

# Shoper 9

The retail solutions suite including Shoper 9 POS, Shoper 9 Distributor, and Shoper 9 HO is the best of the breed to manage point of sale operations, in a single store or a chain of stores with hundreds of outlets. Shoper 9 is designed to handle lakhs of SKUs (items) and thousands of transactions per day.

The core functionalities of Shoper 9 are

- Stock ordering and receiving processes
- Cash and credit sales of goods as well as services
- Till management
- Wide range of sales promotions
- Transfer of goods across outlets
- Sales returns with or without bill reference
- Tracking of goods in transit
- Physical stock take without closing the store

The various other features of Shoper 9 include the following:

## **Flexibility to define business catalogues**

- For items with purchase price, cost price, dealer price, retail price, and market operating price – with option to define multiple prices for each item for different locations
- Tax details, currency/legal tenders, customers, suppliers, salesmen, promotions, general discounts, supply chain network, stores, configurations and data communication schedules

## **Flexibility to interface with third-party applications**

- Shoper 9 supports a high level of flexibility and configurability to interface with Tally.ERP 9. It can also be configured to interface with other third-party applications.

## **Extensive reporting capabilities**

- Shoper 9 supports standard reports required for monitoring businesses. Additionally, it provides options to customise reports based on your requirement. You can define the scope of report generation and export them to various formats (spreadsheet, HTML, CSV, RTF) for further analysis, if required. Since Shoper 9 has the facility to interface with Tally.ERP 9, you can take advantage of Tally's reporting features by transferring data periodically.

- The Flexible Reports option enables display of reports in Shoper 9 HO via web browsers, ensuring anywhere anytime access to business reports. The user friendly report designer option allows for creation of reports by simply dragging and dropping the data elements on the user interface.

**Printing formats** can be configured for different types of business transaction records.

**Comprehensive data synchronisation** can be done between the stores and head office, with reports to verify the status.

**Role-based user management** individually or in groups in Shoper 9 ensures security of data and information, with options to restrict menu access.

**Shoper 9 supports GS1 standards** – the most widely-used supply chain standards system for item identification in the world.

**Alert management capability** ensures prompt broadcasting of information to all stores.

The product is suitable if you operate in retail verticals like textiles, apparels, accessories, electronic goods, and so on. If properly configured, Shoper 9 can ensure that your various workflows are managed effectively, reducing errors and increasing customer satisfaction.

## **Stock and Sales Visibility across Multiple Businesses**

This feature provides the facility to connect with each principal to receive masters and send the corresponding transaction data. As long as stock numbers are unique across principals, each business can run independently. Businesses can maintain the item attributes as per their logic and not as governed by the principals, using a one-time attribute mapping to establish correlation. In essence, Stock and Sales Visibility across Multiple Businesses lets the principals get the business data they want and the POS locations to operate with their preferred item attributes.

Error while opening Shoper, system displays the message "Please wait while Windows Configures Microsoft Office 64-bit Components", then followed by "Windows Installer screen". This goes in a loop and Shoper never opens.

### Cause

The Version information in the registry for activeX control mscomctl.ocx will be wrong, which is resulting in popup for Microsoft office configuration.

### Solution

#### For Windows 64-bit operating system

1. Open command prompt as Administrator
2. Type the below commands
  - Regsvr32 /U C:\Windows\SysWOW64\mscomctl.ocx (Press Enter)
  - Regsvr32 C:\Windows\SysWOW64\mscomctl.ocx (Press Enter)

#### For Windows 32-bit operating system

1. Open command prompt as Administrator
2. Type the below commands
  - Regsvr32 /U C:\Windows\System32\mscomctl.ocx (Press Enter)
  - Regsvr32 C:\Windows\System32\mscomctl.ocx (Press Enter)

If still the windows installer appears and Shoper not opening then register files (DAO350, DAO)

- C:\Program Files (x86)\Common Files\microsoft shared\DAO

The error in event viewer

- Detection of product '{8507BFDC-19C9-48CB-A69B-8BF1E1E84C13}', feature 'CommonFiles' failed during request for component '{996512A1-AA46-11D2-B97F-

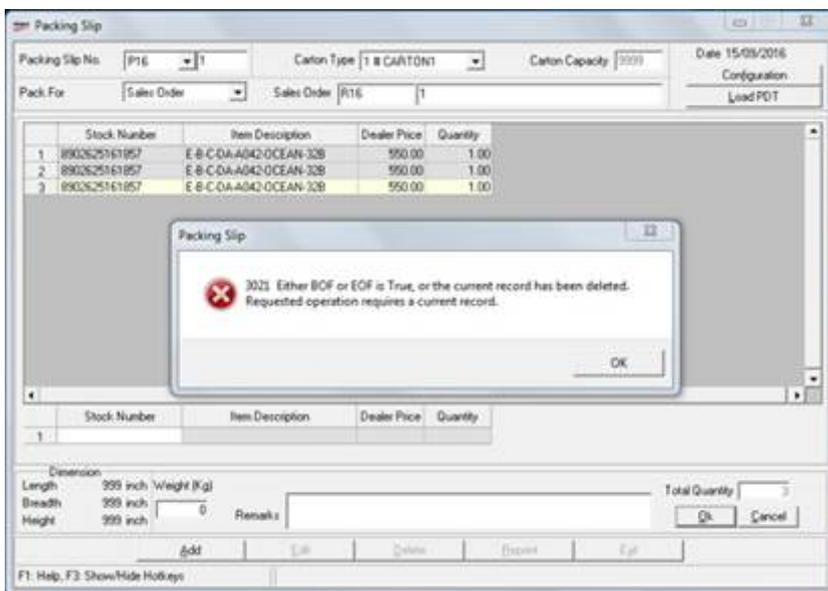
006097C4DE24}'



## 3021 Either BOF or EOF is True, or the current record has been deleted. Requested operation requires a current record While Saving the Packing Slip

Packing slip **against sales order** is not working. It is a **BUG** in the product.

It will also show another error 3265 Item cannot be found in the collection corresponding to the requested name or ordinal.



# Could Not Reactivate Internal error please contact Tally Solutions for assistance Error Code 6261

## **Cause**

Old version **VArights** file will be present in **Shoper9** application folder.

## **Solution**

Replace the latest **VArights** file.

# Run-Time Error '429' ActiveX Component Can't Create Object in Bill Printing

## Cause

DAO350.DLL & DAO360.DLL will be **missing** in C:\Windows\System32 folder.

## Solution

1. Copy the **DLL** files to **C:\Windows\System32** folder .
2. Click on **Start > Run > CMD > Enter** .
3. Type the command and press Enter to **Register** the **DLL** files.
4. **C:\Windows\System32 >REGSVR32 DAO350.DLL** .
5. **C:\Windows\System32 >REGSVR32 DAO360.DLL** .



# Active X Component Can't Create Object Error While Doing Data Loading in Shoper9HO

## Cause

The DLL files will not be registered properly.

## Solution

Open command prompt with **Run as admin**, **unregister** and **register** the **dot net dll file**.

```
D:\shoper9HO>REGASM.EXE SN500800.DLL /U.
```

```
D:\shoper9HO>REGASM.EXE SN500800.DLL .
```

If **REGASM.EXE** is not present in **Shoper9HO** folder, copy it from other system.

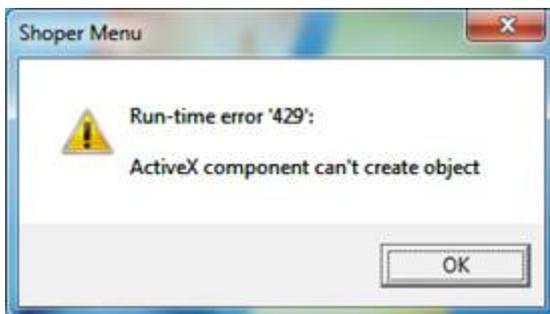
# Run-time error '429' ActiveX component can't create object while opening Shoper

## Cause

The EXE and DLL files will not be registered.

## Solution

1. Open **Shoper9** application folder.
2. Right click on **unregs.bat** > **Run as administrator** .
3. Right click on **regs.bat** > **Run as administrator** .



## Run-Time Error - 2146232060 (80131904)

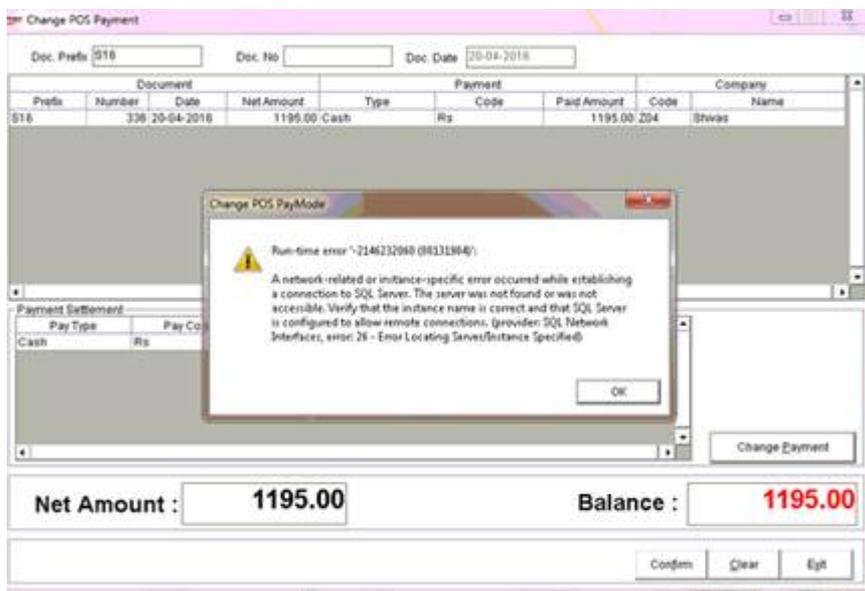
"A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections" while changing the POS paymode.

### Cause

The **SQL server ID** will be wrong.

### Solution

Check the System name and change it accordingly in **Registry** , **Shoper9POS.dat** file and in **vsystem.dat** .



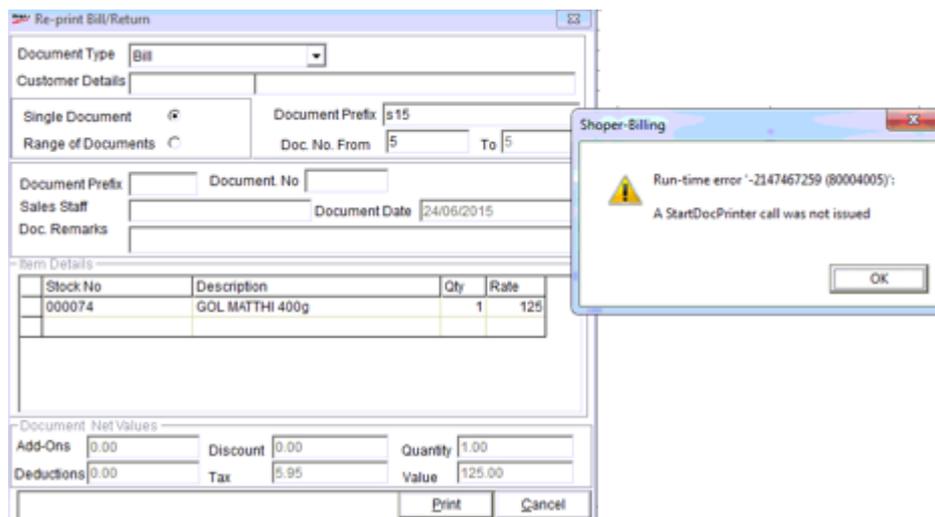
# Run-time error - 2147467259 (80004005) A StartDocPrinter call was not issued while printing the bills

## Cause

For thermal printer, "Type of printing **Option/Methodology** to be used" in Print engine configuration will be **Text to GUI**.

## Solution

1. Click on **Setup > General > Print engine configuration** .
2. Select **Sales Transaction > Default Configuration > Parameters** .
3. Type of printing **Option/Methodology** to be used > Select **Windows print component Recommended > Save** .



After updating Shoper (HO or POS) to release 2.7, SIS installation fails. It gets stuck at 20% of the process. In services list SIS-POS9 shows in starting mode

#### Cause

SIS is not running/Installed Properly.

#### Solution

1. Click on **Start > Run > CMD > Run as administrator** .
2. Execute the command "**C:\sc delete sis-pos9**" (**Enter**).
3. Open **SQL management studio > New Query > Select tpsysdb9 database** .
4. Copy and paste the queries and **Execute** one by one.
  - **truncate table sisjoblist** .
  - **truncate table sistasklist** .
  - **Update SISsysParam set value=0 where code='MessageSyncInterval'** .
5. Open **Shoper9** folder > Double click on **SISINST.EXE** to install.



# Error While Opening Analysis Report The System Cannot Find the File Specified

## Cause

The value in one of the parameter will be wrong.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9 database** .
2. Copy paste the **cquery** and **Execute** .
  - **update sysparam set txt = '<APP>\SupportCentre\tally.exe' where id = 'SR5-0702-0000314' .**



# Error in Updating IDTableHdr table - 2147217900 Ambiguous column name 'ShowroomCode'. The older version files in data loading

It was schema database. Checked in idtablehdr, there was no triggers present.

## Cause

In data loading status table, it will be showing "Loading is not successful, because ResyncData is expected from (Date will be mentioned).

## Solution

1. Take the database backup from **Housekeeping menu** .
2. Open **SQL management studio** > **New query** > Select **Shoper9 database** > Copy paste the below query and **Execute** .
  - Select '**Truncate Table AST1UY.**' + **Table\_name from INFORMATION\_SCHEMA.TABLES where TABLE\_Schema='AST1UY'** (if schema database) .
  - Around 300 truncate queries was listed. Execute the queries by selecting a block of 20 lines each.
  - After the completion, Execute the following queries in **POS System Open** .
3. **SQL management studio** > **New query** > Select **Shoper9 database** > Copy paste the below query and **Execute** .
  - Update **Sysparam set intg=0** where **paramcode='RunNoDataExtract'** .
  - Delete from **LogDataExtractSummary** .
  - Delete from **LogDataSync** .
  - Delete from **LogDataExtractDetail** .
  - update **genlookup set number=0** where **recid=18000** .
  - After that export the data from POS location and import in HO.

# Error While Opening Web Report An Error has Occurred, Sorry but We have Encountered an Unexpected Error Go Back to Login Page

## Cause

Some of the filed values will not be proper.

## Solution

1. Open **SQL management studio** > **New Query** > Select **tshsysdb** .
2. Copy paste the queries, select one by one and **Execute** .
  - **update tshsysdb..VaUserExtdInfo set DateInsert = getdate() .**
  - **update ReportSettings set DateModified = getdate() .**
  - **update ReportFields set DateModified = GETDATE() .**
  - **update ReportTemplates set DateModified = GETDATE() .**



# Error While Opening Shoper Application Database is Wrongly Specified in Configuration Table

## Cause

The Shoper9 database will be in suspect mode.

## Solution

Remove the suspect mode by executing the queries.

1. Open **SQL management studio** > **New Query** > select **Shoper9 database** .
2. Copy paste the queries and **Execute** one by one (Change **CCC** to **Shoper company code**).
  - **ALTER DATABASE Shoper9CCC SET EMERGENCY .**
  - **ALTER DATABASE Shoper9CCC SET SINGLE\_USER .**
  - **DBCC CheckDB (Shoper9CCC, REPAIR\_ALLOW\_DATA\_LOSS) .**
  - **ALTER DATABASE Shoper9CCC SET MULTI\_USER .**

# Error While Viewing Stock Reports Automation Error ClassFactory Cannot Supply Requested Class

## Cause

Some of the files will not be registered.

## Solution

1. Open **Shoper9** application folder > Right click on **Regs.Bat** > **Run as administrator** to register the files.
2. If the error still persist then **re-update** the patches from **143 build**.

# Run-time error '-2147024770 (8007007e)' Automation Error the specified module could not be found While Opening Shoper

## Cause

SE500600.DLL will be missing in Shoper9 folder.

## Solution

1. Copy the **DLL file** from **570 build** .
2. Right click on **regs.bat** > **Run as administrator** .



# Run-time error '-2147024894 (80070002)' Automation Error the system cannot find the file specified in Goods Outward Printing

## Cause

SR507700.EXE will not be there in Shoper9 folder.

## Solution

Copy the EXE file from **570 build patches** .



# Run-time error '-2147467259 (80004005)' Key column information is insufficient or incorrect. Too many rows were affected by update Error in Billing

## Cause

Problem in the sales promotion.

## Solution

1. Click on **Catalogue** > **Listings** > View the **Sales Promotions** .
2. Double click on the **Sale Promo** selected in **Billing** . If it shows error or if the details are not proper.
3. **Deactivate** that promo and **Create** it freshly.

