

# T R O U B L E   S H O O T I N G

We've had calls. A frantic voice. "What is this error dialog? I don't know what happened, but I Saved right away! Then I called you!" Wrong! That's just what you shouldn't do. *Warning!* ♦

Most times a goof by you, a software glitch, a computer hiccup, can be rendered harmless if you don't Save it. Save an error and it may be yours forever.

When things appear to be messed up, you have some escape routes to try.

*Warning!*  
**DON'T SAVE** if you think something is wrong!

## B A C K U P   Y O U R   D A T A

Of course, backups protect you from an untimely error. We've said it a zillion times in this manual. We've said it seriously. We've said it cleverly. We can't say it often or loud enough. Backup your data **FREQUENTLY**, and store your backups in a safe place. This is the one and only, guaranteed way to salvage your data in the event of disaster.

## R E V E R T   T O   S A V E D

Revert to Saved in the File menu restores data in any file to its condition at the time of the last Save.

## S H U T   D O W N   A N D   R E S T A R T

Sometimes your computer starts acting weird, not like its normal self at all. If something worked before and doesn't work now, Shut Down and Restart. It cures a high percentage of malfunctions. Better to lose a few minutes and a little work than an entire database.

In trying to track down a problem, there are a number of things to consider.

## T R A C K I N G   D O W N   T H E   P R O B L E M

When we trouble shoot a problem there are questions we ask right off the bat. Most problems turn out to be within the range of these questions.

If the problem occurred while you were trying something new, did you follow the right procedures? OK, OK. Of course you think you did it right, but did you check the manual again, just in case?

Did you do *anything* different?

## M E N U   F A I L U R E

This one is probably not serious.

Missing menus or a "Can't Find Resource File" dialog indicate that either HS 3 Resources is not in the folder or somebody renamed it. No, no, no! Put it back. Fix the name, spaces, caps and all. HS stands for HindSight, and all our files need HS 3 Resources to have any menus at all.

## C A N ' T   A C C E S S   F I L E S

Hello, hello. Where are you? We've had calls about links to the Contacts file not working.

If files can't access other files, it may be they are not in the folder with all your HindSight software files. The link is broken.

Did somebody change the name of one of the files? Like change Contacts to My Contacts? Or add a 1 after Contacts? Did a space sneak in before the C in Contacts or at the *end*? InView & StockView files must keep their names *exactly* as they were when we shipped them. Check this manual or the buttons in the diagram in Flow Chart if you have any question about the correct name.

InView and StockView files are programmed to look for each other all huddled in the same folder. The folder's name doesn't matter. The files look for each other by file name and they are literal. Very literal.

## W H A T ' S   C H A N G E D ?

If a new problem crops up in well known territory, it usually indicates that things are not the same as they were. Have you changed to a new system or printer? Have you added a new screen saver, a new print spooler?

Have you checked for viruses? Have you added new software, particularly new utilities?

Some utility programs create backup directories for data recovery. These can be problematic. Occasionally a backup program alters the way data is Saved or kicks in during a Save in order to do its job. This creates a situation where two software applications are simultaneously giving your computer instructions and the results may be....unpredictable. Usually, these backup utilities have options set by the user to control when to activate Saves. Consult the manual for products you are using or plan to use. See if and how it can be disabled during the Opening, Closing and Saving of other files.



Speaking of viruses, they're now commonplace. Viruses can cause system crashes when you are printing, cause strange, unusual, or erratic computer behavior or total data loss. Did your grandmother ever say, "Don't touch that. You don't know where it's been!?" Use only software whose origins you are sure of. The investment in and consistent use of a current virus detection program may save you aggravation, downtime and data loss.

Download only from trusted web sites and...

## BACKUP YOUR DATA!

## HINDSIGHT HELP

We are keenly aware that without you, we'd be nowhere. HindSight values and supports it's customers in every way possible.

If you are a first time buyer of HindSight software, you have an hour of free telephone support from HindSight. Experience indicates that although individual needs vary, this is adequate for most of our customers.

We're confident that most questions that arise can be resolved by reading and referring to this manual. We keep track of such things and a high percentage of the calls we receive concern well documented features. Refer to our Index.

You should seldom need to call for help, but there may be times when you just can't figure out what to do or what you did. Knowing who to call is half of getting the problem solved.

## WHO YOU GONNA CALL?

Experience indicates that rarely does anyone need all the free time available, let alone more time. But, if your questions involve specifics of using InView or StockView, by all means, call us at HindSight. We provide the best technical support available. We do our best to resolve questions and problems.

