Support Representative. Please note that file repair is NOT a priority service –your own data file backups and the Verification features (Select Verify data from the File menu) are your best defenses against damaged data.

## ***Memory in Windows - Error 114x***

If there is not enough memory available for MYOB to operate efficiently, several things may occur. Firstly, you are likely to notice a slowing down of the program, as the required information cannot be stored all at once in the available memory.

If the available memory is seriously below what is required, you may experience 'Out of Memory' errors and messages with error numbers starting with 114 (e.g. 1143, 1144, 1149). These are nearly always memory related errors, and most probably indicate the computer is severely low in memory in relation to the size of the data file.

The optimum amount of memory to have available to MYOB is 1.5 MB more than the size of the data file. It will run with less, but not at maximum speed and efficiency. If the amount free is down closer to the size of the data file, you are likely to receive memory errors. Check the size of the data file, add 1.5 MB to this, then check the amount available when in Windows (all applications closed).

If, you find you have too little memory, you may need to talk to your Reseller about installing more RAM, or consider altering your Virtual Memory settings. Virtual memory is a technique where the computer uses some of your hard disk's space as pretend Ram. The considerations are covered in greater detail, under the heading “General Protection Faults and Illegal Operations; Invalid Page Faults”, on page 17.

## ***Fatal Error 1199***

### **What does the Fatal Report 1199 message mean?**

When MYOB is in the process of saving your data file to the hard disk, it marks the file. If anything goes wrong (for example the hard disk reports an error, or the power goes off), the file will be in an undefined state. This means that the file is unusable.

If this type of situation occurs, the next time you try to open the data file, MYOB will report:

### **“Fatal Error 1199”**

This is a serious problem, and can only be fixed by restoring your data from your most recent backup. There is no other method of dealing with this situation – the data file reporting this error has become unusable and is irreparable.

## ***Termination Code 1250***

When running MYOB in Multi User mode there are continuous messages being sent between all machines that are logged into the session. When one machine records a transaction or updates the data file, MYOB uses the networking protocol, to send a message to the other machines to update the information displayed on their screens. A message is then sent back to the original machine to confirm that the message has been received. If the message was not successfully transported to one of the machines, possibly due to MYOB 'timing out' on that machine, a message such as this may appear:

**MYOB must terminate, a network error has occurred, Termination Code 1250, Important details 9998 (1147:2001:xx) Unable to send message to ZZZZ**

Where ZZZZ is the computer User ID name of one of the other computers on the network, where the Timeout occurred.

If you get a Termination Code 1250 you should **verify** your data file to ensure that the 'Timeout' has not corrupted your data file. If your data file does not **Verify** successfully, try optimizing your data file, and then verify again.

If you are experiencing a Termination Code 1250, there are a number of settings that you should check on all your machines on the network running MYOB. Some things to check are

- Lockfiles
- Protocols
- Other Applications Running
- Power Down and Screen Savers
- Data file location
- Hardware
- Resources on machines
- Slow machines and network cards
- Distance between machines

### To check on all machines:

#### Lock files

Whenever a user logs into MYOB a temporary Lockfile is created to store the User's name that is logged into that data files session. When each additional user logs into the data file, their User Id name is added to the Lockfile. When you log out of MYOB, your name is deleted from the Lock file and, when the last User logs out the Lockfile will then be erased. If you have experienced a termination or crash or have not closed MYOB down correctly, then your user name may not be deleted from the Lockfile, causing the other machines to attempt to send messages to you.

When everyone is logged out of MYOB check to see if there are any lock files. Lock files are stored in the same directory as your data file.

At the **host** machine go to **Start>Programs>Windows Explorer** and select the folder where your data file is stored. Check for any files called Lock0001.flk or Lock0002.flk (it could be up to Lock0010.flk) and delete them if all users are logged out of MYOB.

#### Protocols

When MYOB is running in Multi User mode, it relies on a protocol called TCP/IP to carry messages to other workstations. If TCP/IP is not installed on one of the machines, messages cannot be sent to and from that machine, causing MYOB to terminate.

While MYOB will work with legacy protocols, such as NetBEUI, we STRONGLY recommend TCP/IP.

Note that in Windows 98 you can press esc to bypass the Window login prompt. By doing this the system may not be allowed to access network resources. Even though TCPIP is configured and permissions seem to be set correctly. Ensure that correct login procedures are adhered to.