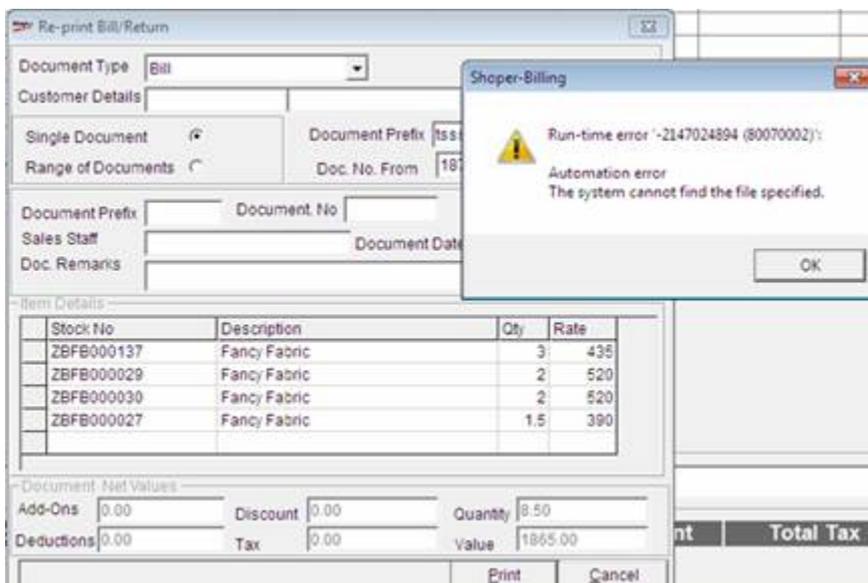
# Run-time error '-2147024894 (80070002)' Automation error. The system cannot find the file specified in Bill Printing

## Cause

The error could be for various reasons.

## Solution

1. Check error is appearing for all customer's or for only a particular customer.
2. If the error is coming for a particular customer, then **Edit** customer and select **Payment details**.
3. Check whether the files are creating in **Shoper9\Genprntmp** folder.
4. If not then check the **bill templates** and **Genprntmp** path. Also provide **Full Permission** to **Shoper9** folder. **Allow** to **Everyone**.
5. Check **SR525700.EXE** is present in **Shoper9** folder. If not then copy it from patches folder.
6. **Register** the **.net DLL C:\shoper9\RegAsm.exe SN501200.DLL**.
7. Install **.Net Framework 2.0**.



# In Bill Wise Item List Report all the Analysis Codes will be Showing 0.00

## Cause

Old release EXE will be present in Shoper9 folder.

## Solution

Replace the **SR202000.EXE** from **792 Build**.

Deduction	Tax Part	Tax	Item - Discount	Bill - Discount	Total	Fibra	Finish	Colour Base	Stylnq	Usage	Chg Bill Part
0.000	5.000	50.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000 51363
0.000	15.000	-130.44	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>0.000</b>		<b>-228.86</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>					
0.000	5.000	71.43	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	50.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	25.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	25.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	15.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	47.62	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	0.00	500.000	0.000	500.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	35.71	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	15.000	130.44	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	15.000	130.44	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	30.35	112.500	0.000	112.500	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	22.62	25.000	0.000	25.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	16.67	0.000	150.000	150.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	16.67	0.000	150.000	150.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>0.000</b>		<b>831.23</b>	<b>637.500</b>	<b>300.000</b>	<b>937.500</b>						
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000 51355
0.000	5.000	23.81	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000 51362
<b>0.000</b>		<b>-47.62</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>						
<b>0.000</b>		<b>555.56</b>	<b>637.500</b>	<b>300.000</b>	<b>937.500</b>						
<b>0.000</b>		<b>555.56</b>	<b>637.500</b>	<b>300.000</b>	<b>937.500</b>						

Total 34 Row(s)

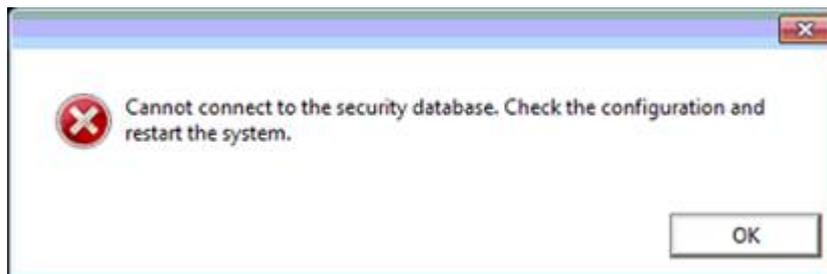
# Error in Patch Updation Process, Cannot connect to the security database. Check the configuration and restart the system

## Cause

The server ID mentioned in registry, dat file and in vacompany will be wrong.

## Solution

1. Click on **Start > Run > Regedit > HKEY\_LOCAL\_MACHINE > SOFTWARE > Shoper > POS**.
2. Click on **ServerID** and change it.
3. Open **C:\ProgramData\Tally\Shoper9\ShoperPOSSystem . DAT > Change the ServerID** .
4. Open **SQL management > New Query > tpsysdb9 > Vacompany > Change the ServerID** .



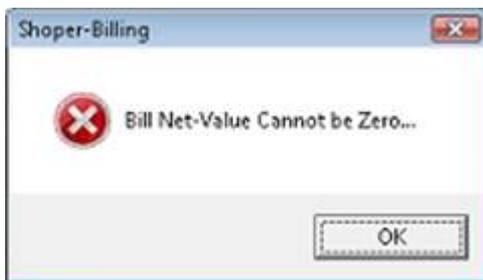
# Error While Saving Invoice as Bill Net-Value cannot be Zero..

## Cause

The currency format in control panel will be wrong.

## Solution

1. Open **Control Panel** > **Regional Settings** > **Additional Settings** > **Currency** .
2. Change the **Positive Currency Format** as (**Rs 1.1**) and **Negative Currency Format** as (**-1.1Rs**).
3. Open **Shoper** , click on **Catalogue** > **Customer** > **Customer Catalogue** > **Edit** that customer and **increase the credit limit** and save.



# Run-time error '-2147467259 (80004005)' Cannot open database "Shoper9027" requested by the login. The login failed. When You Click on Open Day Menu

## Cause

Some of the values in vacompany table will be wrong.

## Solution

1. Open **SQL management studio** > **New Query** > Select **tspsysdb** .
2. Copy paste the queries and **Execute** .
  - **Update vacompany set windowsAuthAppDb =' False' .**
  - **Update vacompany set windowsAuthAppDb2=' False' .**



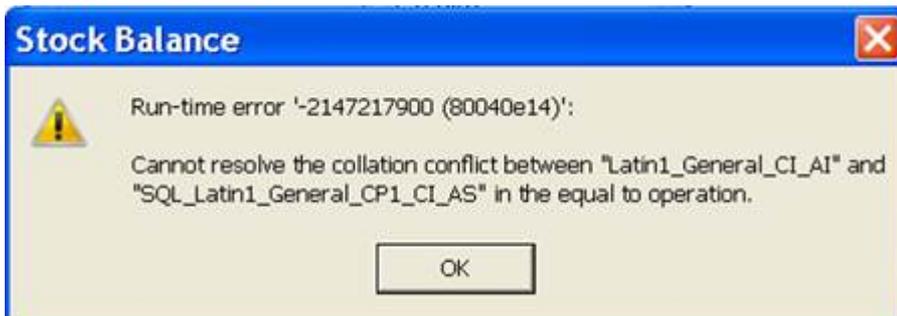
Run-time error '-2147217900 (80040e14)': Cannot resolve the collation conflict between Latin1\_General\_CI\_AI and SQL\_Latin1\_General\_CP1\_CI\_AS in the equal to operation. While Viewing Daily Sales Book or Stock Balance Report

**Cause**

Mismatch in **SQL** collation.

**Solution**

Do the data transfer of both **Shoper9** and **tspsysdb9** databases using the data transfer utility.



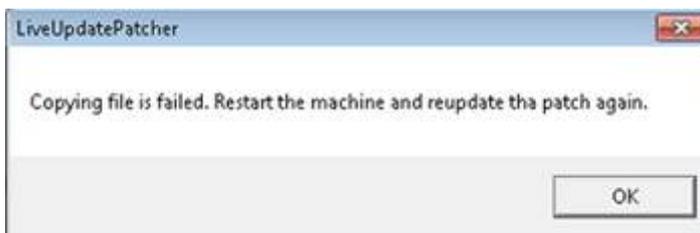
# Error in Patch Updation Process as Copying file is failed. Restart the machine and reupdate the patch again

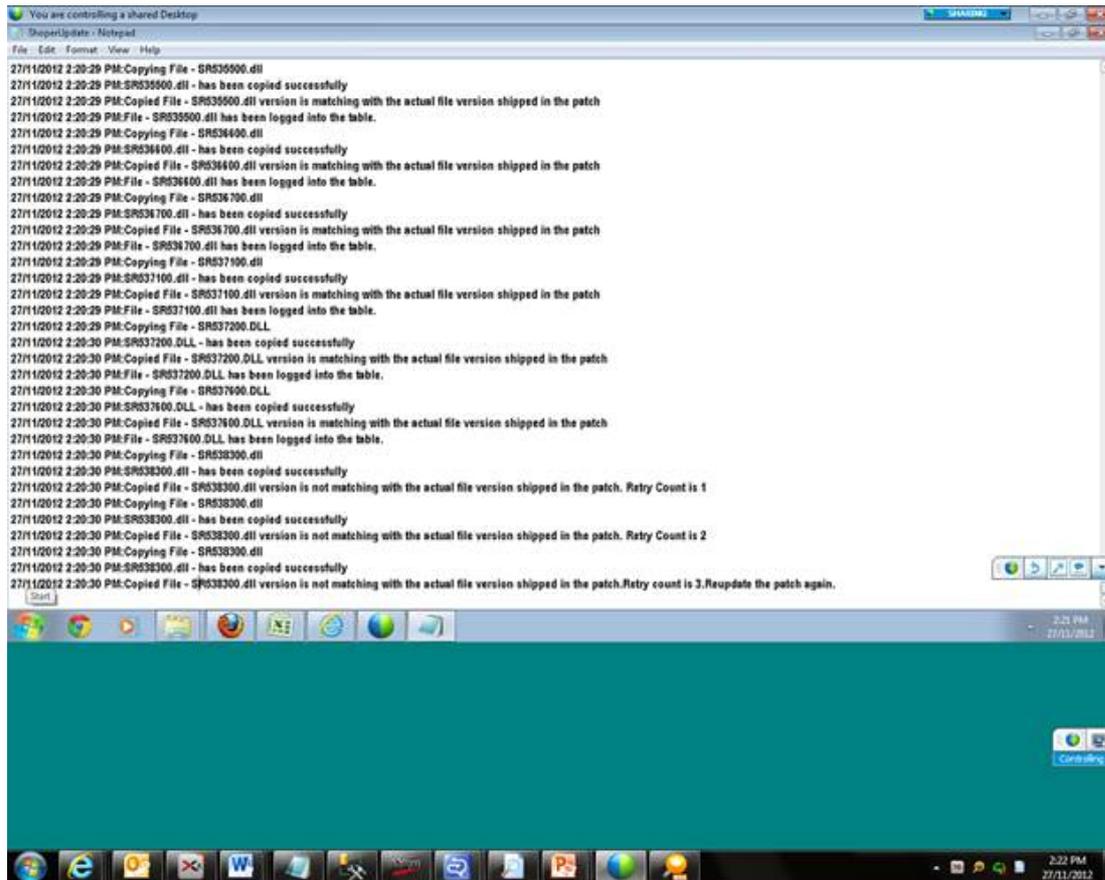
## Cause

The old version 'SR538300.DLL' will be present in **Shoper9** folder.

## Solution

1. Stop the patch **Updation Process** and open **Task Manager** and end all Shoper related program.
2. Open **Shoper9** folder > Locate the file 'SR538300.DLL' and **Delete** it.
3. After that **Start** the patch **Updation Process**.





# Run-time error '91': Object variable or with block variable not set while opening collect payment

## Cause

The values for Entry type 13 will not be available in prefixmaster table.

## Solution

1. Open **SQL management studio** > **New query** > **Shoper9 database** .
2. Copy paste the query and **Execute** .
3. **insert into prefixmaster values (13,1,'<<ALLNODE>>',4,'','CR',14,1,1,NULL,'super;0000000400',806,'.','MG1')** .



Run-time error '-2147217900 (80040e14)'  
Could not allocate space for object  
'TempPriceMaster' in database  
'shoper9GVK' because the 'PRIMARY'  
filegroup is full While Exporting the Pricing  
Itemmaster

**Cause**

The **Shoper9CCC.MDF** file size will be huge in size.

**Solution**

Open **SQL management studio** > Right click on **Shoper9 database** > **Task** > **Shrink** > **Database** > Click on **OK**, the database will be **Shrunked** Otherwise do the **data transfer** using the utility.

# Error while printing the bills Could not find stored procedure PrnTaxSummary

## Cause

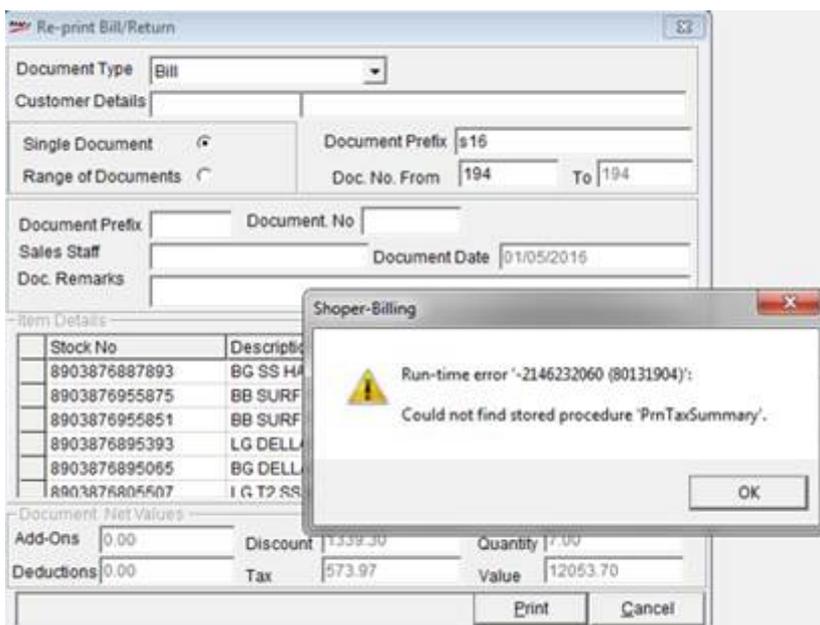
**PrnTaxSummary** table will not be available in **Shoper9** database.

## Solution

**Re-Update** the patches.

OR

1. Change the **Shoper company** (**Shoper9CCC - Replace CCC with Shoper company code**).
2. Copy the **Scripts > Open SQL management studio**.
3. Select **New Query > Select Shoper9 database**.
4. Paste the queries and click on **Execute**.



USE[Shoper9CCC]

GO

```

/***** Object: StoredProcedure [dbo].[PrnTaxSummary] Script Date: 10/04/2019 3:52:50 PM
*****/

```

SET ANSI\_NULLS ON

GO

```

SET QUOTED_IDENTIFIER ON

GO

CREATE PROCEDURE [dbo].[PrnTaxSummary]

-- Add the parameters for the stored procedure here
--<@Param1, sysname, @p1> <Datatype_For_Param1, , int> = <Default_Value_For_Param1, , 0>,
--<@Param2, sysname, @p2> <Datatype_For_Param2, , int> = <Default_Value_For_Param2, , 0>

@DBname Varchar(20),

@TrnType int,

@CtrlNo int,

@UserName Varchar(20),

@RetTableName Varchar(20) Out

AS

BEGIN

Declare @StrSQL as nvarchar(4000)

Declare @TempTabName Varchar(20)

Declare @ShowComponentWise bit

Declare @ShowExclusiveSeperatey bit

Declare @ShowTaxCaptions bit

Declare @SelectFields Varchar(2000)

Declare @GroupFields Varchar(2000)

Declare @InsertFields Varchar(2000)

Declare @intLp int

--Added by Vijay on 6th June 2013 for Rel 2.2 to group vat summary based on Tax% only

Declare @GroupByTaxPerOnly bit

--till here

```

```

Set@showExclusiveSeperatey=0

Set@showComponentWise=0

Set@showTaxCaptions=0

--Added by Vijay on 6th June 2013 for Rel 2.2 to group vat summary based on Tax% only

Set@groupByTaxPerOnly=0

--till here

Set@selectFields=''

Set@groupFields=''

Set@insertFields=''

Begin try

Select@showExclusiveSeperatey =[Boolean] from sysparam Where
paramcode='PrintInclExclVatSummarySeparately'

Select@showComponentWise =[Boolean] from sysparam Where paramcode='PrintTaxBreakUpOnBill'

Select@showTaxCaptions =[Boolean] from sysparam Where
paramcode='PrintTaxBreakupWithTaxCompDtIs'

--Added by Vijay on 6th June 2013 for Rel 2.2 to group vat summary based on Tax% only

Select@groupByTaxPerOnly =[Boolean] from sysparam Where
paramcode='GroupTaxSummaryBasedOnTaxPercentageOnly'

--till here

Set@TempTabName='##xTmpTaxSmry' + @UserName

Set @StrSQL = N'if object_ID('tempdb..' + @TempTabName+'') is Not NULL Drop Table ' +
@TempTabName

Print (@StrSQL)

Execute sp_ExecuteSQL @StrSQL

Set@StrSQL = 'CREATE TABLE [dbo].['+@TempTabName+']('+
'[SeqNum] [int] NULL,'+
'[ProdTaxType] [varchar](16) NOT NULL,'+

