BatchLine Start-up Problems

There are three main reason why BatchLine will not start: two major ones which can stop the entire system from starting and a second one that will stop a client from starting.

1. Unavailable server or unavailable database
2. Daily updates are locked
3. Network issue at 96% (Clients Only)

A description and methods for fixing these start-up problems are below:

1. Unavailable Server or Unavailable Database

BatchLine will not start and an error like the one below is displayed. If you see this error the most likely cause is that the database engine (Firebird) has not started.
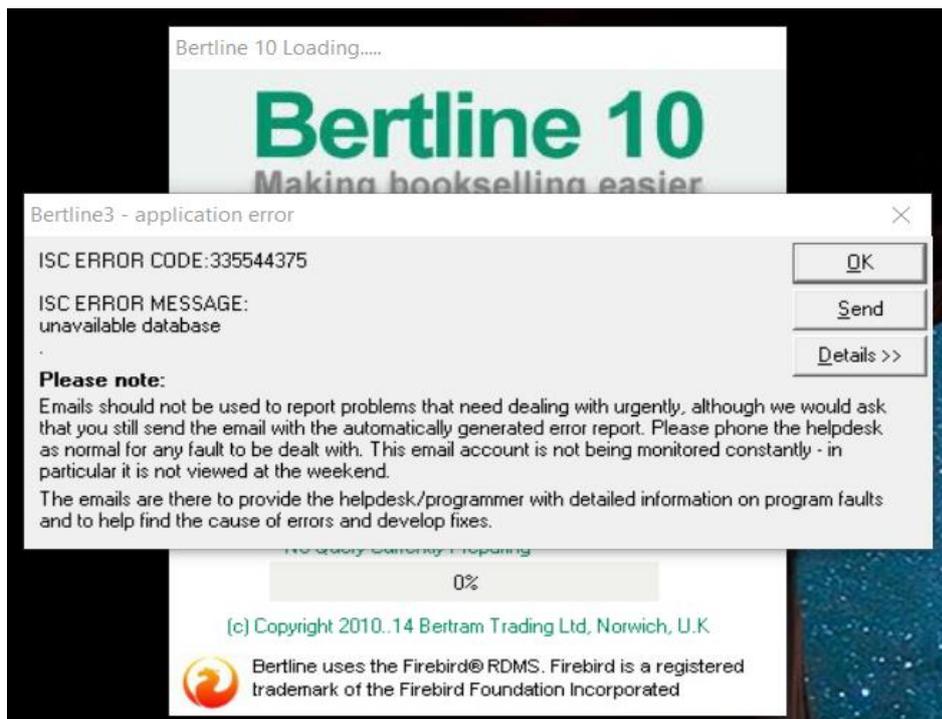

The simplest cure to is to restart the PC. Once the PC has restarted, give it a minute or two to completely load and start BatchLine. The reason for the wait is to allow the Firebird Database Engine to load properly. Most often this is all that needs to be done.

If BatchLine will still not load and has the same error, a second method is available. Follow these steps:

- In the search box (Window 10) type 'services' and press Enter. On older versions of Windows click on the start menu, select the 'Run' command and again type 'services' and press Enter.
- The Services window will be displayed.
- Scroll down the list until Firebird Server is found.
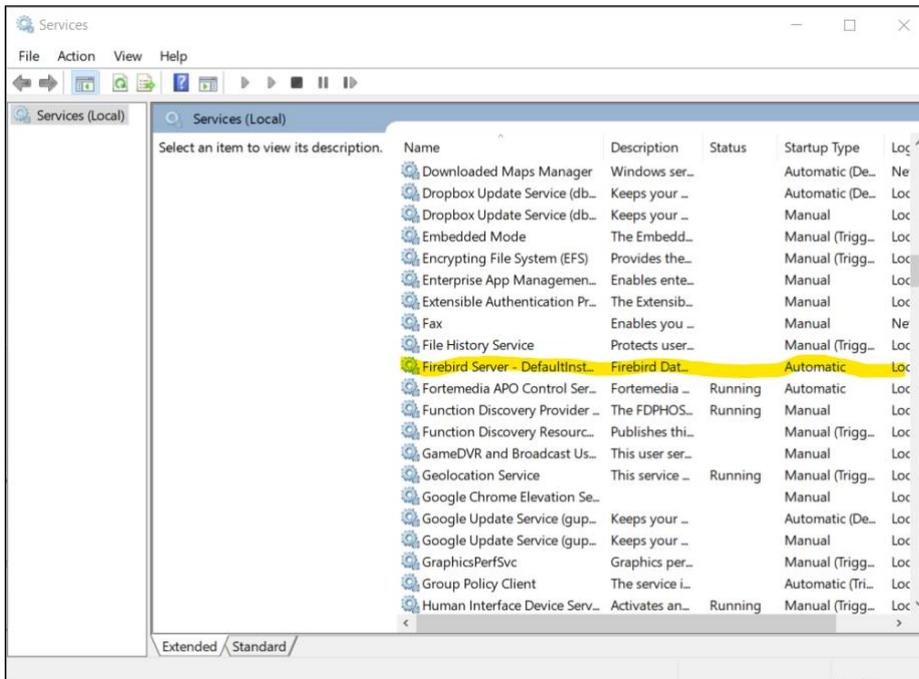
- Two options are now available, either click on Start the Service top right or right click on Firebird Server and select Start.
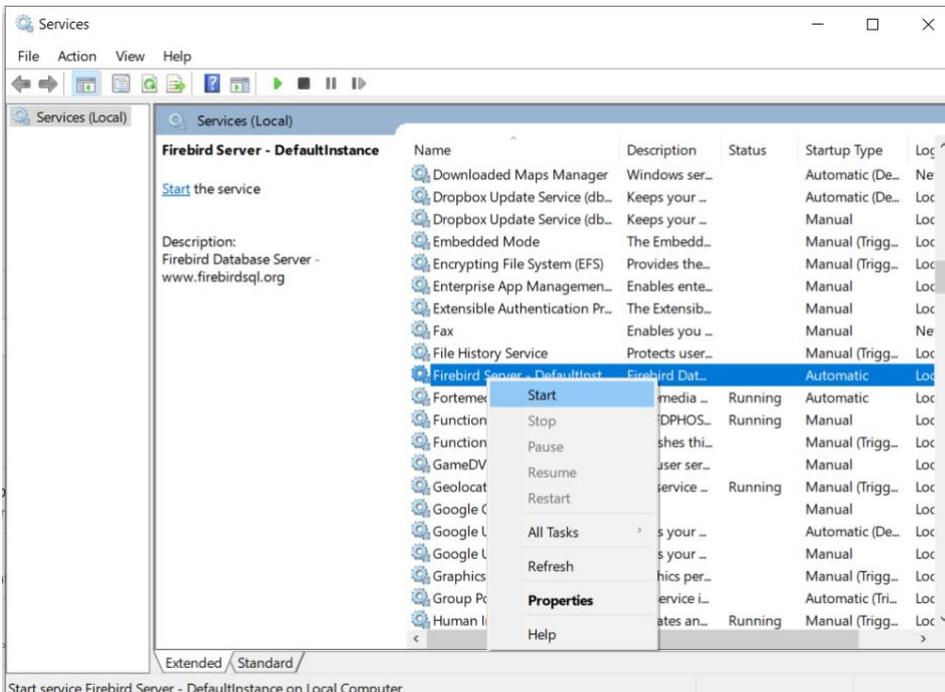
- This action will start the Firebird Server and the entry will change to that below showing the Firebird Server as running. BatchLine will now start as normal.