#### To check that TCP/IP is installed on Windows 95/98:

Go to Start>Settings Control Panel>Network. Under Configuration you should have TCP/IP listed.

The configuration tab, lists all the adapters and protocols that you have installed. Any adapters or protocols that you do not use or need should be removed. For example, if you do not have a Modem connected to this machine you may not need Dial Up Adapter. You may also have a protocol such as IPX/SPX that you do not require. Consult your IT Consultant or Administrator before removing any of these.

You will notice that the protocol listing will indicate which protocol is bound to each adapter. e.g. NetBEUI>PCI Ethernet DECchip 21041Based Adapter. The PCI Ethernet DECchip 21041Based Adapter in this example is the Ethernet adapter used on the Local Area Network. If you require other protocols to be bound to your Ethernet adapter, set TCP/IP as the default protocol.

#### To install TCP/IP:

Click on **Add>Protocols>Add and highlight Microsoft and choose TCP/IP**. You may need your Windows CD and you will need to restart your machine before the changes take effect.

#### To set TCP/IP as the default protocol:

**Highlight TCP/IP, click on Properties> Advanced and check 'Set as Default Protocol'.**

Note: You may need to restart the machine after making this change.

### To check that TCP/IP is installed on Windows NT:

Go to Start>Settings>Control Panel>Network. Under Services, check that you have TCP/IP Interface on the list. You need to install it from your Windows NT CD.

Under **Protocols** check that you have NetBEUI installed.

If you do not have TCP/IP on this list you need to install it from your Windows NT CD

### Other Applications

There is software you can install that provides certain benefits to your computer system, but may take up valuable resources from your computer, resulting in 'timeouts'. You should remove any applications running in the background that you do not use or require. You may find that there are a number of applications running that you are not aware of because they load automatically, when you start up your machine. To find what is running in the background hold Ctrl+Alt+Del to view the Task Manager. Any applications that you do not require you should remove by clicking End Task; Do not End Task on 'Explorer'. An example may be Microsoft FindFast and Office StartUp Assistant (OSA). Remove anything from your Start Up folder that you do not need. Removing applications from your Startup folder will not remove the application from your computer, but stops it from loading automatically.

To view your Start Up folder Click Start>Settings>Task Bar>Start Menu Programs>Remove. Open the StartUp folder and highlight the applications you wish to remove and Click Remove.