```

```

'[DestTaxType] [varchar](16) NOT NULL,'+
'[SrcTaxType] [varchar](16) NOT NULL,'+
'[ItemTaxFlag] [int] NULL,'+
'[TaxDesc] [varchar](50) NULL,'+
'[TaxName] [varchar](25) NULL,'+
'[TaxDescr] [varchar](50) NULL,'+
'[TaxPercOfSTD] [money] NULL,'+
'[TaxPercOfSalesTaxCat] [money] NULL,'+
'[TaxableValue] [money] NULL,'+
'[TaxAmount] [money] NULL,'+
'[ExclIndicator] Varchar(10) NULL' +
')'

Exec (@StrSQL)

If@ShowComponentWise=0

Begin

If@GroupByTaxPerOnly=1

BEGIN

Set@SelectFields='Convert(int,0) As
SeqNum,','',','',TAXPercOfSTD,TaxPercOfSalesTaxCat,SUM(TaxableValue),SUM(TaxAmount)'

Set@GroupFields='TAXPercOfSTD,TaxPercOfSalesTaxCat'

Set@InsertFields='SeqNum,ProdTaxType,DestTaxType,SrcTaxType,TaxPercOfSTD,TaxPercOfSalesTaxCat,Ta
xableValue,TaxAmount' --In this, TaxPercOfSalesTaxCat is actually not required but it is
used because in print engine, render, this column used to extract taxper value.

if@ShowExclusiveSeperatey=1

Begin

Set@SelectFields=@SelectFields + ',STD.ItemTaxFlag'

Set@GroupFields=@GroupFields + ',STD.ItemTaxFlag'

```

```

Set@InsertFields= @InsertFields+',ItemTaxFlag'

End

if@showTaxCaptions=1

Begin

Set@SelectFields=@SelectFields + ',STC.TaxDesc'

Set@GroupFields=@GroupFields + ',STC.TaxDesc'

Set @InsertFields= @InsertFields+',TaxDesc'

End

Set@StrSQL=N'Insert Into '+ @TempTabName +'('+@InsertFields+') Select ' + @SelectFields + ' From
'+

'('+

'Select Convert(int,0) As SeqNum, STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType, '+

'(Sum(STD.stdTaxComp1Per+STD.stdTaxComp2Per+STD.stdTaxComp3Per+STD.stdTaxComp4Per+STD.stdTaxComp
5Per)/COUNT(*)) as TaxPercOfSTD, '+

'(Sum(STD.stdTaxComp1Per+STD.stdTaxComp2Per+STD.stdTaxComp3Per+STD.stdTaxComp4Per+STD.stdTaxComp
5Per)/COUNT(*)) as TaxPercOfSalesTaxCat, '+

'Sum(STD.TaxAV1) As
TaxableValue,Sum(STD.TaxComp1+STD.TaxComp2+STD.TaxComp3+STD.TaxComp4+STD.TaxComp5) As TaxAmount
'+

' from '+ @DBname +'..StktrnDtls STD Inner Join '+ @DBname +'..SalesTaxCat STC ON ' +

' STC.ProdTaxType=STD.ItemTaxType and STC.DestTaxType=STD.CustTaxType and
STC.SrcTaxType=STD.SrcTaxType'+

' Where STD.TrnType='+Convert(Varchar(20),@TrnType) +' And TrnCtrlNo='+ Convert(Varchar(20)
,@CtrlNo) +

' Group by STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType ' +

') AS TTAX '

Set@StrSQL=@StrSQL+ ' Group by '+ @GroupFields

Execute Sp_ExecuteSQL @StrSQL

END

```

Else

BEGIN

```
Set@SelectFields='Convert(int,0) As
SeqNum,STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType,(Sum(STD.stdTaxComp1Per+STD.stdTaxComp2Per
+STD.stdTaxComp3Per+STD.stdTaxComp4Per+STD.stdTaxComp5Per)/count(*)) as TaxPercOfSTD'+
```

```
',(Sum(STD.stdTaxComp1Per+STD.stdTaxComp2Per+STD.stdTaxComp3Per+STD.stdTaxComp4Per+STD.stdTaxCom
p5Per)/count(*)) as TaxPercOfSalesTaxCat'+ --In this, TaxPercOfSalesTaxCat is actually not
required but it is used because in print engine, render, this column used to extract taxper
value.
```

```
---',Sum(STD.TaxAV1+STD.TaxAV2+STD.TaxAV3+STD.TaxAV4+STD.TaxAV5) As
TaxableValue,Sum(STD.TaxComp1+STD.TaxComp2+STD.TaxComp3+STD.TaxComp4+STD.TaxComp5) As TaxAmount'
```

```
',Sum(STD.TaxAV1) As
TaxableValue,Sum(STD.TaxComp1+STD.TaxComp2+STD.TaxComp3+STD.TaxComp4+STD.TaxComp5) As TaxAmount'
```

```
Set@GroupFields='STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType'
```

```
Set@InsertFields='SeqNum,ProdTaxType,DestTaxType,SrcTaxType,TaxPercOfSTD,TaxPercOfSalesTaxCat,Ta
xableValue,TaxAmount' --In this, TaxPercOfSalesTaxCat is actually not required but it is
used because in print engine, render, this column used to extract taxper value.
```

```
if@ShowExclusiveSeperatey=1
```

Begin

```
Set@SelectFields=@SelectFields + ',STD.ItemTaxFlag'
```

```
Set@GroupFields=@GroupFields + ',STD.ItemTaxFlag'
```

```
Set@InsertFields= @InsertFields+',ItemTaxFlag'
```

End

```
if @ShowTaxCaptions=1
```

Begin

```
Set@SelectFields=@SelectFields + ',STC.TaxDesc'
```

```
Set@GroupFields=@GroupFields + ',STC.TaxDesc'
```

```
Set@InsertFields= @InsertFields+',TaxDesc'
```

End

```
Set@StrSQL=N'Insert Into '+ @TempTabName +'('+@InsertFields+') Select ' + @SelectFields +
```

```

' from '+ @DBname +'..StktrnDtls STD Inner Join '+ @DBname +'..SalesTaxCat STC ON' +
' STC.ProdTaxType=STD.ItemTaxType and STC.DestTaxType=STD.CustTaxType and
STC.SrcTaxType=STD.SrcTaxType'+

' Where STD.TrnType='+Convert(VarChar(20),@TrnType) +' And TrnCtrlNo='+ Convert(VarChar(20)
,@CtrlNo)

Set@StrSQL=@StrSQL+ ' Group by '+ @GroupFields

Execute Sp_ExecutesQL @StrSQL

END

End

Else

Begin

set@intLp = 1

WHILE (@intLp <=5)

BEGIN

Set@SelectFields='Convert(int,'+Char(39)+Convert(VarChar(1),@intLp) +Char(39)+' ) As
SeqNum,STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType,STD.stdTaxComp'+Convert(VarChar(1),@intLp)
+'Per as TaxPercOfSTD'+

',STC.T'+Convert(VarChar(1),@intLp)+'Rate as
TaxPercOfSalesTaxCat,Sum(STD.TaxAV'+Convert(VarChar(1),@intLp)+' ) As
TaxableValue,Sum(STD.TaxComp'+Convert(VarChar(1),@intLp)+' ) As TaxAmount'

Set@GroupFields='STC.ProdTaxType,STC.DestTaxType,STC.SrcTaxType,STD.stdTaxComp'+Convert(VarChar(
1),@intLp)+'Per,STC.T'+Convert(VarChar(1),@intLp)+'Rate'

Set@InsertFields='SeqNum,ProdTaxType,DestTaxType,SrcTaxType,TaxPercOfSTD,TaxPercOfSalesTaxCat,Ta
xableValue,TaxAmount'

if@ShowExclusiveSeperatey=1

Begin

Set@SelectFields=@SelectFields + ',STD.ItemTaxFlag'

Set@GroupFields=@GroupFields + ',STD.ItemTaxFlag'

Set@InsertFields= @InsertFields+',ItemTaxFlag'

End

```

```
if@ShowTaxCaptions=1
```

```
Begin
```

```
Set@SelectFields=@SelectFields + ',STC.TaxDesc,STC.T'+Convert(VarChar(1),@intLp)+'Name As  
TaxName,STC.T'+Convert(VarChar(1),@intLp)+'Descr As TaxDescr'
```

```
Set @GroupFields=@GroupFields + ',STC.TaxDesc,STC.T'+Convert(VarChar(1),@intLp)  
+'Name,STC.T'+Convert(VarChar(1),@intLp)+'Descr'
```

```
Set@InsertFields= @InsertFields+',TaxDesc,TaxName,TaxDescr'
```

```
End
```

```
Set@StrSQL='Insert Into '+ @TempTabName +'('+@InsertFields+') Select ' + @SelectFields +
```

```
' from '+ @DBname +'..StktrnDtIs STD Inner Join '+ @DBname +'..SalesTaxCat STC ON' +
```

```
' STC.ProdTaxType=STD.ItemTaxType and STC.DestTaxType=STD.CustTaxType and  
STC.SrcTaxType=STD.SrcTaxType'+
```

```
' Where STD.TrnType='+Convert(VarChar(20),@TrnType) +' And TrnCtrlNo='+ Convert(VarChar(20)  
,@CtrlNo)
```

```
If@intLp>1
```

```
Begin
```

```
Set@StrSQL=@StrSQL+ ' AND TaxComp'+Convert(VarChar(1),@intLp)+'>0'
```

```
End
```

```
Set@StrSQL=@StrSQL+ ' Group by '+ @GroupFields
```

```
Execute Sp_ExecuteSQL @StrSQL
```

```
SET@intLp = @intLp + 1
```

```
END
```

```
End
```

```
Set@StrSQL = 'Update '+@TempTabName + ' Set ExclIndicator='''*'' Where ItemTaxFlag=2'
```

```
Execute Sp_ExecuteSQL @StrSQL
```

```
Set@StrSQL = 'Update '+@TempTabName + ' Set ExclIndicator=''' Where ExclIndicator IS NULL'
```

```
Execute Sp_ExecuteSQL @StrSQL
```

```
Set@RetTableName= @TempTabName
```

```
End try
```

```
Begin catch
```

```
Set@RetTableName= 'Error'
```

```
End catch
```

```
END
```

```
GO
```

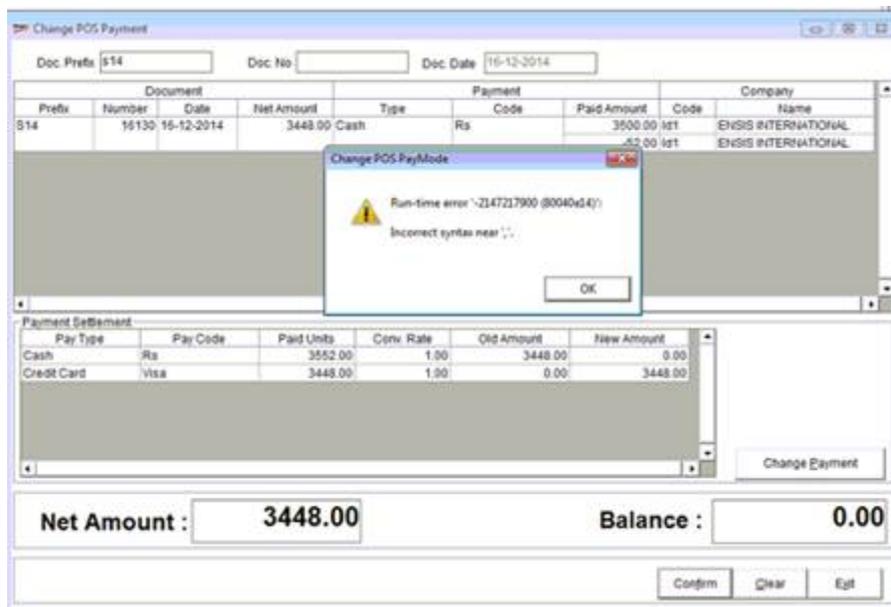
# Run-time error '-2147217900 (80040e14)' Incorrect syntax near in Change Paymode

## Cause

Till Management will be Disabled.

## Solution

1. Click on **Setup > General > System parameters** .
2. Click on **Till Management** under **Categories** .
3. Tick on **Enable Till Management > Save > Apply to database** .



# While Reactivating License if You are Getting Error Code 39

## Cause

This error occurs when **firewall** or **other security programs** in your computer are interfering with **Shoper9 services** .

## Solution

1. Start **Shoper9** .
2. Click **Mange License** .
3. Select **Proxy Configuration** .
4. Set **Use absolute URL for HTTP actions?** to **Yes** .
5. Press **OK** to save.

If the issue persists even after the above steps, ensure the option **Allow Non-HTTP headers** is set to **Yes** in the firewall settings.

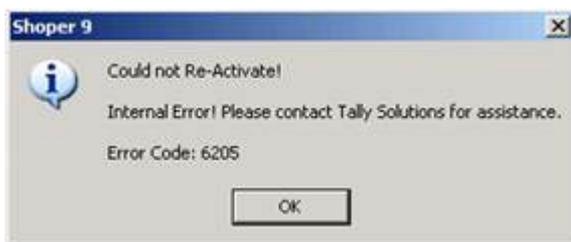
# Error While Reactivating the License Could not Re-Activate! Internal Error! Please contact Tally Solutions for assistance. Error Code: 6205

## Cause

The system IP address will be not of India (e.g. **69.22.169.175** ).

## Solution

Clarify them to get it changed or do the **Offline Reactivation** .



# Could Not Reactivate Internal error please contact Tally Solutions for assistance Error Code 6261

## **Cause**

Old version **VArights** file will be present in **Shoper9** application folder.

## **Solution**

Replace the latest **VArights** file.

# Set-up Printing for Collection Receipts

1. Go to **Setup > General > Print Engine Configuration** .
2. Click on **Configure Specific Transaction** .
3. Select **Credit Sale Management > Collection Receipt** .
4. Under **Printing Options** , Click on **Turn On**.
5. Click on **Advanced Options** .
6. Click on **New** . A window called **Create New Configuration** will get opened.
7. Under Specify Configuration Caption give value as '**Credit Mgmt.**'
8. Click on Add.

A new Window called **New Renderer Details** will get opened.

The screenshot shows the 'Print Engine Configuration' window. On the left, under 'Select Transaction', 'Credit Mgmt' is selected. The 'Modify Renderer' section is active, showing the following details:

- Renderer Caption:** Credit management
- Remarks:** Credit management
- DLL Details:**
  - Renderer DLL file path: SN501200.dll
  - Namespace: SN501200
  - ClassName: clsrecvgenprint

Two red notes are present:

- NOTE: The dll file must be present in Shoper Path**
- NOTE: The specified Class must contain a Function Called "ProcessRenderer" without which customisation will not work.**

Buttons at the bottom include 'Add', 'Save', 'Close', 'Cancel', 'Save', and 'Exit'.

9. In that under **Renderer Caption**, give value as '**Credit management**' and **Remarks**

also same.

10. Under **Renderer DLL file path**, Browse the Dll '**SN501200.dll**' and select it.
11. Under **Namespace** give value as '**SN501200**' .
12. Under **Classname** give value as '**clsrecvgenprint**' .
13. Click on **Save** .
14. Click on **Save** in **Create New Configuration** .
15. Click on Save in **Print Engine Configuration** .

# Error While Posting the Data to Tally

## ERROR: Ledger: SHOE STUDIO Currency '?' does not exist!

### Cause

The currency symbol will be wrong.

### Solution

1. Open **Control Panel** > **Regional Settings** > **Currency** > Change the currency format to **Rs**.
2. Alter Tally company and change the **Dollar** symbol to **Rs**.

# Error While Data Loading or in the Process Create ID IM from replication Currency Rate not found for Date

## Cause

In showroommaster table currencycode will be (Rs) it should be blank.

## Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9HO** database.
2. Copy paste the query and **Execute** .

```
update showroommaster set currencycode=' ' where currencycode='Rs' .
```

# While Selecting the Customer in Billing, Old Type Customer Browse Window gets Displayed

## Cause

The problem could be for couple of reasons. Mismatch in **SQL collation** or there will be less records in **BrowseSettings** table.

## Solution

1. Do the database transfer using the **data transfer utility** .  
[NEW-DataTransferUtility](#)
2. Check whether all the records are present in **BrowseSettings** .
3. Ensure 6 records are present In **Genlookup Recid 5000** (select \* from **genlookup** where **recid='5000'** ).