## 2. Daily Update are Locked (Daily Updates are in Progress)
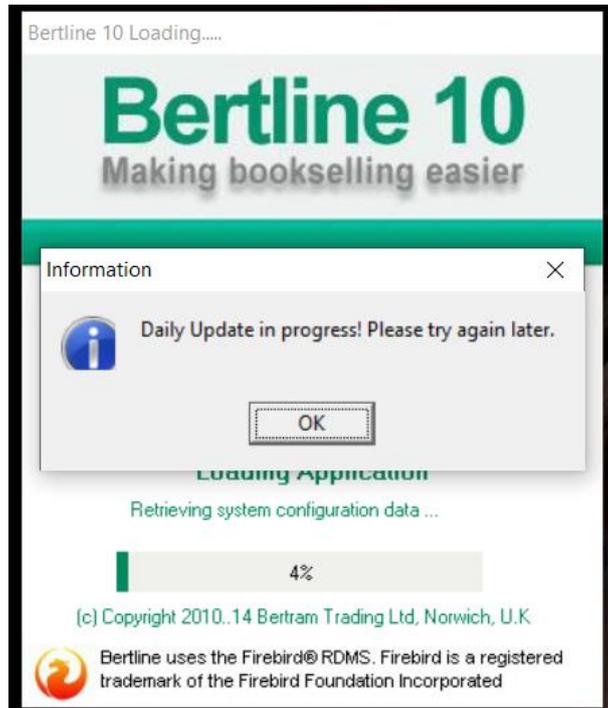
Background

This problem is caused by BatchLine putting itself in a locked status because the database is flagged as doing a Daily Update. Whilst in this state, the database is locked so the process cannot be corrupted. Daily Update is a critical 'daily' process where sales figures are updated to reflect the previous day's, week's, month's, and year's sales. This means at the beginning of a week, month and year it may take a little longer than normal. Therefore, **it is essential that the update be allowed to run**, even if it seems to be taking a longer time than usual. If the process is interrupted for any reason, it may result in the database being flagged as being in an 'update' status and that is one reason why the 'Daily Update' locks.

Process to fix

- First open the Bertline Support Module.
- Double click on the 'other' BatchLine icon on the desktop. It will usually be labelled Bertline Support Module or BSM Shortcut.
- If it is not there look in the 'Start' menu as shown below
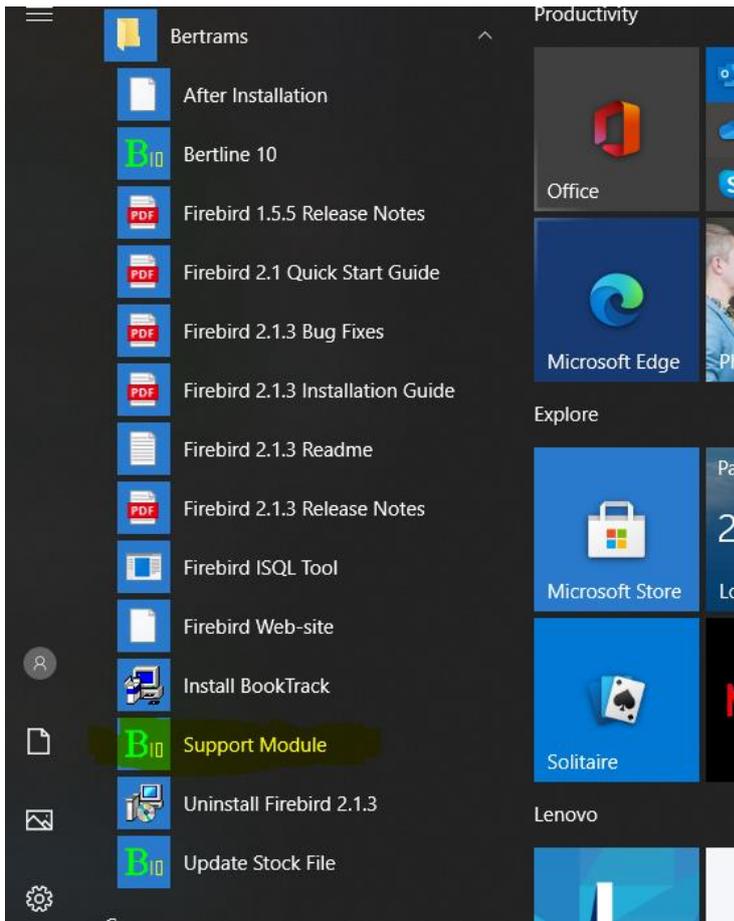
- As a last resort if you cannot find the Support Module, the file location for it as follows:

  C:\Bertrams\Bertline 401\Tools and is called BSM.exe

Use Bertline Support Module to 'Unlock' Daily Update

Once the Support Module is open click on the tab at the bottom of the form labelled Unlock Module and click on 'Daily Update'. The message 'Daily Update Unlocked' will be displayed at the bottom of the form. BatchLine can now be run normally
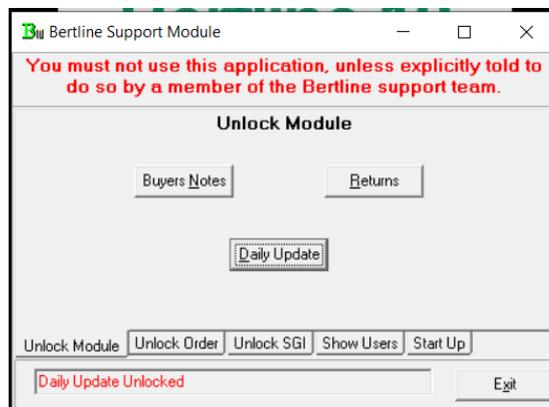
3. Network Issue @96%