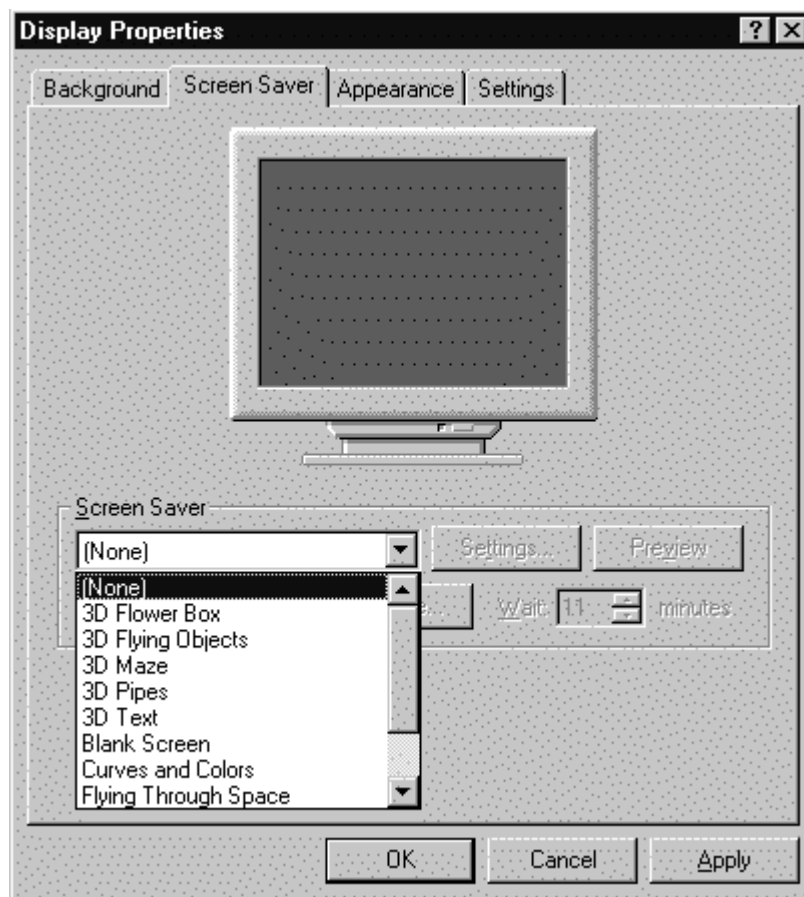
## Power Down and Screen Savers

Had any of the MYOB machines been left idle when the problem occurred? One of the machines may have a CPU or Hard drive 'Power down' feature. You may get a 'Termination code 1250 ... could not send message to Bob'. Bob may have been left idle and powered down, causing it to stop responding to the network and to MYOB. We strongly recommend that you turn off any Power down features.

To turn off any Power down features go to **Start>Settings>Control Panel>Power> and deselect 'When powered by AC power', or set Power Scheme settings to 'Never'.** You may also need to switch these off from the machines BIOS, consult your IT Consultant or Network Administrator about this.

Screen Savers can also cause this problem. We strongly recommend that you also disable any Screen Savers.

To disable Screen Savers, go to Start>Settings>Control Panel>Display> Screen Savers, Select 'None'.



If required, you may use the power management features of the video driver to 'blank' the monitor screen after a period, but, **DO NOT USE SCREEN SAVERS.**

### Data file Location

Is the data file on a server, which is also being used for other applications? If so it may not be able to allocate enough resources to MYOB. Perhaps try moving the data file to another, powerful, workstation, and run MYOB Peer-to-peer. Because legacy operating systems will fail completely if an application crashes, it may be preferable to locate the data file on a workstation which is not running any application programs. This concern is eliminated by using only current operating systems, such as Windows 2000.

### Possible Hardware problems

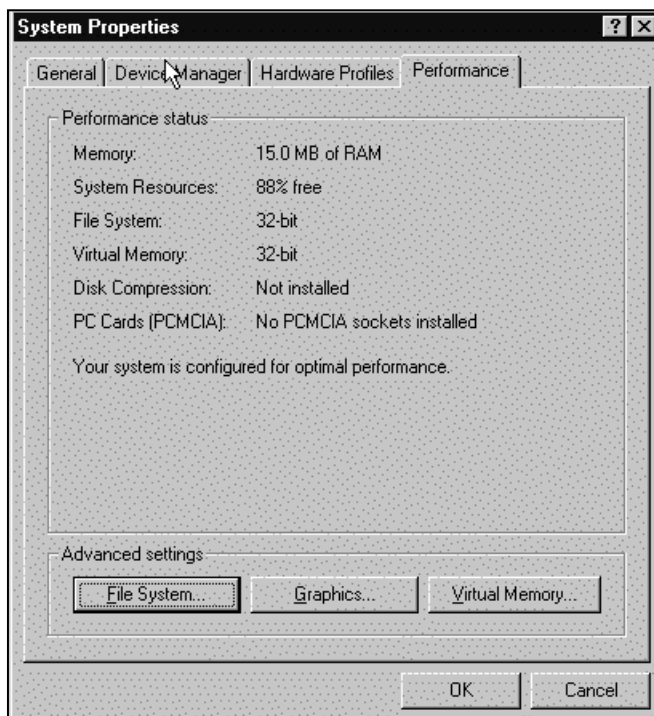
Problems with network adapter cards, network cables, or the connection between the two could cause transmission problems affecting MYOB. There could also be a problem with the software that drives these adapters. Make sure you have updated drivers for Network cards and other hardware. You should check your Vendor's web site regularly for updated drivers. If you are running on Windows 98 and have Realtek drivers, we strongly recommend replacing all Realtek NICs with proven technology, such as Linksys.

Make sure that in the Device Manager (Start > Settings > Control Panel > System > Device Manager) that the Network adapter is not installed under 'Other Devices'.

You should also consider running Network Diagnostic software to test for transmission errors.

### Low Resources

Check that each machine has sufficient resources: CPU, RAM, HD space for Virtual memory (keep 5-10% free min Hard Disk space). Check the amount of free system resources, there should be at least 80% free, when MYOB is open.