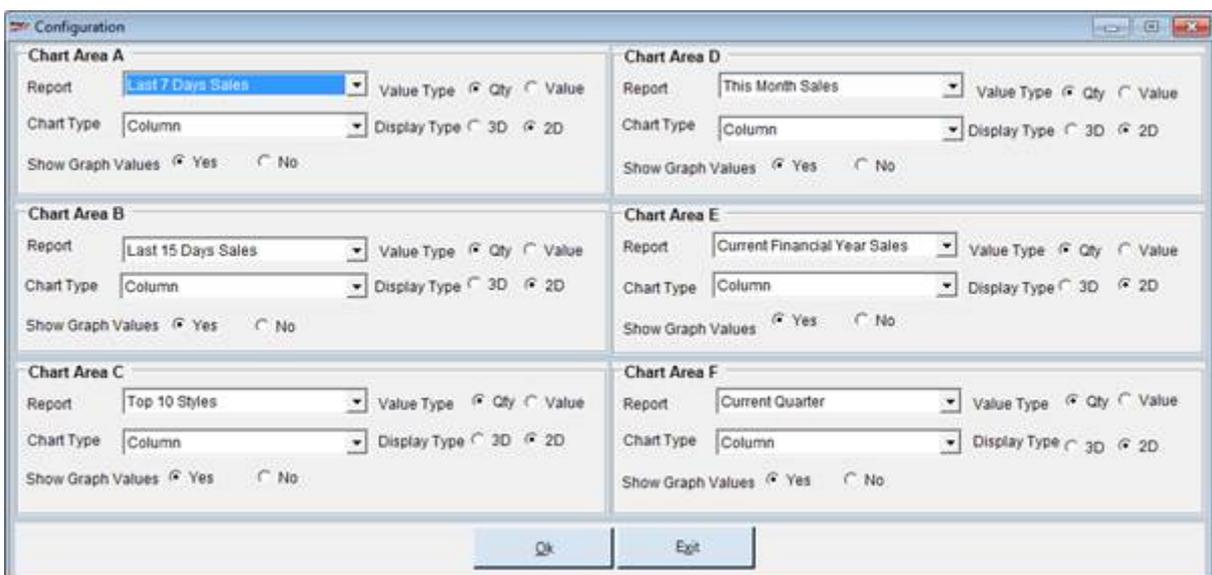
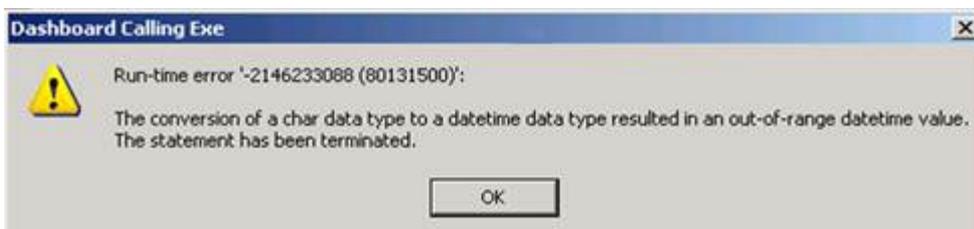
# Run-time error '-2146233088 (80131500)': The conversion of a char data type to a date time data type resulted in an out-of-range date time value. The statement has been terminated. While Viewing Dash Board Report

## Cause

The user ID will be blank in the parameter.

## Solution

1. Click on **Setup > Security Management > Manage Data Access**.
2. Click on Restrict users from selecting **Dashboard Reports** > Select the use **ID** and **company code** and click on **OK** to save the details.
3. In Chart Area A and Char Area B both it will be **Last Month**. Change it as **7 days or 15 days**.



While Doing Data Sync for a Particular Store as Database 'ASTCCC' cannot be opened due to inaccessible files or insufficient memory or disk space. See the SQL Server error log for details. (-2147217900)

**Cause**

The **AST database** would have been deleted from **Shoper9HO \Data folder** .

**Solution**

Restore the **AST database** from the backup file or take the **Shoper9 Database** backup from **POS** and restore in HO as **ASTCCC** .



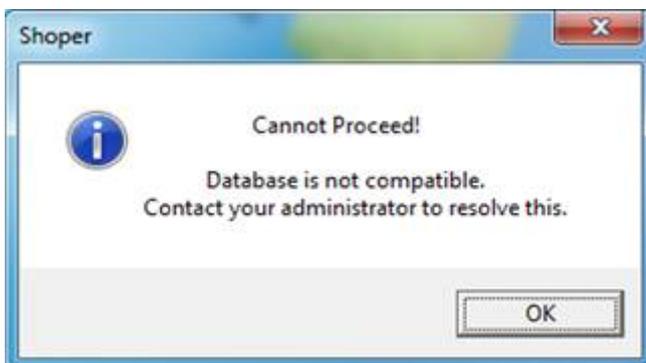
# Error While Opening Shoper Cannot Proceed Database is not compatible. Contact your administrator to resolve this

## Cause

Mismatch in patch release between **registry** and **genlookup table**.

## Solution

**Re-update** the patches from **143 build**.



Error-2147319779 Automation error, Library not registered. Cannot find the file tmpstorage or you don't have the permission" while importing the itemmaster

**Cause**

The **DLL** file "**msadox.dll**" will not be registered.

**Solution**

1. Click on **Start > CMD** (Enter).
2. From **C:\Windows\System32>Regsvr32 Msadox.dll /U** (Enter).
3. **C:\Windows\System32>Regsvr32 Msadox.dll .**

# While Saving Customer Catalogue it shows error Details Not Saved

## Cause

Initially the customer code would have set as system generated. After cataloguing some customers, if you change it back to user assigned and catalogue some customers. Again, if its changed to system generated.

## Solution

1. Click on **Setup > System parameters > Customer > Customer Code User Assigned > Tick and Save** the details.
2. If the Attributes are set as "**One time**" and if it's not allowing to make the changes then execute the queries to make the changes accordingly.
3. Open **SQL management studio > Select New query > Select Shoper9 database > Copy paste the queries and Execute** .

**update sysparam set boolean='1' where id ='000040' .**



# Run-time error '-2147467259 (80004005)': [DBNETLIB] [ConnectionOpen (Connect().)] Specified SQL server not found in the process of data sync

## Cause

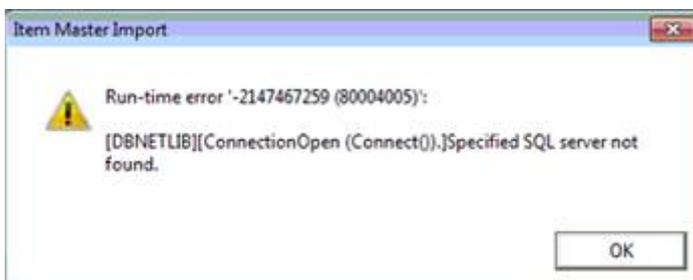
The values for dbpath1, dbpasswd1, dbserver1 and dbusername1 in vacompany will be wrong.

## Solution

1. Open **SQL management studio** > **New Query** > select **Security database (tspsysdb9)** .
2. Copy paste the below mentioned query and **Execute** .
  - **update vacompany set dbpath1=null,dbpasswd1=null,dbserver1=null,dbusername1=null** .

If still showing same then do the data transfer.

Also check the details in **shoperinstaller.info** and **TSPSYSFL.Dat** .



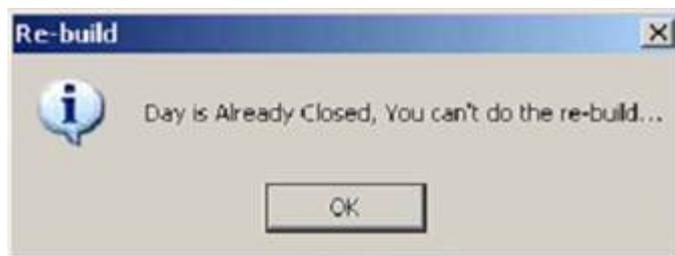
# Error While Month begin Day is Already Closed, you can't do the re-build

## Cause

The Tolerance Factor in Day Begin for Qty And Value will be in decimals.

## Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9 database** .
2. Copy paste the query and **Execute** .
  - **update sysparam set txt ='1#1' where id='SR5-0701-0000139' .**



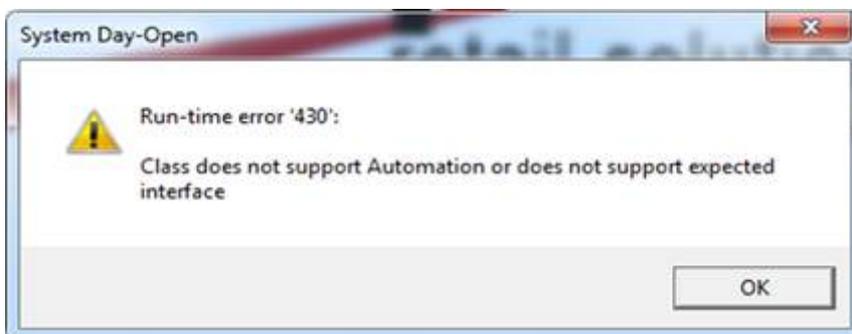
# Run-time error '430': Class does not support Automation or does not support expected interface in Day Begin

## Cause

The files are not registered properly.

## Solution

1. Go to the **Shoper9** folder.
2. Locate the file **REGS.BAT** > Right **Click** > Click on **Run as administrator** .



# Error While Opening Billing Menu Due to Day End not Done for Previous Day, You cannot Proceed with Billing

## Cause

Some customisation will be present.

## Solution

To **disable** that customisation, execute the following query.

1. Open **SQL management studio** > Select **New Query** > Select **Shoper9 database** .
  - **update genlookup set flag='0' where recid='14400' and code='SR130000:2100+FormLoadCompleted+1' and descr='HSR\_MG\_BillHalt.MG\_Bill' .**



Run-time error '-2147217873 (80040e2f)':  
Violation of PRIMARY KEY constraint  
'PK\_ExtMailingList'. Cannot insert  
duplicate key in object 'dbo.  
ExtMailingList' in Customer Catalogue

#### Cause

Customer code is changed from user defined to system generated.

#### Solution

1. Create a customer on fly in Billing.
2. Open **Customer Catalogue** and edit that customer > Enter all other details and **Save**.
3. After that create new customers through catalogue > **Customer Catalogue**.



# Error Occurred In Update Counter Sysparam/Genlookup Day End Processes While Doing the Day Close Operation

## Cause

There will be a mismatch in data.

## Solution

1. Take the database backup "**Housekeeping > Backup**".
2. Click on **Setup > Supervisory functions > Re-open Day** > Click on **OK**.
3. Click on **Setup > Supervisory functions > Data Rebuild** > Login with the user **ID** and **Password** .
4. Tick on **Available Data** and **Update All VA Counters > Update** > After the process is completed, close the day and open for next day and continue.



Error While Opening Billing menu Either BOF or EOF is True, or the current record has been deleted. Requested operation requires a current record

**Cause**

There will be blank spaces before the prefixes.

**Solution**

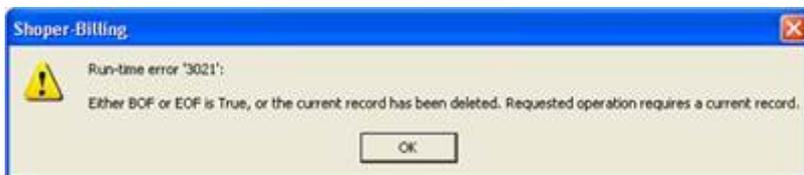
Click on **Setup > General > Bill Prefixes > Select Transactions (Sales, Cash and Slips)** and **save**.

Or

Open **SQL management > Select New Query > Select Shoper9 database > Execute** the queries.

**update prefixtrnno set actualprefix=replace (actualprefix,' ','') where actualprefix like ' %'**.

**update prefixmaster set prefix="" where prefix like ''**.



# Error Has occurred during MonthBegin Updations..Object required / 424 Rolling Back transactions...While Performing the Day Begin Operation

## Cause

There will be a mismatch in the stock balance quantity.

## Solution

1. Take the database backup "**Housekeeping** > **Backup** .
2. Click on **Setup** > **Supervisory functions** > **Re-open Day** > Click on **OK**.
3. Click on **Setup** > **Supervisory functions** > **Data Rebuild** > Login with the user **ID** and **Password** .
4. Tick on Available Data and Update All **VA Counters** > **Update** > After the process is completed, close the day and open for next day and continue.



# Error in Billing Run-time error 440 Automation error after scanning the stock items in billing

## Cause

Known product issue in Shoper9 Release 2.7.

## Solution

1. Click on **Setup** > **General** > **System parameters** .
2. Select Billing in **Categories** .
3. Untick the parameter '**ApplyNewSalesPromotion** ' and **Save** the details.



# Error in Dayclose Shoper POS backup option {DBNETLIB} [ConnectionOpen(Connect().)]SQL Server doesnot exist or access denied

## Cause

The SQL instance name in registry, Shoperpossystem.dat, Vacompany and Vasystem.dat will be wrong.

## Solution

1. Right click on **My Computer** and note the computer name.
2. Click on **Start > Run > Regedit > HKEY\_LOCAL\_MACHINE > SOFTWARE > WOW6432Node > Shoper > POS > Change the Server ID.**
3. Go to Shoper9 folder locate "**Shoperpossystem.dat , Vacompany and Vasystem.dat** " folders in txt file and change the **SQL server ID.**



# Error -2147467259 (Connection failure) in procedure CreateTable of Form frmNewStkStat While Viewing Stock Movement Report

## **Cause**

Temp tables not getting dropped and recreated.

## **Solution**

Click on **Housekeeping** > **Delete temporary tables** > Click on **Delete temporary tables**.

# Error occurred in DAO/ASTTEST connection - Automation error. The specified module could not be found While Importing the Itemmaster

## Cause

The files (**DAO350.DLL** **DAO360.DLL** and **msadox.dll** ) will be missing in **windows\system32** folder .

## Solution

1. Copy the files from other system to **windows\system32** folder .
2. Click on **Start > Run > CMD > Run as administrator** .
3. Register the (**DAO350** , **DAO360** and **MSADOX.DLL** ).
  - **C:\windows\system32>Regsvr32 DAO350.DLL (Enter)** .
  - **C:\windows\system32>Regsvr32 DAO360.DLL (Enter)** .
  - **C:\windows\system32>Regsvr32 MSADOX.DLL (Enter)** .



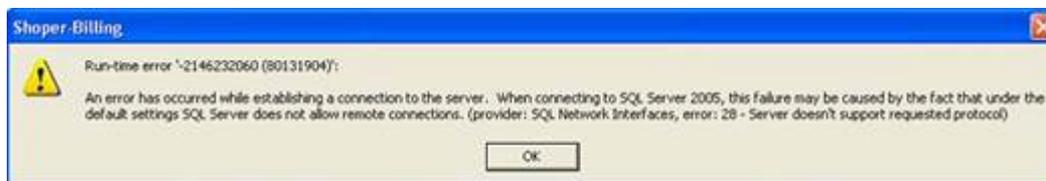
Error occurred while connecting to SQL server 2005, SQL server does not allow remote connections. SQL Interface error Server doesn't support requested protocol

**Cause**

Some of the SQL dependencies would have corrupted.

**Solution**

Take the databases backup and Reinstall SQL.



# Error While Doing Data Sync in HO Error in GITupdation for R01: Invalid column name Batchno

## Cause

Some of the columns will not be available in stktrndtIs table.

## Solution

1. Open **SQL management studio** > **New Query** > select **ASTCCC database** .
2. Copy paste the query and **Execute** .  
**Select \* from stktrndtIs .**
3. The columns should be present (**Batchno , GradeCD , Location CD**).
4. If not present then **Re-update** the patches.

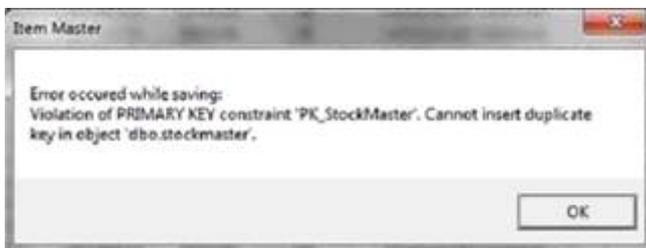
# Error Occurred While Saving Itemmaster Violation of Primary KEY constraint PK\_Stockmaster. Cannot insert duplicate key in object stockmaster

## Cause

The highlighted stock number will be already present in both itemmaster and stock master.

## Solution

Remove that repeated stock number and then save the itemmaster.



# Error has Generated while doing the Transaction.....Transaction was not Completed ... Press Retry Button to Confirm the Bill Once Again While Saving the Bill

You might have seen this error in the following situations:

- [Saving the bill](#)
- [Sales Order](#)
- [Return or Exchange](#)

## Saving the bill

### Cause

The document number or control number will be **wrong** .

### Solution

1. Take the database backup from **Housekeep > Backup** .
2. Open **SQL management studio** > Click on **New Query** > Select **Shoper9 database** .
3. Copy paste the queries and **Execute** .
  - **truncate table prefixtrnlog** .
  - **INSERT INTO PrefixTrnLog (Fld1,Fld2,Fld4)** .
  - **SELECT actualprefix,trntype,docnumber-1 from PrefixTrnNo WHERE TrnType IN (2100,1300,1600) AND ActualPrefix <>'<CTRLPX>'** .



## Doing sales order

### Cause

The doc number or control number will be **wrong** .

### Solution

1. Open **SQL management studio** > **Shoper9 database** > **Execute** the query.  
Select \* **from expectedtrnhdr** where **trntype=9700** .
2. Note the **last** document number and control number.
3. Check in prefixtrnno trntype=9700. The doc number or control number will be **wrong** ,  
Correct it.

## Saving Return Exchange bill

### Cause

There will be blank space before the prefixes in Prefixtrnno table.

### Solution

1. Open **SQL management studio** > Click on **New Query** > Select **Shoper9** database.
2. Copy paste the following queries > Click on **Execute** .
  - **Update prefixtrnno set actualprefix= replace (actualprefix, ' ', '') where actualprefix like '% %'** .
  - **update prefixmaster set isactive=1 where trntype=31** .
  - **update prefixtrnno set isactive=1 where trntype=31** .
  - **update prefixmaster set isactive=1 where trntype=31** .
  - **update prefixtrnno set isactive=1 where trntype=31** .

