

## Frequently Asked Questions

May 8, 2007

### Printing, Emailing and Images

#### **Can I copy and paste in Studio Designer or Studio Showroom?**

Yes, but you must use keyboard functions to do so. Use Ctrl-C to copy (Hold down the Ctrl key while clicking C on your keyboard), then use Ctrl-V to paste.

#### **Can I preview an Invoice in Studio?**

Yes, hold down the shift key when clicking the Invoice button to create the invoice. This will open a "Preview" invoice. This same method can be used for Proposals and Purchase Orders.

#### **Can I email from Studio using Yahoo, Hotmail or AOL?**

You can email from Hotmail, but not Yahoo or AOL. Note: Hotmail renames attachments as .tmp, for your clients to open the attached reports, they will be required to save the attachment and rename it to the proper extension of .snp or .rtf. Try using Microsoft Outlook Express or Microsoft Outlook.

#### **Why is my logo missing when I email from Studio?**

You have used the RTF format when emailing. Two email formats are available from Studio. RTF uses a universal, non-graphical interface that can print from most operating systems without any additional software or downloads on the email recipient's computer. But, none of your graphics (logo's, lines, etc.) will be visible. The SNP format will show all graphics, but your email recipient must install the Snapshot Viewer in order to view the email. There is a link on the email to the Snapshot Viewer to aide your recipient in installation. You may also install it by accessing the Self Help Downloads page of our website.

#### **Where do I put my images in Studio Designer and Studio Showroom?**

All images must reside within the "Images" folder within your main StudioDesigner or StudioShowroom folder. We suggest creating a sub-folder for each client (including Inventory) as well as additional sub-folders within the client for each room.

#### **I'm having problems attaching images in Studio Designer or Studio Showroom**

Studio Designer and Studio Showroom ship with Microsoft Access Runtime which does not include the Office Graphics Filters. This will not be a problem if you install Microsoft Access (full version) or Microsoft Word. The most common error message states that Access does not recognize this type of file or the image is too large. Try converting to a .bmp or .gif format. A sometimes easy workaround is to simply change the file extension to uppercase .BMP - an unusual fix that sometimes works.

#### **Can I create my own digital signature?**

You can either create your own signature, or you may purchase a digital signature from a trusted source such as Thawte or Versign.

#### **I installed Access 2007 and now I can't print my custom reports**

At the current time, our preference is that you do NOT use Studio Designer/Showroom with Access 2007 until we have released a version of Studio Designer/Showroom specifically to run with Access 2007.

If you installed Access 2007 after your original Studio Designer/Showroom installation, you must change your Studio Designer/Showroom icon to launch with Microsoft Access 2007 as it will run with Access 2003 runtime by default. If you used default installation paths for both Access 2007 and Studio Designer, the target for your icon should read: "C:\Program Files\Microsoft Office\Office12\MSACCESS.EXE" "C:\StudioDesigner\StudioDesigner.mde" /runtime

Doing this will launch Studio Designer within Access 2007 which will occasionally allow your custom

reports to print, but you may need to click Add Ins to see some of our menus. You can close your reports that have been viewed to the screen by pressing Esc on your keyboard.

### **I'm getting a Vb error when trying to print in Studio Designer or Studio Showroom**

If any of the Address ID's used in the item (Client, Vendor, Ship-to) contain an apostrophe or an accent, you will get this message. To change an existing Address ID, use the Rename Address function by clicking Files Maintenance from the Studio Designer main menu. Enter the name as it is currently, then enter it without the apostrophe and click Update.

### **I get an extra (blank) page when printing reports in Studio**

Ink jet, Desk jet and Multi-Function Printers tend to stretch standard fonts, which also causes text to take more space and may cause blank pages in between printed pages. They can also cause various other problems. If you are experiencing problems, try updating the printer drivers.

## Accounting

### **Can I void a cash receipt?**

No, there is no "Void" function for cash receipts. Once input, you must reverse a cash receipt to remove it. Do this by entering all of the same information that you did when originally entering the receipt, but place a - (minus sign) in front of the \$ amounts.

### **How can I have a check that printed and it is not in my checks list?**

When you print a check, you must say Yes when prompted "Did the checks print correctly" for the check to register. If you say No there will not be a record of the check.

### **How can I void a check in Studio Designer that was upgraded from Impact?**

Checks that were upgraded from Impact must be voided by posting a negative manual check. This can be used for both Purchase Order checks and Office checks.

### **Why can't I add an item to a pre-existing INVENTORY purchase order?**

Although items can be added to pre-existing purchase orders for normal design items, you cannot add an item to a pre-existing INVENTORY purchase order.

### **How do I write off invoices to bad debt?**

Receive a client payment just as if the client actually paid the invoice, just change the cash account to Bad Debt Expense or an applicable account. This same method can be used to remove small balances, overpayments, etc.

### **How do I return consigned inventory to the vendor?**

Using the manufacturer/vendor as the client, invoice the items with 100% discount. When Studio prompts "This item is on consignment do you want to unconsign this item?", click "NO". Type "Returned Consignment Inventory" in the invoice "Special Instructions". This will remove the inventory, not expect any payment, and refer back to the manufacturer/vendor.

