

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!

REVERT TO SAVED

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

SHUT DOWN AND RESTART

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.

TRACKING DOWN THE PROBLEM

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* differently?

MENU FAILURE

This one is probably not serious.

Missing menus or a "Can't Find Resource File" dialog indicate that either HS 5 Resources is not in the folder or somebody renamed it. Find it and put it back. Fix the name, spaces, caps and all. HS stands for HindSight, and all our files need HS 5 Resources to have any menus at all.

CAN'T ACCESS FILES

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 but the files look for one another by file name and they are literal. Very literal.

Or it may be a Permissions issue.

PERMISSIONS

If you get messages that a file can't be found, that the file is busy or locked or you experience crashes when trying to open a file, OS X Permissions may be the issue, especially on 10.4 and 10.5.

Permissions are especially a problem with files transferred from one computer to another. The permissions remain as they were on the originating computer, so the second computer doesn't recognize its right to open or save the files.

On OS X you need to be sure you've properly set access privileges to all files and folders. It's set via Get Info. OS X is not reliable in this setting and even if you tell it to apply the setting to all of a folder's contents, it doesn't necessarily happen.

You should also be sure to Repair Permissions frequently using Disk Utility. It's located inside the Utilities folder that is inside the Applications folder.

Check our support forums for OS X Permissions for more details, links to additional sources and any updated information we may have added.

WHAT'S CHANGED?

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 updated your OS?



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

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 SUPPORT

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

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 questions we receive concern well documented features. Refer to our Index.

ONLINE HELP

HindSight has several forms of free support available via our web site. Our site includes support forums that my already have your questions asked and answered. We encourage you to check in to our forums frequently for news and tips about your software.

Go to <http://HSLtd.us/hsforums/Support.html> to review all of your support options.

WRITE IT DOWN

Any time you're experiencing problems and asking for help, the more information you can provide the more likely a speedy resolution becomes.

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.

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?

Have you checked for viruses?

Help us help you.

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.

If your primary 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

Take advantage of partitions or additional drives. Drag a copy of the whole InView & StockView folder to any such drives. Create dated folders in the backup location to save more than one backup copy.

CDs and DVDs make backups pretty easy. You can burn the whole InView & StockView folder onto a disk and have all of your files safeguarded. Be sure to date backups so its easy to take incremental steps backwards if necessary

Don't commit everything to just one physical location though. You know that bit about all your eggs in one basket? Ultimately your data is worth much more than the computer. And the time spent replacing it is very costly. Keep backups of all your important files and images off premises; even hundreds of miles away for the best security.

U S I N G B A C K U P S

If the need arises that you must resort to a backup copy, there are a few ways to go about it.

If one and only one file is misbehaving or missing data you can replace just that one file.

For instance, if you accidently deleted a batch of names in Contacts, just drag Contacts from a backup folder to replace Contacts in your working folder.

Or if you've saved a botched job of editing graphics in Worksheet's Invoice or Estimate forms, drag a copy of Worksheet from the back up to replace Worksheet in our active folder.

There are times when the whole folder needs to be replaced though, such as following a hard drive crash. Just drag your most recent backup copy of the whole InView & StockView folder onto your hard drive and it's ready to go - with one caveat.

If the drive has been replaced or erased, Panorama and your Panorama registration have also been wiped out. It is necessary to use your Panorama Serial Number to re-activate the registration. It may even be desirable to go to ProVUE.com to download and install an up to date copy of Panorama.