# Error While Loading Data while inwards the stocks received from HO through data sync

## Cause

In ptinvoicehdr table the reasondesc column should be blank.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9 database** .
2. Copy paste the query and **Execute** .
  - **update ptinvoicehdr set reasondesc = ''**.

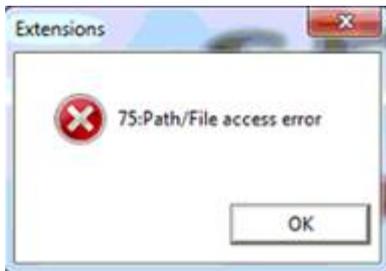
# Error While Opening Billing Menu 75: Path/File access error

## Cause

The administrator rights will not be present.

## Solution

1. Right click on **Shoper** shortcut icon.
2. Click on **properties** > **Compatibility** .
3. Tick on (**Run this program as an administrator** ).
4. Apply and click on **OK**.



# Error in Patch updation process Database Shoper9QF contains 0 allocation errors and 11 consistency errors in database

## Cause

Some tables in Shoper9 application database will be corrupted.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9 database** .
2. Copy paste the queries, replace CCC with 3-digit Shoper company code and **Execute** it one by one.
  - **ALTER DATABASE Shoper9CCC SET EMERGENCY .**
  - **ALTER DATABASE Shoper9CCC SET SINGLE\_USER .**
  - **DBCC CheckDB (Shoper9CCC, REPAIR\_ALLOW\_DATA\_LOSS) .**
  - **ALTER DATABASE Shoper9CCC SET MULTI\_USER .**
3. After that **Execute** the command '**DBCC Checkdb**' .
4. If the result shows 0 allocation errors and 0 consistency errors in database. Then do the data transfer using the data transfer utility. After the completion update the patches.



# Even after opening 01-Apr the dashboard report will be showing last financial years data

## Cause

N0.of days to continue display of last financial year Dashboard report (**It will be 5 change it to 0**).

## Solution

1. Click on **Setup > General > System parameters** .
2. No.of days to continue display of last financial year Dashboard report (**It will be 5 change it to 0**).



# Error: Exception has been thrown by the target of an invocation

You might have seen this error in the following situations:

## On this page

- [Bill printing](#)
- [Purchase return printing](#)

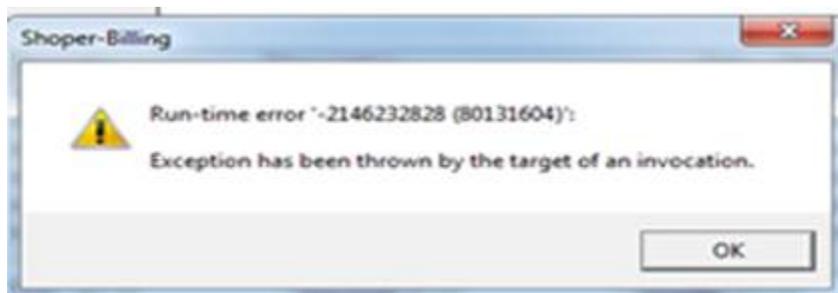
## Bill Printing

### Cause

The problem could be for couple of reasons.

### Solution

1. The Genprntmp path in **sysparam** will be wrong.
2. Give the full permission and remove read only for **Shoper9** and **Genprntmp** folder.
3. If **SR525700.EXE** is not present in Shoper9 folder then copy it from patches.
4. Register the **.net DLL D:\shoper9\RegAsm.exe SN501200.DLL** .



## Purchase return printing

### Cause

The Goods Outwards Printing type parameter will be wrong.

### Solution

1. If the printer is dot matrix printer change the printing type to **1 Dos format** .
2. If its laser or inkjet printer then change the parameter to **50** .
3. Configure the print engine for inward transactions.

# Error in data synchronisation Extension SR539500.clsItemReClassApply not found

## Cause

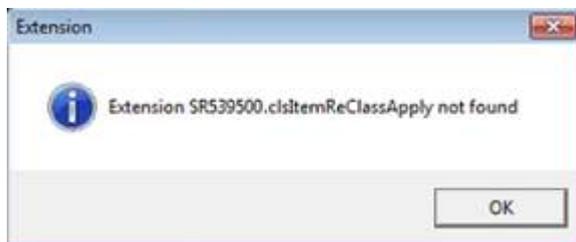
The SR539500.dll file will be missing in Shoper folder.

## Solution

Replace it from patches folder and register it.

Click on **Start > Run > CMD (Enter) >** From **D:\Shoper9** execute the command.

**D:\Shoper9>Regsvr32 SR539500.DLL .**



# Error While Opening the New Billing Screen Failed to activate control 'VB.UserControl'. This control may be incompatible with your application. Make sure you are using the version of the control that was provided with your application

## Cause

Some of the files will not be registered properly.

## Solution

1. Click on **Start > Run > CMD (Enter)**.
2. From **D:\Shoper9>Execute the command "unregs (Enter)"**.
3. After that process Execute the command **"regs (Enter)"**.
4. If still it is showing error then re-update the patches from **143 build**.



# Error While Saving Sales Promotion Failed to create Sales Promotion!

## Cause

Old release SR437300.EXE will be present in Shoper9 folder.

## Solution

1. Replace **SR437300.EXE** from **574 Build**. Update in **vavertable** as **573** since it has been stamped as **573**.
2. Copy paste the query and **Execute**.
  - **Update vavertable set exesubrel='573' where exeid=' sr437300.exe' .**



# Error in Day Begin Failed to populate active sales promotions... Re-try again using Housekeeping->Data Import->Active Sales Promotions from Menu

## Cause

Some of the sales promo will not be updated properly.

## Solution

1. Click on **Housekeeping** > **Data Import** > **Active Sales Promotions** from **Menu**.
2. Click on **Advanced** > Tick on both options > Click on **OK**.
3. After the process is completed do the day begin.



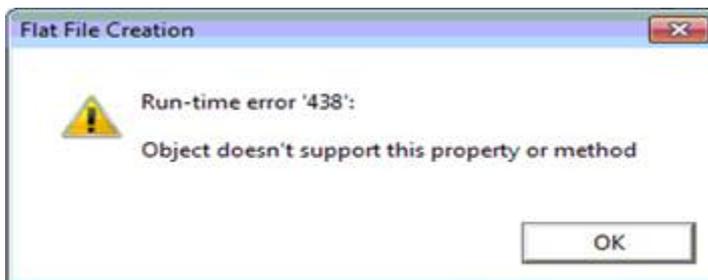
# Run-time error '438': Object doesn't support this property or method in PT File Creation

## Cause

SR526500.dll will be of old release.

## Solution

1. Replace SR526500.dll from **792** build.
2. Open **Shoper9** folder, locate the file **Unregs.bat** > Double click to **unregister** the files.
3. After that locate **Regs.bat** > Double click to **register** the files.



# Error in Posting Data to Tally Interface is modified manually. Execute manage master's utility to rebuild the interface

## Cause

'Main Location' will be changed to their company name.

## Solution

1. In Tally, **Accounts with Inventory** should be enabled.
2. To Enable **GODOWN** option, select the company in Tally and press **F11** > press **F2** > **Enable Multiple Godown (YES)**.
3. To check the same > Click on **Inventory Info - Godowns** > **Alter** > It should be **Main Location**.
4. If it has been changed to their company name, change it to **Main Location**.

# Error While Opening Flexible Report HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

## Cause

Some of the required parameters will not be enabled.

## Solution

1. Open **Control panel** > **Program and Features** > Click on **Turn on Windows features ON or OFF**.
2. Tick on all the option in (**Internet Information system, World Wide Web Service** and **Microsoft.Net framework**).
3. After that open ISS and restart the services and then open the report.

**HTTP Error 500.19 - Internal Server Error**  
The requested page cannot be accessed because the related configuration data for the page is invalid.

Detailed Error Information:			
<b>Module</b>	IIS Web Core	<b>Requested URL</b>	http://192.168.1.124:80/WebReports
<b>Notification</b>	BeginRequest	<b>Physical Path</b>	D:\Shoper9HO\ShoperWeb\WebReports
<b>Handler</b>	Not yet determined	<b>Logon Method</b>	Not yet determined
<b>Error Code</b>	0x80070021	<b>Logon User</b>	Not yet determined
<b>Config Error</b>	This configuration section cannot be used at this path. This happens when the section is locked at a parent level. Locking is either by default (overrideModeDefault="Deny"), or set explicitly by a location tag with overrideMode="Deny" or the legacy allowOverride="false".		
<b>Config File</b>	\\D:\Shoper9HO\ShoperWeb\WebReports\web.config		

**Config Source:**

```

52: </modules>
53: <handlers>
54: <add name="Elmah" path="elmah.axd" verb="POST,GET,HEAD" type="Elmah.ErrorLogPageFactory, Elmah" preCondition="integratedMode" />

```

**More Information:**  
This error occurs when there is a problem reading the configuration file for the Web server or Web application. In some cases, the event logs may contain more information about what caused this error.  
[View more information >](#)

# After Clicking on Packing Slip Menu, if its not Opening

## Cause

The transaction titles will be wrong.

## Solution

Update the below mentioned titles accordingly.

1. Click on **Setup > General > System parameters >** In **Categories** select **Slips**.
2. Expected Transaction Titles > Compare the caption and correct it accordingly.
  - **(BILL SUSPENSION#SALES ADVICE SLIP#SALES ORDER#BRIDAL REGISTRY#APPROVAL ISSUES#APPROVAL RECEIPTS#TAILORING ORDER#SALES ADVICE SLIP#APPROVAL ISSUE DC#DISPATCH ADVICE#PACKING SLIP#PALLET SLIP)**.
3. After the correction is done, click on **Save** and **Apply to Database**.

# Error While Opening Shoper Incompatible version of menu dll exists in application path, please download the latest version of menu dll or reinstall the application and try again

## Cause

The shoper.exe will be running in the memory.

## Solution

Open **Task manager** > locate **Shoper.exe** > right click and select **End Task**. After that open Shoper.



# Error While Opening Goods Inward / Outwards menu Incorrect configuration details for document numbers - Please re-configure document numbers

## Cause

Some of the prefixes will be blank.

## Solution

1. Click on **Setup > General > Transaction Prefix**.
2. Select **Inward Group > All node** > Define the prefixes and click on **Save**.
3. Select **Outward Group > All node** > Define the prefixes and click on **Save**.



## Error in bill printing Input string was not in correct format

The reverse line feeding will be in decimals.

1. Click on **Setup** > **General** > **System parameters** > **Bill Printing** .
2. No of Lines to be Reversed > if its (10.90 or 11.25) change it to **10** or **11**.

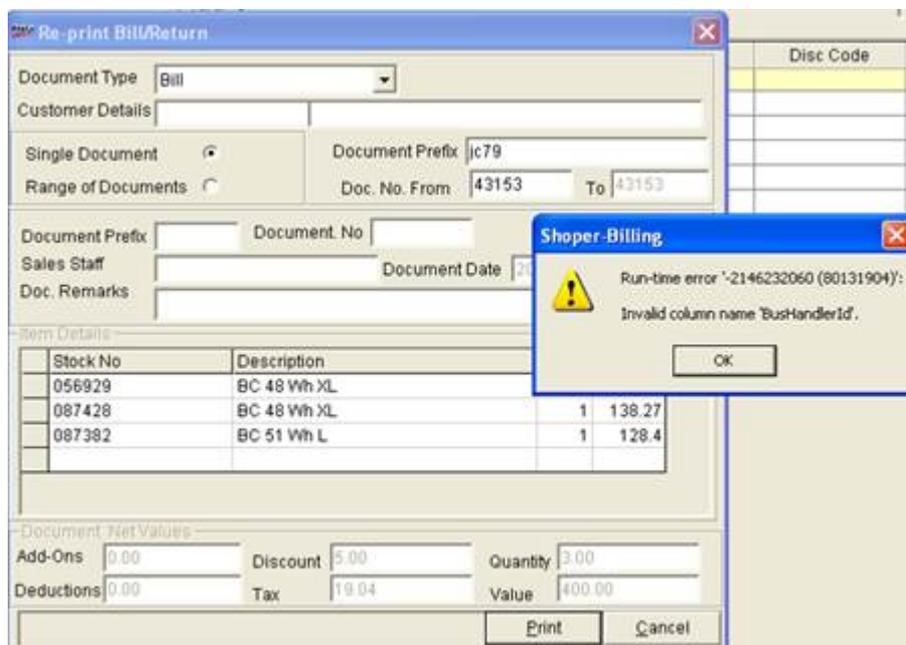
# Run-time error '-2146232060 (80131904) ': Invalid column name 'BusHandlerId' in Bill printing

## Cause

In Shoper9 database, in PrintBusinessHandlerMaster table the BusHandlerId field will be **missing** .

## Solution

**Re-update** the patch from build 143 till the latest build.



# Run-time error Invalid column name 'BusHandlerId' in invoice reprint

## Cause

Some of the scripts will not be updated properly.

## Solution

Re-update the patches from **143** build.



# Run-time error '-2147217900 (80040e14) ': Invalid column name 'LocId' While Commencing Physical Stock take Process

## Cause

Multi location parameter will be enabled.

## Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9** database.
2. Copy paste the queries and **Execute** .
  - **update sysparam set boolean = '0' where id = '000032' .**
  - **update sysparam set Boolean=0 where ID='00039A' .**

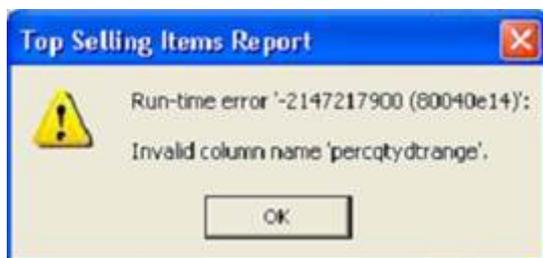
# Error While Viewing Sales-Top selling report Invalid column name 'percqtydtrange'

## Cause

The temp tables are not getting dropped and recreated automatically.

## Solution

Click on **Housekeeping** > Delete temporary tables > Click on **Delete temporary tables**.



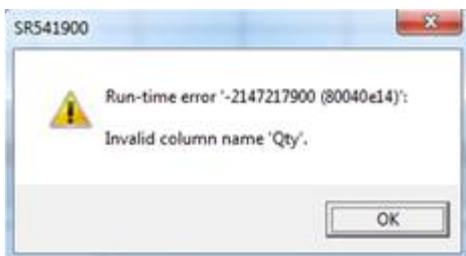
# Run-time error '-2147217900 (80040e14): Invalid column Name 'Qty' Scan/Select the Stock Item in Invoice

## Cause

Some of the scripts will not be updated properly.

## Solution

**Re-update** the patches from **143** build.



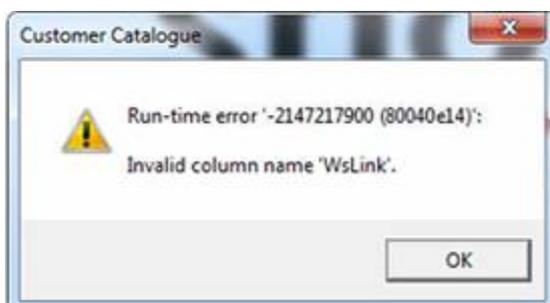
# Run-time error '-2147217900 (80040e14)' Invalid column name 'WsLink'. While Opening Vendor Catalogue

## Cause

The column **WsLink** will not be there in **Vendors** table.

## Solution

1. Take the **table backup** and drop the table.
  - Open **SQL management studio** > **New Query** > Select **Shoper9** database > **Execute** the queries.
  - **Select \* into newvendors from vendors .**
  - **Drop table vendors .**
2. Then export the table creation scripts from another database.
3. Paste the queries and Execute to create the table.
4. Then Execute the query **insert into vendors select \* from newvendors .**



# Error While Viewing Clear Credit Note Report - Invalid Credit Note !!!

## Cause

In poscashtrn table paymodetype will be 8 change it to 10.

## Solution

1. Note the **docno prefix** and the document number.
2. Open **SQL management studio** > **New Query** > Select **Shoper9** database.
3. Copy paste the query and enter the **docnoprfix** and the **docno** and click on **Execute** .
  - **update poscashtrn set paymodetype='10' where docnoprfix='R19' and docno=' 11'**.

# Invalid Items Found Cannot Save the Document While Saving the Miscellaneous Issue Transaction

## Cause

It's a known issue. The stock items will be loaded through **PDT** file.

## Solution

1. Replace **SR144100.EXE** from **707** patches build.
2. After that open **SQL management studio** > **New Query** > Select **tspsysdb9 database** .
3. Copy paste the query and **Execute** .
  - **Update vavertable set exesubrel='707' where exeid='SR144100.EXE'** .

# Error While Saving the Bill -2147217865 Invalid object name 'SaletrnHdr'

## Cause

Saletrnhdr table will not be available in the **Shoper9** database.

## Solution

1. Export the script and data from HO AST database and insert in POS (if the data is loaded upto date).
2. If not then restore the previous days Shoper9 database backup.



# While Doing Data Export in HO it shows Error Invalid object name 'TmpRangeStocknokarthik219'.

## Cause

Some of the scripts will not be updated properly.

## Solution

Re update patches from **102** build.