## Installation and Network

### **I'm getting a VB error "Failed to retrieve version information"**

Generally this error refers to Studio's inability to connect to the StudioDesigner.mde or StudioShowroom.mde on your server. Make sure that you have network access. Normally we use "mapped" drives. In this case, you could open your "My Computer" icon and see if the network drive is "disconnected". If so, double click the network drive to reconnect it. If this does not work, call Studio Support or call your network technician.

### **Are Studio Designer and Studio Showroom Compatible with Window 2003 Server?**

Yes, both programs will function properly using Windows 2003 Server, but we do require that you make some simple Windows Registry Updates. Call Studio Support for details.

## **Are Studio Designer and Studio Showroom Vista Compatible?**

At this time, our official position is **NO**. However, we do have some suggestions below if you have already purchased Windows Vista and would like to use it with Studio Designer/Showroom.

1. If you also have Microsoft Access 2007, do NOT use the standard installation from the CD or from the website. Please see our Frequently Asked Question titled: Using Access 2007.
2. Some versions of Windows Vista do not support networking. Confirm that yours does if you will use Studio Designer/Showroom with multiple users.
3. Windows Vista has many enhanced security levels. You must make sure that you have full access (read/write) to the Studio Designer folder that will host the data as well as the Studio Designer/Showroom folder on every workstation. We have found that not all items automatically inherit rights from the parent folder. If you have any trouble, please confirm that rights for all objects inherit permissions from their parent objects.
4. We do not recommend placing Studio Designer/Showroom into the shared documents folder as we have found it very common to experience problems when doing so. Please do not install into a shared documents folder. If you would like to place the data into this folder after the initial installation, you may do so by copying the StudioDesigner folder from its normal installation folder. Be sure that your permissions allow sufficient access to this folder.
5. It may be easier to install Studio Designer to a location outside of the default Program Files folder which has stricter security settings than many other locations. If you experience difficulty launching the program from within Program Files, try moving the folder to the root of the drive and update your icon to use the new location.
6. In a network setting where the program will be accessed on the serving computer, we suggest that you create two StudioDesigner/Showroom folders. One to host the data and the other to simulate a virtual workstation. Make sure that the icon is pointing to the StudioDesigner.mde within the virtual workstation folder.

## **Using Access 2007**

At the current time, our preference is that you do NOT use Studio Designer/Showroom with Access 2007 until we have released a version of Studio Designer/Showroom specifically to run with Access 2007. Although the program will run with Access 2007, at least one menu, (files) may be inaccessible. If you choose to install Studio Designer with Access 2007 please read below. If your computer came pre-installed with Microsoft Access 2007, or you installed it after purchasing the computer, do NOT use our standard installation from the CD or from the website as it will install Access Runtime 2003. When working with multiple versions of a software program, installing older versions (2003) on top of a newer version (2007) will cause problems with both versions. You will need to install Studio Designer/Showroom by double clicking the StudioDe.msi from within the Files folder included in any of our installation packages. If this is a server installation, you will also need to download the master files from the website. You must copy the contents of the Master Files into the Studio Designer folder created with the StudioDe.msi installation.

## **We can only have one person in Studio at a time when a Windows Vista computer is the server.**

This is a problem with Windows Vista's SMB2 protocol. To correct the problem, you must disable SMB2 on the Vista machine that hosts the data. To do this, add a registry value named SMB2 under HKEY\_LOCAL\_MACHINE/SYSTEM/CURRENTCONTROLSET/SERVICES/LANMANSERVER/PARAMETERS and set it to 0. Reboot the computer after making the registry change.

If you are using a mixed network with both XP workstations and Vista workstations, we recommend that you setup the XP (should be XP Professional) machine to host the data. Windows XP does not support SMB2 so the additional machines connecting will automatically use SMB rather than SMB2.

We are currently unaware of any adverse affects from disabling SMB2, and use of this information is at your own risk. We recommend that you speak with your IT professional before making any registry changes.

### Miscellaneous

#### **My Spell Check isn't working**

Studio utilizes the spell check feature built into Microsoft Office. You must have at least one full version of any Microsoft Office product (Word, Excel, Access, etc.) for this feature to work. The version of Office that you install must also correspond with the version of Studio that you are using. Therefore, if you are using our current version of Studio which is based on Access Runtime 2003, only an Office 2003 product will allow you to use the spell check.

### Impact Software Questions

#### **I'm having problems printing from Impact using Windows XP or Windows 2000?**

Paradox Runtime 7 is automatically installed as the Impact Report Engine when installing Impact and the Report Engine. We suggest using Paradox Runtime 8 with Windows XP and/or Windows 2000. Install Paradox 8 Runtime using the Setup icon within the Report folder on the Impact 8.11, 8.14 or 8.15 installation cd. Then open Impact, click Files Current Settings Paradox and use the browser to select C:\Program Files\Corel\Paradox 8 Runtime\Programs\Pdxrwn32.exe. You must exit and re-enter Impact for the change to be recognized.

#### **I get a Key Violation when trying to create a new Invoice, Purchase Order or Proposal in Impact?**

Impact creates temporary tables in a Private directory for printing. There may be a problem with these tables. The default directory for the Private directory is C:\Impact\Private (each workstation has it's own Private directory). There should be anywhere from 1-10 files in this Private Directory. Generally, deleting the contents of this folder will force Impact to re-create the temporary tables containing the information that it needs to create or print the new Invoice, Purchase Order or Proposal. If you have anything saved in this folder other than the temporary files that Impact creates on it's own, please back up before deleting anything.