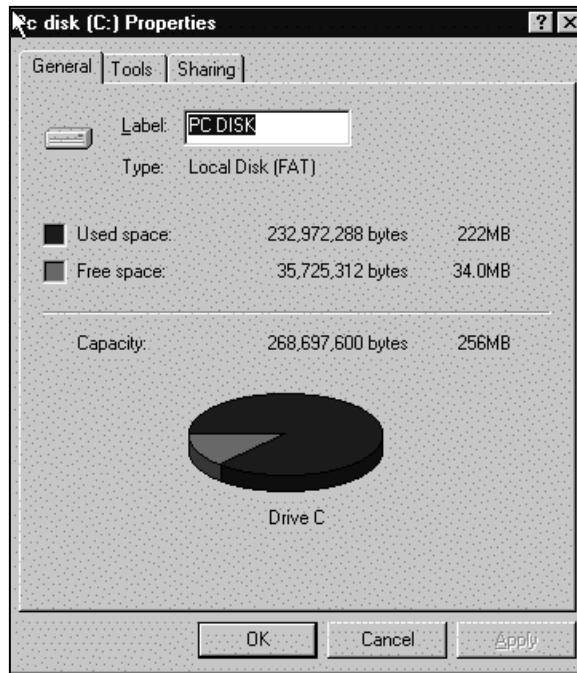


To check your System Resources go to **Start>Settings>Control Panel>System>Performance.**

Ensure that the server, whether running 9X or NT, is optimized for File sharing and not application operation. This allocates memory and Processor IO to devices like hard drives and network cards for maximum Speed and Reliability

It is recommended that a minimum of 10% of the total capacity of hard disk (or 100 MB, whichever is larger) is kept free.

To check your computer's hard disk space, go to **Start>Programs> Windows Explorer**, highlight the C:\ drive and go to **File>Properties> General**. This will display the amount of available disk space.



### Distance between machines

If the distance between the machines is too great, messages may not be transmitted properly, (roughly 200m per segment for thin Coax/10Base2 and 155m from machine to hub on a twisted pair/10BaseT network). You need to ensure that the distance between machines is not too great for the cable to support, and keep cables away from fluorescent light fixtures and power lines.

### Slow machines / Fast network card

If MYOB has to communicate with a slower machine on the network, a backlog of messages could be created, therefore causing the TC 1250 timeout. This could also occur if a fast machine has a slow network card and a slower machine has a faster card.

### To Check on Workstations:

#### Shortcuts

MYOB is a Peer-to-peer networking program; therefore it needs to be installed on all machines. If you use a Shortcut to access MYOB, check the Target to ensure that the application is running locally.

Right Mouse click onto the shortcut, go to **Properties> Shortcut**. Where it reads 'Target' it should read:  
C:\Plus11\myobplus.exe M:\data filename.pls

Where M:\ is the network drive that is mapped to host machines MYOB Folder (where the data file is located) and data filename.pls is the name of your data file.

The 'Start in' field needs to read C:\Plus11, to ensure that all the dll files are also run from the local machine.

The above is a guide to eliminating network errors that you may experience; please ensure that you have checked all of the settings on all machines using MYOB, before contacting Technical Support. You may need to contact your IT or Network administrator for assistance.

Please log all error messages before calling, including all error numbers and what the users were doing when the error occurred.

### Errors in your MYOB data file

When working in your MYOB data file, you may at some point receive a message that suggests that your data file has encountered an error or corruption. The kind of message that you may receive is something such as:

- "MYOB must terminate. Termination Code 12XX usually followed by Error -3000 Important Details (XXXX:XX:XX:XX)
- Index 36 (for Version 2 Users)
- Index 32 (for Version 1.5 Users\_
- Other Index Errors
- Test X of 35 during verification
- Note: If you are getting a message - "MYOB must terminate. A Network error has occurred. Termination Code 1250 9998 : XXXX:X:X please refer to our Support Note number 2111 called 'Termination Code 1250'.

#### **Error -3000**

If you receive the error message 'An Error -3000 has occurred', MYOB has terminated usually due to a corruption caused by an unexpected closure of the program while a record was writing to the data file. If you receive a message like this you need to **optimize** your data file, and then **verify** to ensure that there are no errors in the data file. If this is not successful, you will need to **restore from a back up**.