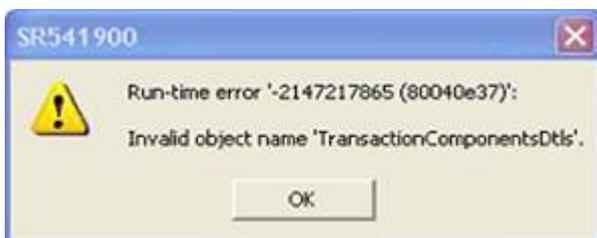
# Run-time error'-2147217865(80040e37)': Invalid Object Name 'Transactioncomponentdtls'. in Billing

## Cause

There will be less records In Transactioncomponentdtls table.

## Solution

Re updated the patches from **143 build**.



# Error Invalid object name 'Vacompany' - 2147217865 While Opening Backup Menu

## Cause

The dbname2 in vacompany should be (tspsysdb9). It will be wrong.

## Solution

1. Open **SQL management studio** > **New Query** > Select **tspsysdb9** database .
2. Copy paste the query and **Execute** .
  - **Update vacompany set dbname2='tspsysdb9'** .



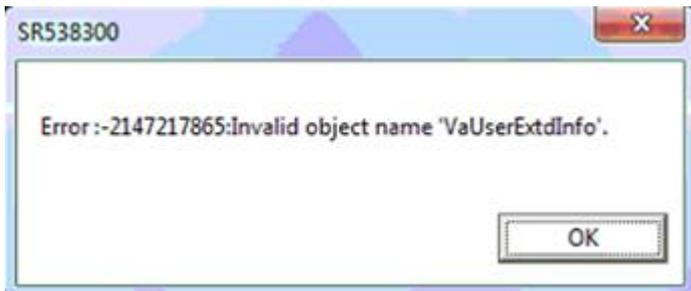
# Error While Opening Shoper Invalid Object name VauserExtInfo

## Cause

The patches will not be updated properly.

## Solution

**Re-update** the patches from 143 build.



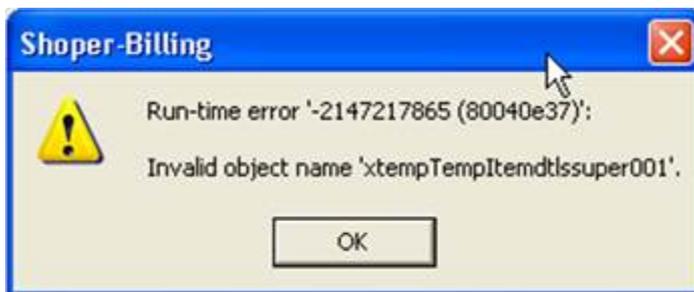
# Error While Opening Billing menu Invalid object name 'xtempTempItemdtlssuper001'

## Cause

The tmp tables are not getting refreshed.

## Solution

1. Click on **Setup** > **General** > **System Parameters** > **Billing** .
2. Apply Least Saleable Quantity on Item Selection in Billing > **Untick** and **Save** .
3. Again, open the same and Tick that parameter and save.



# Error: Invalid procedure call or argument

You might have seen this error in the following situations:

## On this page

- [Opening Return or Exchange](#)
- [Opening Company Creation](#)
- [Opening or editing Sales Factor](#)
- [Saving Purchase Order](#)

## Opening Return or Exchange option

### Cause

There will be less records in **Acceptdisplaydtls** table.

### Solution

Update the patches from **143** till the latest build.



## Opening Company Creation menu

### Cause

Administrator rights will not be enabled.

### Solution

1. Close **Shoper** .
2. Right-click the Shoper desktop icon.
3. Click on **Properties** > **Compatibility** > Tick on **Run this program as an administrator** > **Apply** > **OK**.

## Opening or editing Sales Factor

### Cause

The parameter, **SHOPEREnv** is **r** instead of **R**.

#### **Solution**

1. Open **SQL management studio** .
2. Select **New Query > Shoper9 database** .
3. Copy paste the following query and **Execute** .
  - **Update sysparam set txt='R ' where paramcode ='SHOPEREnv' .**

### **Saving Purchase Order**

#### **Cause**

SR500300.DLL is not registered.

#### **Solution**

1. Select **Start > Run > CMD** (Command Prompt) > Right click and select **Run as administrator** .
2. Type **D: (Enter)** .
3. From **D:\ Type Shoper9 (Enter)** .
4. From **D:\Shoper9> Type regsvr32 SR500300.dll (Enter)** .

# Run-time error '94': Invalid use of Null While Opening Return Exchange Bill Menu

## Cause

There is will less records In **Acceptdisplaydtls** table.

## Solution

**Reupdate** the patches from **143** till latest build.



# Error While Saving the Purchase Transaction which are Loaded through PT file Invalid Values found in flat file, New masters cannot be created

## Cause

The parameter will be true "Sub-classification2(Style) Unique across Classification1 (Product) and Classification2 (Brand)".

## Solution

1. Click on **Setup > General > System Parameters** .
2. In categories select Item classification > Sub-classification1 (Style) unique across Classification1 (Product) and Classification2 (Brand) > **Untick** > **Save** and **Apply** to database.



In the Process of Data Synchronisation in HO, only One File will be Downloaded at a Time, it is not Downloading all the Files

**Cause**

It is a known **Bug**.

**Solution**

Replace **SE100160.EXE** from **436** Build.

# Run-time error '6' Overflow in Day close Data Synchronisation

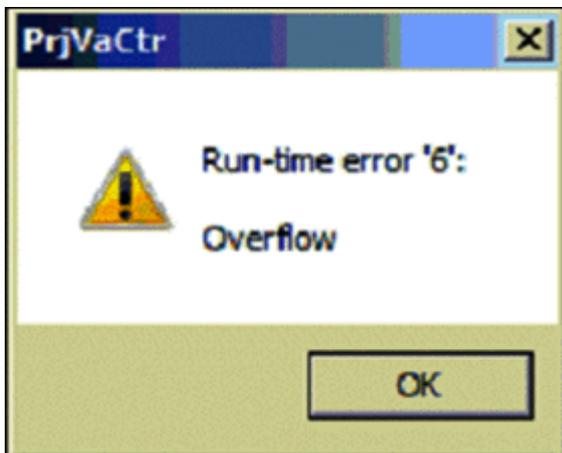
## Cause

VACTR value would have reached the upper limit of Integer value i.e. 32785 due to Synchronization in short intervals.

## Solution

Unzip the attached file and extract and replace the files in Shoper9 application folder.

[POS\\_9\\_0\\_1\\_437](#)



# Run Time error 94 Invalid use or Null while defining sales promotion

## Cause

In SPDefSettings table ValB column will be NULL.

## Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9HO** database.
2. Copy paste the query and **Execute** .

```
update SPDefSettings set ValB='0' where ValB is Null and KeyType='2' .
```

In Vendor catalogue, Customer catalogue, HO chain store catalogue the options (ADD, EDIT, DELETE, and VIEW) will be disabled

1. Open **SQL management studio** > **New Query** > Select **Shoper9** database.
2. Copy paste the query and **Execute** .
  - **update sysparam set txt='1111' where id='800011' .**

### Vendor Catalogue

The screenshot shows the 'Vendor Details' form. The 'Add', 'Edit', 'Delete', and 'View' buttons at the bottom are highlighted with a red rectangle, indicating they are disabled.

### Customer catalogue

The screenshot shows the 'Customer Details' form. The 'Add', 'Edit', 'Delete', and 'View' buttons at the bottom are highlighted with a red rectangle, indicating they are disabled.

# Error While Importing the Item master through SHFM file Error No: 3151 Error Desc: ODBC-Connection to 'ASTTEST' failed

## Cause

ODBC connection will not be present.

## Solution

1. Open **Control Panel** > **Administrative tools** > **ODBC Data Sources** .
2. Click on **User DSN** > **Add** > Select **SQL Server** > **Finish** .
3. Enter the name and description as **ASTTEST** > Select the Server from drop down list.
4. Click on **Next** > Select **SQL server authentication** > Enter the Login ID '**sa**' and password '**admin123**' .
5. Click on **Next** > **Finish** > Click on **Test Data Source** > Click on **OK** .



# Error: Item cannot be found in the collection corresponding to the requested name or ordinal

You might have seen this error in the following situations:

## On this page

- [Saving the Bill](#)
- [TT file Creation](#)
- [Data sync in POS](#)

## Saving the bill

### Cause

There is will less records In **Acceptdisplaydtls** and **transactioncomponentdtls** table.

### Solution

**Reupdate** the patches from 143 till latest build.



## Creating TT file

### Cause

The TT file creation will be in old format.

### Solution

1. Click on **Catalogue** > **HO chain stores** > **Edit** and select that particular vendor.
2. Change the flat file format to "**GUI with Delimiter New Format**" > **Save** & then create TT file.

**Run-time error '3265': Item cannot be found in the collection corresponding to the requested name or ordinal in data synchronisation in**

## **POS**

### **Cause**

Some of the scripts will not be updated properly.

### **Solution**

**Reupdate** the patches from 143 till latest build.

# Run-time error '9': Subscript out of range While Opening Item Master Import Menu

## Cause

In Security database, Vacompany table DBPath1, DBName1, Dbpasswd1, DbServer1, DbUserName1 values will be wrong.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Security(tspsysdb9) database** .
2. Copy paste the below mentioned query and click on **Execute** .
  - **Update Vacompany set**  
**Dbpath1=null,Dbname1=null,Dbpasswd1=null,DbServer1=null,DbUserName1=null** .



# Error While Opening Shoper License File in Operation Please Try again later

## Cause

The license server will not be responding.

## Solution

Restart the license server and open Shoper.



# Error in Data Loading in HO Loading is not successful, because of unable to connect to replication database

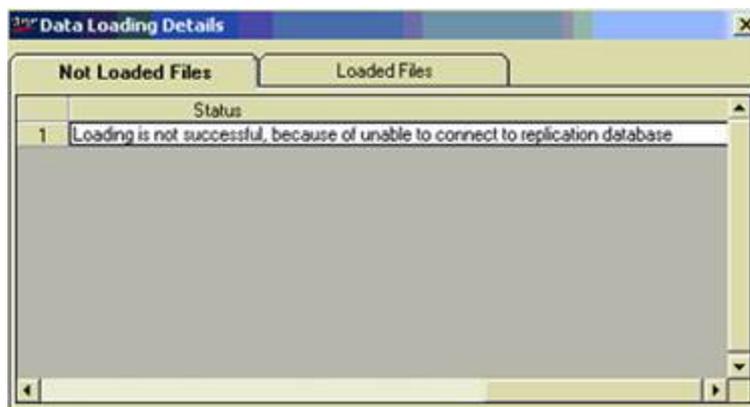
## Cause

Could be for various reasons.

1. If the SQL server ID is mentioned wrongly.
2. After reinstallation the dserver name is changed.
3. If the database path is wrongly mentioned in Shoper9HO > Showroommaster table.

## Solution

1. Open **SQL management studio** > **New Query** > **Shoper9HO database** .
2. Copy paste the queries and **Execute** .
  - **update showroommaster set dserver = 'SERVER\SQLEXPRESS' where dserver is not null.**
  - **update showroommaster set dbpath = replace (dbpath, 'F:\','D:\') where dbpath like 'F:\%' .**



# Error in data loading in HO Loading is not successful because Error in applying conversion rate

## Cause

In Shoper9HO database showroommaster table the currencycode will be **RS**. It has to be blank.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9HO database** .
2. Copy paste the below query and **Execute** .
  - **update ShowroomMaster set CurrencyCode="" where ShowroomCode='CCC' .**

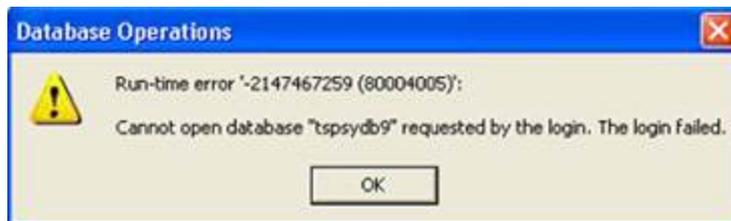
When try to Open Backup menu it gives the error Cannot open database 'tspsysdb9' requested by the login. The login failed

#### Cause

The dbname2 in vacompany should be (tspsysdb9). It will be wrong.

#### Solution

1. Open **SQL management studio** > **New Query** > Select **tspsysdb9 database** .
2. Copy paste the query and **Execute** .
  - **Update vacompany set dbname2='tspsysdb9'** .



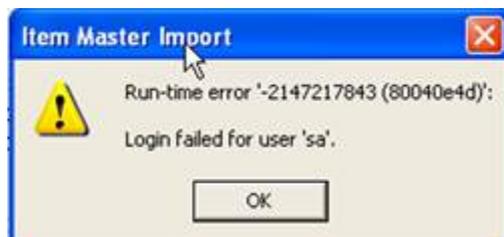
In Data Synchronisation, Item Master Import Process it shows Run-time error - 2147217843 (80040e4d)': Login failed for user 'sa'

#### Cause

In Security database, Vacompany table DBPath1, DBName1, Dbpasswd1, DbServer1, DbUserName1 values will be wrong.

#### Solution

1. Open **SQL management studio** > **New Query** > Select **security(tspsysdb9) database** .
2. Copy paste the below mentioned query and click on **Execute** .
  - **Update Vacompany set**  
**Dbpath1=null,Dbname1=null,Dbpasswd1=null,DbServer1=null,DbUserName1=null** .



# Error Run-time error -Method '~' of object '~' failed

You might have seen this error in the following situations:

## On this page

- [In opening Shoper](#)
- [In data loading](#)

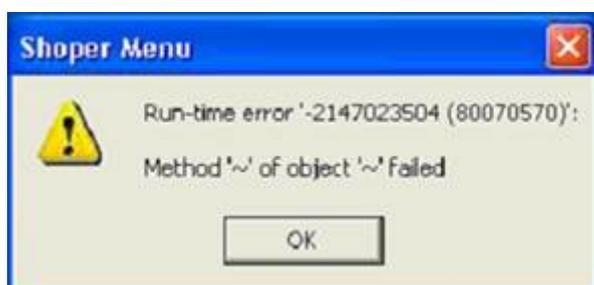
## Opening Shoper

### Cause

The consistency error in tpsysdb9 database or problem in the hard disk.

### Solution

1. Open **SQL management studio** > **New Query** > Select **tpsysdb9** .
2. Execute the query **DBCC CHECKDB** .
3. If any consistencies found then copy paste the queries and **Execute** one by one.
  - **ALTER DATABASE tpsysdb9 SET EMERGENCY** .
  - **ALTER DATABASE tpsysdb9 SET SINGLE\_USER** .
  - **DBCC CheckDB (tpsysdb9, REPAIR\_ALLOW\_DATA\_LOSS)** .
  - **ALTER DATABASE tpsysdb9 SET MULTI\_USER** .
4. If still the problem persists then open command prompt with run as administrator and Execute the command from D drive (**D:\CHKDSK /R**)



## Loading data in Shoper9HO

### Cause

The disk in which Shoper9HO is installed will be full.

**Solution**

1. Empty the space and then try.
2. If it's not working still then Replace the **SE100160.EXE (Dataloading exe)**.

# Error While Viewing Sales Person Wise Discount Report Divide by zero error encountered. -2147217900

## Cause

SR238400.EXE will be of old release.

## Solution

Replace **SR238400.EXE** of **700** build.



# Error While Commencing Stock take Process Unable to do physical stock take

## Cause

Mismatch between transactions and master data.

## Solution

1. Take database backup by clicking **Housekeeping** > **Backup** > **Tick** on the company > **Backup** .
2. After this do Data Rebuild "**Setup** > **Supervisory function** > **Data rebuild** > login with admin user **ID** and **password** ".
3. Tick on Available data and Update All VA Counters > Click on **Update** .

# Run-time error '438': Object doesn't support this property or method While Scanning the Stock Items in Goods Outward Transaction

## Cause

Some of the files will not be registered properly.

## Solution

1. Click on **Start > Run > CMD (Enter)** .
2. Execute the command from **D:\Shoper9>Unregs (Enter)** .
3. After the completion type Regs (Enter).
4. Then check the outwards transaction, if the error is still appearing then re-update the patches.



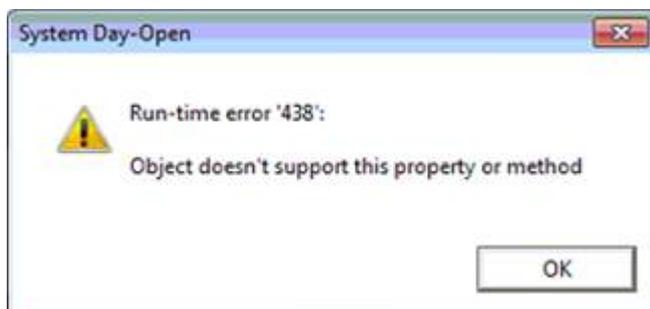
# Run-time error '438': Object doesn't support this property or method in Day Begin Operation

## Cause

There will be mismatch in EXE and DLL files.

## Solution

**Re-update** the patches from 143 build.



# Run-time error '3151': ODBC--connection to 'ASTTEST' failed while exporting the pricing master

## Cause

ODBC connection will not be created.