When a client PC loads, it connects to the main PC (server). At 96% of the load process it attempts to connect to the file structure of the server. After a Windows Update this may fail because the update had set the server 'Password Protected Sharing' option to 'on'. It is for this reason that the connection fails. To fix this problem we need to set Password Protected Sharing to 'Off'. The typical error message you will see is:
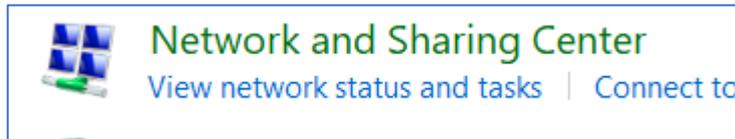

Although the error is on the client, the fix is applied to the Server.
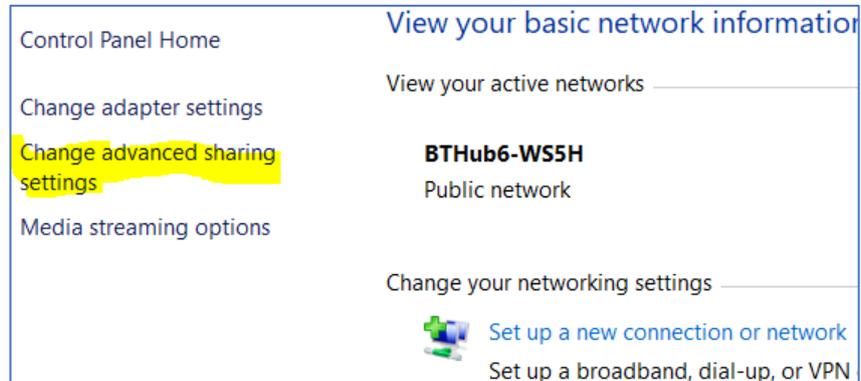
- In the Search Bar of a Windows 10 PC type the words 'Control Panel' and press Enter.
- In the next window you should see the following. (If you don't, make sure the 'View by' setting (top right) is set to Category.)
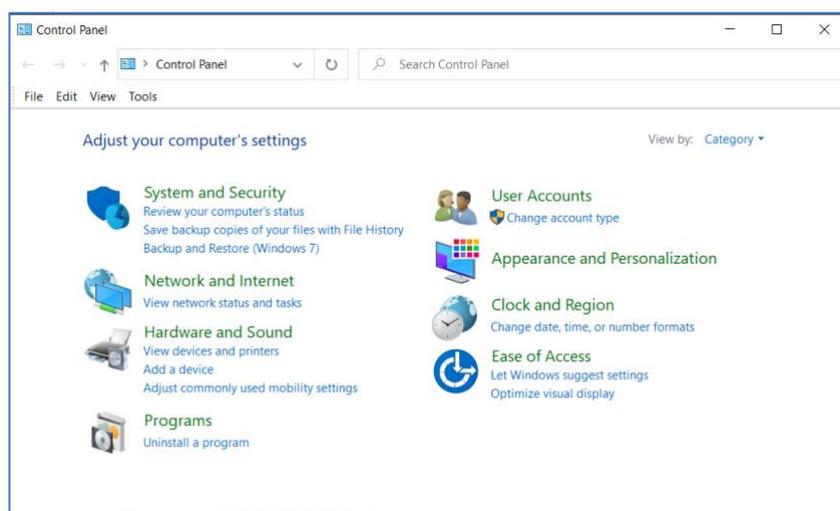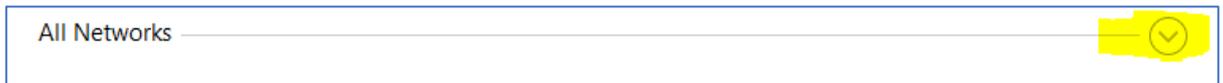

- Select 'Network and Internet' and on the next screen 'Network and Sharing Center'.

- On the next screen select 'Change advanced sharing settings'

- The next screen is titled 'Change sharing options for different network profiles'. Scroll down until you can see the entry for 'All Networks' and, if necessary, click on the arrow to expand the section.

At the bottom of the section you will see an entry for Password Protected Sharing:

- Click on 'Turn off password protected sharing' and save changes. Exit from all screens and try to start BatchLine on the client PC. If password protected sharing has been successfully turned off it should load

[MB 26/8/20]

www.batch.co.uk