Our support staff can help with questions regarding InView, StockView and Panorama.

The folks at ProVUE, creators of Panorama, can help if your question is about how to use the parts of InView and StockView which are completely integral parts of Panorama, the graphics tools, for instance. ProVUE can probably provide some answers better than HindSight. The ProVUE staff cannot answer questions about InView and StockView.

## CONSULTING HELP

If you need additional help, call us. We'll try to work out satisfactory arrangements or refer you to another, independent consultant.

## ONLINE HELP

HindSight has free support available via our web site at [www.hindsightltd.com](http://www.hindsightltd.com). Our site includes support forums that may already have your questions asked and answered. We encourage you to check in to our forums frequently for news and tips about your software.

## PRE-CALL CHECKLIST

We need your help in order to help you. When you have trouble and call for help, have specifics ready. It's difficult to get Help if you can't describe the problem.

*Check the manual and its Index for any helpful information.*  
This gives you a moment to think about just what happened.

*Call for help after you have settled down a bit.*

If the problem is sufficient to warrant using your free time or paying consulting fees, take a moment to get ready before dialing.

*Be at your computer when you call for help.*

We need good information from you and may need you to tell us exactly what certain screens show or do. We also need to have you in position to try things and give us the results.

## WRITE IT DOWN

*Make notes of exactly what went wrong and what you were trying to do.*

Especially take note of any error dialogs or other messages. They often provide the answer, but only if you let us know what they said.

If we can recreate the situation, tracking the problem is often easy. Here are some of the questions we will ask. Make the most of your time and ours by checking through this list before calling.

*What kind of computer do you have?*

*How much RAM does it have?*

*What operating system are you using?* - This is really helpful for trouble shooting.

*What kind of printer are you using?*

*Has the problem occurred before?*

*What were you doing?*

*Can you make it happen again?*

*Have you installed any new software and does its installation coincide with the troubles?*

*On Macintosh, do you have any new Extensions?*

*On Macintosh, have you tried turning off Extensions?*

*Have you checked for viruses?*

*Have our manual at hand when you call.*

We refer to it, by chapter and page, as often as we can to speed up help calls.

*Have your software open when you call.*

It's much easier to walk through steps than to remember what to do when the call is over.

*Help us help you.*

It's very important that things be done just so when we're trying to trouble shoot for you. So listen carefully and follow our instructions. Do your best to do exactly as we suggest even if you think you know what we're attempting to do. We have our reasons for doing things when trying to resolve troubles.

Sometimes we are even the brunt of frustration. We understand that problems are upsetting. Be calm though and be prepared. It's easier for us to help you if we're not getting an earful. We do want to help you get the most from your computer and from our software, but we do need your help too.

## MAKE BACKUPS

We started with it and we're ending with it. Backup your data! Regularly. Disks and computers are not infallible.

The best possible safeguard against trouble is to have recent copies in reserve. It won't prevent troubles. It won't always cure troubles. But it surely provides damage control.

Your data is valuable. Don't get caught with only a single copy from six weeks ago. Do you know about Murphy's Law? Your computer does.

To repeat from the Introduction...sooner or later, you will lose data. The only recourse may be to pull out a recent backup copy and reinstall it on your hard drive. With good backups, the impact of data loss can be almost negligible.

When should you do backups? Whenever you've done more work than you'd like to do again.

Large capacity ejectables such as Zip and Jazz disks make backups pretty easy. You can drag the whole InView & StockView folder along with Panorama onto a disk and have all of your files safeguarded. Better still create a new folder on the backup disk and date it. Then drop the InView & StockView folder inside. Next time you do a backup, do it again. A single Zip disk can hold many such backups before you have to delete the oldest folders.

Don't commit everything to just one disk though. You know that bit about all your eggs in one basket? Ultimately your data is worth much more than the price of a disk or two or even three. And the time spent replacing it is very costly. *Tip* ◆

### *Tip:*

If your hard drive has sufficient space, and these days most do, highlight your InView/StockView folder. On Macintosh select Duplicate from the Finder's File menu. On Windows select Copy and the Paste in the Edit menu. A complete copy of the folder is created with all of your data inside. In a day or two throw it away and make another. It's quick, it's easy and you've got a complete and accessible backup right there on your hard drive. Just don't let it lead you to forgo backing up on some external medium too, just in case you experience hard disk problems.