## Solution

1. Open **Control Panel** > **Administrative tools** > **ODBC Data sources** .
2. User **DSN** > **Add** > Select **SQL server** > Click on **Finish** .
3. Enter ASTTEST in Name and Description > Select the Server ID from drop down list.
4. Click on **Next** > Tick on (With **SQL Server Authentication** ) > Enter the Login ID '**sa**' Password '**admin123**' .
5. Click on **Next** > **Next** > **Finish** > Click on **OK** to complete.

# Error While Viewing Reports Page Header plus Page Footer is too large for the page

## Cause

35 column thermal printer will be set as default.

## Solution

Change the default printer or select the appropriate printer driver.



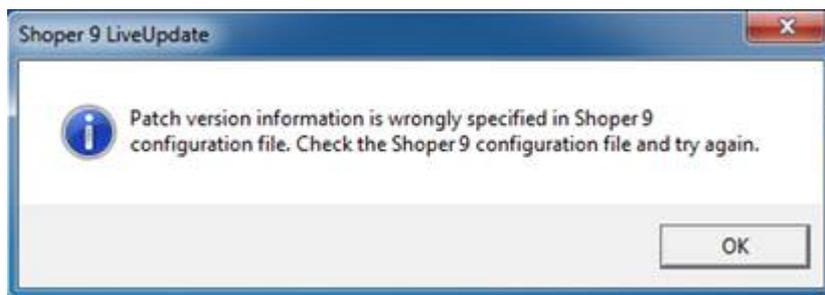
## Error in Patch Updation Process Patch version information is wrongly specified in shoper9 configuration file. Check the shoper9 configuration file and try again

### Cause

The Patchver will be blank in registry and in ShoperPOSSystem.Dat file.

### Solution

1. Click on **Start > Run > Regedit > HKEY\_LOCAL\_MACHINE > SOFTWARE > Shoper > POS**.
2. Click on Patchver update it as 9.0.1.142.
3. Open **C:\ProgramData\Tally\Shoper9\ShoperPOSSystem.DAT** > update **Patchver as 9.0.1.142**.
4. The start the patch **updation**.



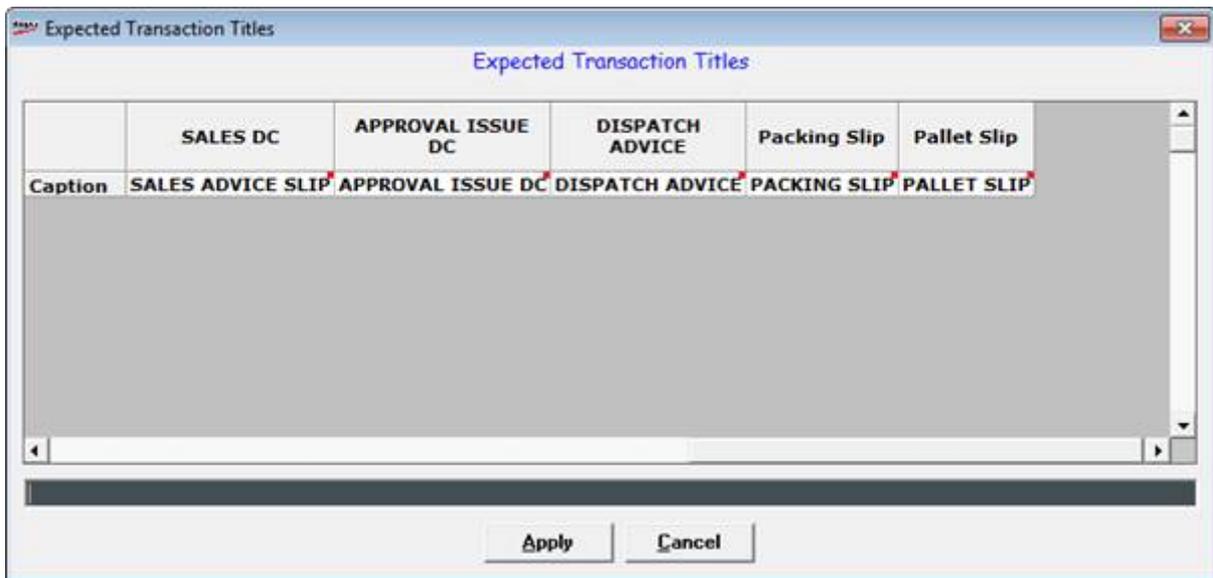
# Run-time error 9 Subscript out of Range While Viewing the Pending Transactions report

## Cause

Expected Transaction Titles will be wrong.

## Solutions

1. Click on **Setup > General > System parameters** .
2. In categories click on **Slips > Expected Transaction Titles** > All the Caption to be same as default as mentioned in the below screen shot. If it is not correct, then change it accordingly and save it.



Run-time error '-2147024770 (8007007e) ': Automation error the specified module could not be found While Opening Physical Stock Management menu

**Cause**

Some DLL files will be missing in **Shoper9** application folder.

**Solution**

Re-update the patches from **143** build.

# Error occurred in DAO/ASTTEST connection - External table isn't in the expected format in Pricing Master Import

## Cause

The pricing master file format will be wrong.

## Solution

Get the pricing master file in the proper format and import it.



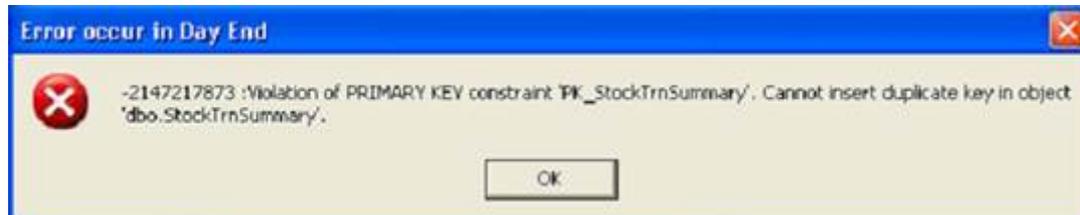
# Error While Doing the Day Close Voilation of Primary key constraint pk\_stocktrnsummary. Cannot insert duplicate key in object dbo.stocktrnsummary

## Cause

Mismatch in data.

## Solution

1. Take the database backup "**Housekeeping > Backup**".
2. Click on **Setup > Supervisory functions > Re-open Day** > Click on **OK**.
3. Click on **Setup > Supervisory functions > Data Rebuild** > Login with the user **ID** and **Password**.
4. Tick on **Available Data** and **Update All VA Counters > Update** > After the process is completed, close the day and open for next day and continue.



# Error occurred while doing Credit sale Printing. For more info: -21467261 Object reference not set to an instance of an object in Credit Sale Printing

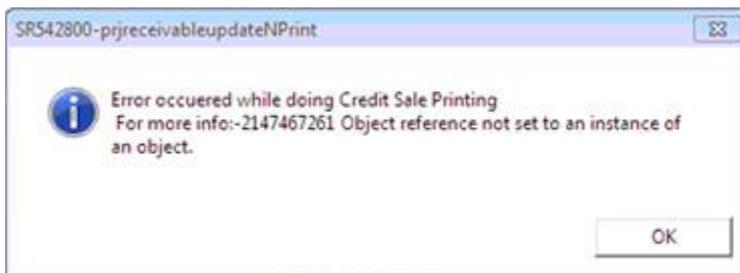
## Cause

Tally print engine configuration will not be catalogued.

## Solution

Configure the Tally print engine configuration.

1. Click on **Setup > General > Print Engine Configuration** .
2. Select **Sales Transaction** > Tick on **Tally printing configuration** .
3. Click on Parameters and configure the details.



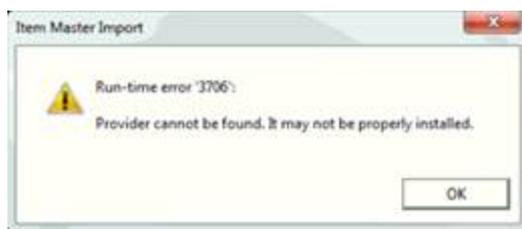
# Run-time error '3706': Provider cannot be found. It may not be properly installed While Importing the Itemmaster

## cause

In vacompany the dbpath1, and other fields instead of **null** it will be like '**NULL**'.

## Solution

1. Click on **Start** > Open **SQL management studio** > **New Query** > Select **tspsysdb9** .
2. Copy paste the query and **Execute** .
  - **update vacompany set dbpath1=null, dbpasswd1=null,dbserver1=null,dbusername1=null** .



# PT file creation option will appear after saving the bill. It has to be disabled

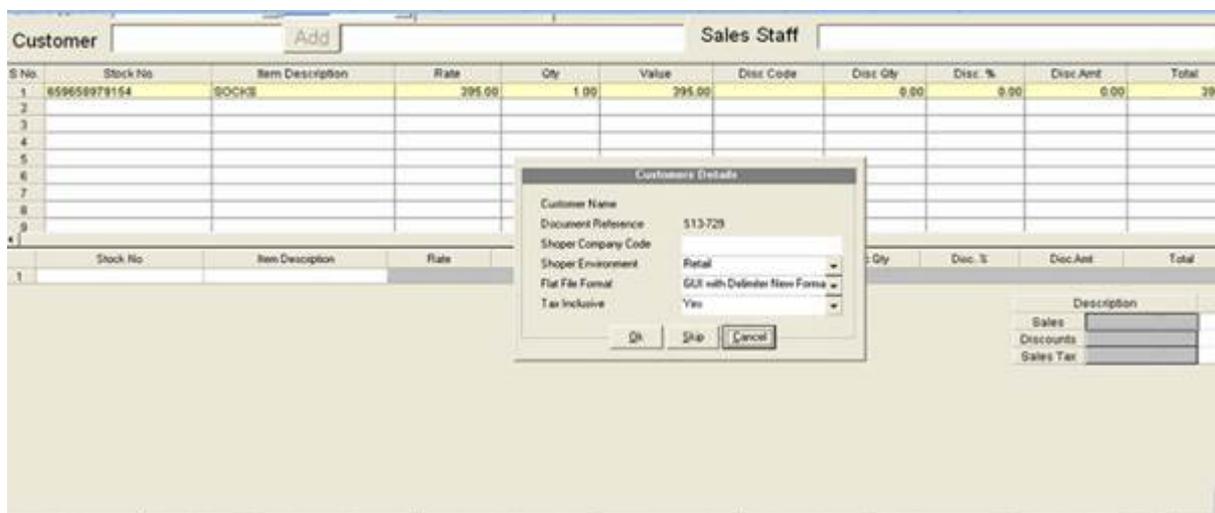
## Cause

PT file creation parameter will be enabled.

## Solution

To disable the PT file creation option.

1. Click on **Setup > System parameters > Inward > Enable Common PT File Creation > Sales Invoice 2100 : 0 – Do not create PT file.**



# Run-time error '52' Bad file name or number in PT file Information

## Cause

The path will be as (E.g. D::\Shoper9\In) It should be (D:\shoper9\in).

## Solution

1. Click on **Setup** > **General** > **System parameters** .
2. In categories click on **Setup** > Shoper IN Files Path correct the path (**D:\shoper9\in** ).



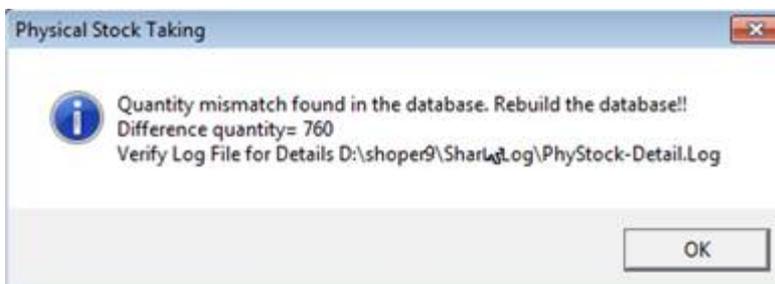
Error While Commencing Physical Stock take process Quantity mismatch found in the database. Rebuild the database!! Difference quantity= 760. Verify Log File for Details D:\shoper9\Share\Log\PhyStock-Detail.Log

**Cause**

Mismatch between transactions and master data.

**Solution**

1. Take database backup by clicking **Housekeeping** > **Backup** > Tick on the company > **Backup**.
2. After this do Data Rebuild "**Setup** > **Supervisory function** > **Data rebuild** > login with admin user **ID** and **password**".
3. Tick on Available data and Update All VA Counters > Click on **Update**.



# Error While Saving the Collect Payment Descr: Receivable control number cannot be less than or equal to zero

## Cause

The control number details will not be available in prefixtrnno table for trntype 10020.

## Solution

1. Open **SQL management studio** > **New query** > **Shoper9 database** .
  - **Execute the query select \* from crdtinrvchr where trntype= '10020'** .
2. Note the last doc no and control no.
3. Open Prefixtrnno insert the control number line details and update the incremental number.



# Error While Opening Shoper 53 File not found: registerdll.dll

## Cause

Registerdll.dll file will be missing in Shoper9 folder.

## Solution

Copy the DLL file from **193** build.



# Run-time error'-2147217900(80040e14)': Incorrect Syntax near ', T5Desc=', While Doing Sales Return Bill

## Cause

Some of the DLL would have not registered properly or missing.

## Solution

**Reupdate** the patches from 143 till latest build.



# After Scanning Items in Billing and Press F8 or F9 it shows Run-time error '13': Type mismatch

## Cause

The format in control panel > Regional settings will be different.

## Solution

1. Open **Control panel** > **Regional settings** .
2. **Format** > Select "**English (United states)**".
3. Location as **India** > Apply and click on **OK**.



# 1628: Failed to complete installation in the Process of Shoper Installation

## **Cause**

**IDriver.EXE** will be running in the memory.

## **Solution**

Open **Task Manager** > Locate **IDriver.EXE** > Right click and **End Task**.

# Error While Opening Shoper You may not have the appropriate permissions to access the license file/application folder

## Cause

The **Disk** will be full.

## Solution

1. There will **no space** in the drive where Shoper is installed.
2. Delete **unwanted** files, folders and make free space.



# Error While Login to Shoper You have tried to update the latest patches without valid Tally .NET subscription. Please renew your Tally .NET subscription for updating the latest patches

## Cause

The Location or the format in Regional settings will be different.

## Solution

1. Click on **Start > Run > control panel**.
2. Open **Regional settings > Format**, change it to **(English United states)**.
3. Replace SR535500.DLL & Varights.vas from **792** build.



# Error While Opening Billing Menu You do not have an appropriate license to use this functionality

## Cause

User restriction will be present for Shoper9 folder.

## Solution

1. Open **security management** > **Manage Menu Access** > **Sales** > **Billing** > **New** > **Tick** and **click** on **OK** to save the **details**.
2. Give full permission to the **Shoper9 application** folder.



## Error while opening flexible report

The file 'E:\SHOPER9HO\ShoperWeb\WebServices\ReportingService.svc' already exists.

More details are found in the log file:

C:\ProgramData\Tally\Shoper9\Convergence\WebInstaller.log

Fix the errors or Manually configure the web components

### Cause

Some of the components will not be working.

### Solution

1. Open **Shoper9HO** application folder and rename **ShoperWeb** folder.
2. Click on **Start > Services.msc > Restart SIS**.
3. Install flexible report by executing **webcomponenttools.exe** .

# Error When Tried to Void Bill Current bill can't be voided

## Cause

The parameter Submission online will be **True**.

## Solution

Click on **catalogue** > **Payment Mode** > **Edit** > **Credit Card** > Submission online **Untick** and save the details.



# Error in purchase order print/reprint (Value was either too large or too small for a Decimal)

## Cause

The printing parameter will be wrong.

## Solution

1. Click on **Setup > General > System parameters** .
2. Select **Purchase order** > Purchase Order Mode of Printing (**0 inkjet ,1 means dot matrix**) **It will be 50.**
3. Change it to **0**, save and apply to database.

# Error In Bill Printing Run-time error '-2147467261 (80004003)': Value cannot be null. Parameter name: type

## Cause

In Print engine configure along with Default Configuration "**PackingBarcodeRndr**" will be **ticked**.

## Solution

1. Click on **Setup > General > Print Engine configuration** .
2. **Untick** the option PackingBarcodeRndr and Save.



In Billing Press F2 In Stock No Column, it is Shows Run-time error '-2147467259 (80004005)': Unspecified error occurred on SQL Server. Connection may have been terminated by the server.

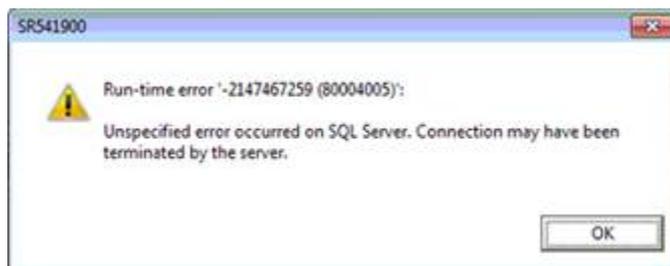
**Cause**

The database will be corrupted.

**Solution**

- Do the **database transfer** using the utility and then check, if it's still showing the same error then **restore** the previous days database backup and continue.