#### **Index 36 and Index 32**

This means that there is a corruption in the Roll Back File, which is created every time you open MYOB. If MYOB unexpectedly shut down or crashed while recording a transaction, it can cause transactions to be partially recorded, in the Roll Back file. You will need to **optimize** the data file, and then **verify** to ensure that there are no errors. If this is not successful you will need to **restore from a back up**.

#### **Other Index Errors**

If you receive an Index error, it means that one of the Indexes have become corrupted, usually due to a crash or abnormal program termination while a record was writing to the data file. If you receive an index error you need to **optimize** your data file, and then **verify** to ensure that there are no errors in the data file. If this is not successful, you will need to **restore from a back up**.

## ***Test x of 35 when verifying data file***

While you are verifying your data file, or 'Checking for errors' during your back up process, and you encounter a message Test X of 35, you will need to **optimize** your data file and then try **Verifying** again. If this is not successful you will need to **restore from a back up**.

## ***To Optimize your data file***

To optimize the data file (preferably at the host machine, i.e. where the data file is stored locally):

### **For Windows users:**

Close MYOB on all machines. Go to **Start>Programs>MYOB >MYOB Optimizer**. Click Next at the 'Welcome' screen, and then Click Find File. Select your data file and click OK, and then Click Next and follow the prompts.

### **For Mac Users:**

Close MYOB on all machines. Go to your MYOB Folder, and double click on '**Optimization Assistant**'. Click Next at the 'Welcome' screen, and then Click Find File. Select your data file and click OK, and then Click Next and follow the prompts.

While you are optimizing the data file, if you receive a message "Unable to Compact the Database, error 230:XXX:XXX:X:X, it means that there is someone still logged into the data file, or the Lockfile has not been deleted. You will need to delete the lock files yourself. At the host machine go to Start>Programs>Windows Explorer and select the folder where your data file is stored. Check for any files called Lock0001.flk or Lock0002.flk (it could be up to Lock0010.flk) and delete them if all users are logged out of MYOB.

## ***To Verify your data file***

To Verify the data file, open MYOB and open your data file. Select '**Verify Data**' from the File menu.

If the **Optimization** or **Verification** were unsuccessful, you will need to **restore from your last back up**. Once you have restored your back up you should **Verify** again, to ensure that your back up also does not have any corruptions.

After you have Optimized and Verified your data file, if you are still getting errors and you **do not** have any back ups or your back ups are also corrupted, contact our Technical Support Team for further details.

### ***To reduce the possibility of corruptions:***

- Use a UPS on both the Server and Workstations.
- Make sure that you have Set up MYOB correctly, and have installed the application on all machines, and only access the data file from the host machine. If you use a Shortcut to access MYOB, check the Target to ensure that the application is running locally:
  - Right Mouse click onto the shortcut, go to **Properties> Shortcut**. Where it reads 'Target' it should read: C:\PlusXX\myobplus.exe. The 'Start in' field needs to read c:\PlusXX to ensure that all the dll files are also run from the local machine.
  - Make sure you close MYOB correctly, by going to **File>Exit**
- Do not Turn Off the host machines Power while others are working in the data file.
- Look for any **electromagnet interference** of cables which can corrupt network messages
  - possibly caused by cables running over **flurescent lights** in the ceiling
  - network cables running past/over **power cables** or power sources (particularly industrial areas). Try to keep your network cables away from these power sources.
- Try to reduce the possibility of- **power surges** and **power spikes**, by installing Un-interruptible Power Supply (UPS), especially if you are in an Industrial area.
- Problems with network adapter cards, network cables, or the connection between the two could cause transmission problems affecting the flow of information to MYOB. There could also be a problem with the software that drives these adapters. Make sure you have updated drivers for Network cards and other hardware. You should check your Vendor's web site regularly for updated drivers. If you are running on Windows 98 and have Realtek drivers, see Support Note '**2120 Win98 probs and Realtek**'. You should also consider running Network Diagnostic software to test for transmission errors.
- Try running a Defrag and Thorough Scandisk to look for any **HD surface problems/errors**.
- **A fast machine with a slow network** card and a slow machine with a fast network card could cause network to 'timeout', causing the system to crash or needing to be forced quit. Make sure that your machines can support the network cards you have installed.

We recommend that you back up your data file every day, Checking for Errors (Verifying). This will reduce the amount of lost data, in the event of a corruption.