[NEW-DataTransferUtility-new1](#)



In Shoper9HO, Error In Data Export Unhandled exception has occurred in a component in your application if you click Continue. The application will ignore this error and attempt to continue. Object reference not set to an instance of an object

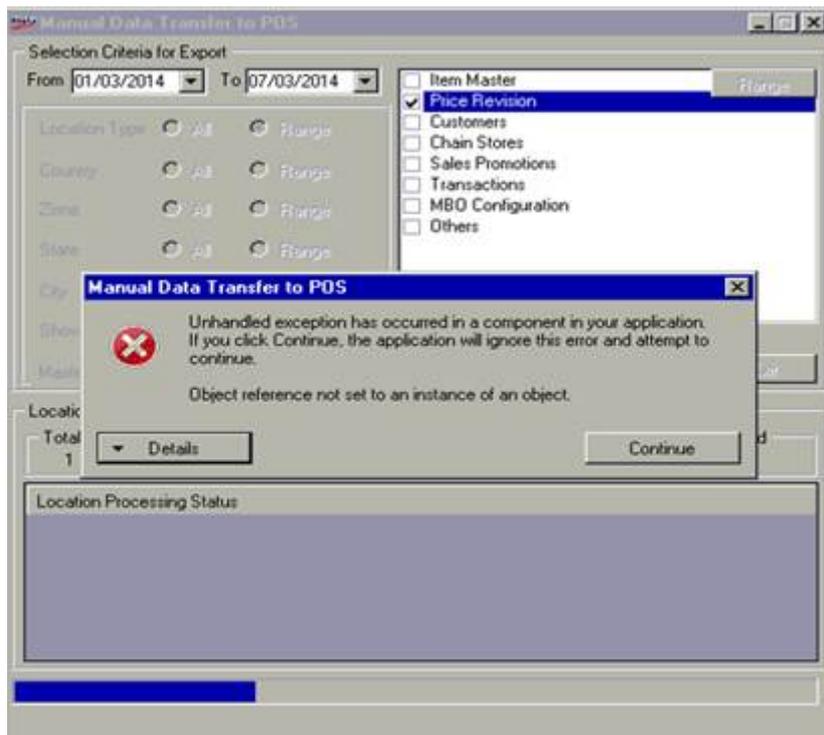
#### **Cause**

SIS will not be working properly.

#### **Solutions**

Delete SIS-HO9 and re-install it.

1. Click on **Start > Run > CMD (Enter)** .
2. From **C** drive execute the query (**C:\>sc delete sis-ho9**) Enter.
3. Open **SQL management studio > New Query > Select tshsysdb** .
4. Copy paste the queries and **Execute**
  - **truncate table sisjoblist** .
  - **truncate table sisjoblist** .
5. Open **Shoper9 application** folder > Locate **SISINST.EXE** > Double click on it to **install** .



Error While Opening Shoper Unable to open Shoper 9, Check if Shoper 9 is already running in your system. Please restart Shoper 9 application and try again

**Cause**

Shoper9 exe will be of old release.

**Solution**

Copy Shoper9.exe and TallyLicUI.dll from **792** build.

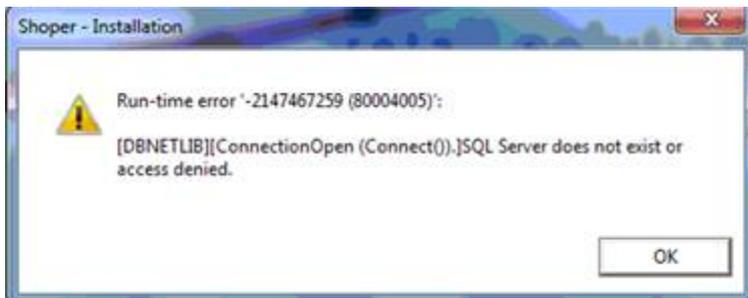
# [DBNETLIB] {Connection Open (Connect ()) .}SQL Server does not exist, or access denied Error in New Company Creation

## Cause

Some of the details will be blank in Shoper9installer.info and Tspsysfl.dat files.

## Solution

1. Open **Shoper9 application** folder > Open **Shoper9installer.info** file in notepad and **fill** the details appropriately.
2. In **Shoper9 application** folder > Open **Tspsysfl.dat** in notepad and **fill** the details appropriately.



Run-time error '-2147467259 (80004005) ': while viewing Bill wise items report

SQL Server detected a logical consistency-based I/O error: incorrect checksum (expected: 0xe149970b; actual: 0xe049970b). It occurred during a read of page (1:8020) in database ID 7 at offset 0x00000003ea8000 in file 'd:\2K\MSSQL.1\MSSQL\DATA\Shoper9M49.mdf'. Additional messages in the SQL Server error log or system event log may provide more detail. This is a severe error condition that threatens database integrity and must be corrected immediately. Complete a full database consistency check (DBCC CHECKDB). This error can be caused by many factors; for more information, see SQL Server Books Online.

#### **Cause**

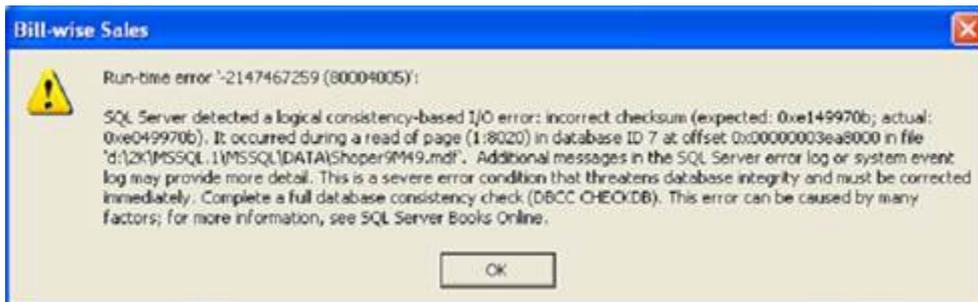
Refresh of temp tables.

#### **Solution**

1. Open **SQL management studio** > **New query** > Select **Shoper9 database** .
2. Execute the command "**DBCC CHECKDB**".
3. If any consistencies found then Execute the queries (**Replace CCC with Shoper company code**).

- **ALTER DATABASE Shoper9CCC SET EMERGENCY .**
- **ALTER DATABASE Shoper9CCC SET SINGLE\_USER .**
- **DBCC CheckDB (Shoper9CCC, REPAIR\_ALLOW\_DATA\_LOSS) .**
- **ALTER DATABASE Shoper9CCC SET MULTI\_USER .**

4. Do the data rebuild using the data transfer utility.



Error While Viewing Analysis Reports or in Bill Printing The SIS-POS9 service on local computer started and then stopped. Some services stop automatically if they have no works to do, for example the performance logs and alerts service

### Cause

SIS is not running/Installed Properly.

### Solution

1. Click on **Start > Run > CMD > Run as administrator** .
2. Execute the command **"C:\sc delete sis-pos9"** (Enter).
3. Open **SQL management studio > New Query > Select tpsysdb9** database.
4. Copy paste the queries and **Execute** one by one.
  - **truncate table sisjoblist** .
  - **truncate table sistasklist** .
  - **Update SISsysParam set value=0 where code='MessageSyncInterval'** .
- 5) Open Shoper9 folder > **Double click** on SISINST.EXE to install.



# Error While Opening Shoper Runtime error 481 Invalid picture

## **Cause**

The image file (vspres02.STS) present in Shoper9 folder will be corrupted.

## **Solution**

Replace the **vspres02.STS file** from **Shoper installation setup** folder.

# The itemmasters are not exporting when you do the data export in Shoper9HO

## Cause

The verID in showroommaster will be wrong or the parameter "Location wise pricing" will be ticked.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9HO** database.
2. Copy paste the query and **Execute** .
  - **Update showroommaster set verid='24'** .
3. Open reconfigure system parameters > item classification > Location wise pricing > **Untick** and save the details.

# Run-time error '13': Type mismatch When Tried to View BillWiseItemList

## Cause

The parameter will be missing in sysparam.

## Solution

1. Open **SQL management studio** > **New Query** > select **ASTCCC database** (CCC - Shoper company code).
2. Copy paste the query and **Execute** .

```
INSERT INTO Sysparam (Id, Descr, ParamCode, Boolean, Intg, Txt, Dt, Sng, Cur, Opt, VAUid, VActr, VATermId, VACompCode) VALUES ('REL27-0927-001', 'Enable Item Tag & Additional Attributes', 'SrlNumberApplicable', 0, 0, '', '1900-01-01 00:00:00.000', 0, 0.00, 'I', NULL, NULL, NULL, NULL)
```



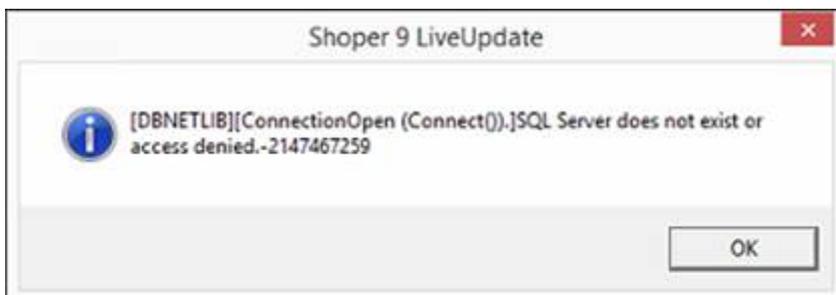
# Error In Patch Updation Process [DBNETLIB][ConnectionOpen (Connect()) .]SQL Server does not exist or access denied.-2147467259

## Cause

In Vacompany the server name / path will be wrong.

## Solution

1. Open **SQL management** > **New Query** > **tspsysdb9** > **Vacompany** > change the **Server name** and the **Shoper application path** correctly.



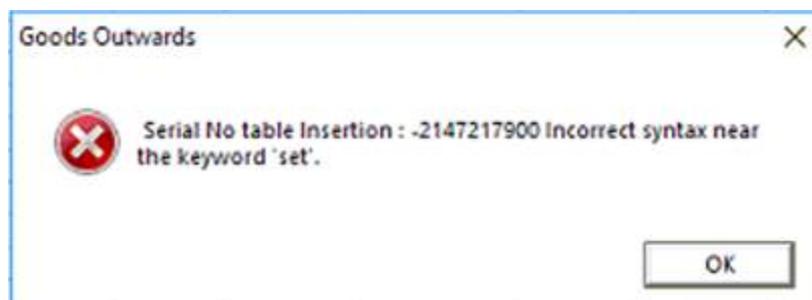
# Error While Saving Purchase Return Transaction Serial No table Insertion: -2147217900 Incorrect syntax near the keyword 'set'.

## Cause

Some of the scripts will not be updated.

## Solution

1. Open **SQL management studio** > **New Query** > select **tpsysdb9 database** .
2. Copy paste the queries and **Execute** .
  - **truncate table ShoperScriptUpdateInfo** .
  - **truncate table VAPatchDtIs** .
  - **truncate table LiveUpdatePatDtIs** .
3. Re-update the **patches** from **143 build** .



# Error While Login to Shoper Security database is wrongly specified in the configuration file. Please correct it and login in again

## Cause

The Security database (tspsysdb9) will be in suspect mode .

## Solution

1. Open **SQL management studio** > **New Query** > Select **tspsysdb9 database** .
2. Copy paste the queries and **Execute** one by one.
  - **ALTER DATABASE tspsysdb9 SET EMERGENCY .**
  - **ALTER DATABASE tspsysdb9 SET SINGLE\_USER .**
  - **DBCC CheckDB (tspsysdb9, REPAIR\_ALLOW\_DATA\_LOSS) .**
  - **ALTER DATABASE tspsysdb9 SET MULTI\_USER .**



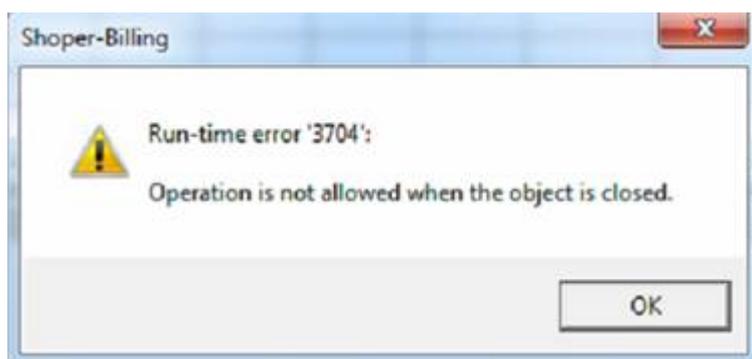
# Runtime error '3704': Operation is not allowed when the object is closed While Saving Return Exchange Bill

## Cause

The control number line or document number line for the trntype 31 will not be available in prefixmaster and prefixtrnno table.

## Solution

1. Open **SQL management studio** > Click on **New Query** > Select **Shoper9 database** > **Execute** the queries.
  - **insert into prefixtrnno values (31,'R19',1,1,'Super',1,','CCC') .**
  - **insert into prefixtrnno values (31,'<CTRLPX>',1,1,'Super',1,','abc') .**



# Runtime error '713': Application-defined or object-defined error While Viewing Reports

## Cause

Some of the crystal dll files will not be present.

## Solution

Copy the crystal dll files into **C:\windows\crystal** folder.



# Run Time error '438': Object doesn't support this property or method While Login to Shoper

## Cause

Some of the dlls will not be registered properly or some of the scripts will not be updated properly.

## Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9 database** .
2. Copy paste the query and **Execute** .
  - **truncate table authorisedpospatches** .
3. Re-update the patches from **143 build** .



# Error:Runtime error 383 Text property is read only

You might have seen this error in the following situations.

- [Recall the suspended bill](#)
- [Opening Company Creation](#)
- [Customer catalogue](#)

## Recall the suspended bill and press F8

### Cause

In Pospaymode table the Advance receipt details will not be correct.

### Solution

Delete the Advance receipt details from Pospaymode table and catalogue it again.

## When a customer is selected in invoice

### Cause

The transport details (By-Road, By-Hand) details will not be present in genlookup table.

### Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9 database** .
2. Copy paste the **queries** and **Execute** .

```
INSERT INTO genlookup (Recid,Code, Descr,Flag,Number,VaUid,VaCtr,VaTermId,VaCompCode)
VALUES
```

```
(5, 'By-Road', 'By-Road', ''0', 'super', '1', '.', 'CCC')
```

```
INSERT INTO genlookup (Recid,Code, Descr,Flag,Number,VaUid,VaCtr,VaTermId,VaCompCode)
VALUES
```

```
(5, 'By-Hand', 'By-Hand', ''0', 'super', '1', '.', 'CCC')
```

## While opening customer catalogue menu

### Cause

The DLL files will not be registered properly.

**Solution**

1. Replace **SR542400.DLL** .
2. Open command prompt > Type **D: (Enter)** .
3. Type **Shoper9** (Enter).
4. from D:\Shoper9> Execute the command to unregister and register the **DLL** files.

- **D:\Shoper9>SR542400.DLL /U**

- **D:\Shoper9>SR542400.DLL**

[SR542400](#)

If customer browse window is old one or not opening, then replace SR580100.DLL and SR580200.DLL.

# Shoper HO Agent exe is not starting automatically

## Cause

To identify the reasons for Shoper HO Agent not starting automatically, check sql server for:

1. The disk space availability
2. The maximize space allotted for database growth

Size of transaction logs created (with respect to total allotted space)

SQL server tempdb database was full due to which no new procedures that store incomplete task details in tempdb could be executed.

## Solution

There has to be sufficient free space for database growth, enabling tasks to be stored in tempdb before they are saved. Do one of the following.

3. For a temporary solution stop and restart the database server, this will recreate tempdb from scratch in its full allocated size.
4. For a permanent solution, set database server recovery model as Simple, for SQL Server will truncate transaction logs at regular intervals by removing committed transactions.

# Run Time error 6 – Overflow in Pay-slip printing

The customer was unable to print the pay in slip. A message, "Run Time error 6 – Overflow", was displayed.

## **Cause**

The reason for the slip not being printed was investigated based on the error message.

## **Reason**

The pay in slip was not printed due to an over flow error as the length of the PIF number exceeded the limit provided in the programme.

## **Solution**

The latest beta version of the pay in slip exe was sent to the customer. The customer was able to print the pay in slip.

# Run-time error '9': Subscript out of range After Clicking On Pdt File Import Menu in Stock Take

## Cause

The parameter values will be wrong.

## Solution

1. Click on **Setup > General > System Parameter** .
2. Inwards > Allow PDT File Loading in Goods Inwards/Goods Outwards/Physical Verification/Physical Stock.
3. Select Click to configure and **change** the values accordingly.
  - PDT Loading Applicable - **Y: - APPLICABLE** .
  - Default Format Applicable - **N: - NOT APPLICABLE** .
  - Default File Format - **2: - Stock No#Actual Qty** (If stock number and qty is present in the file).
  - Loading Order - **3: - No Sorting** .

Data loading is not happening and it throws an error 'Loading is not successful, because database error-schema \_id is not a recognisable function.'

### **Solution**

Update the SQL credentials (Server ID, Username, Password etc.) in the Showroom Master and rename the Replication DB.

### **Query**

How to print Page Number and Page Count on a Bill?

### **Answer**

**Using Bill Designer:** Insert a Blank Label, Right Click, select Edit and put the caption as <<**PN**>> for Page Number and <<**PC**>> for Page Count.

**Manual:** In the Bill Templates Folder, open the TPL file of the required template and insert the script syntax as <<**PN**>> for Page Number and <<**PC**>> for Page Count.

# Tolerance factor for allowing generation of slips even when stock balance is negative

## Solution

When stock check is enforced in slips, tolerance factor specifies how much quantity can be billed without actual stock balance.

**Example** : if you specify a tolerance factor -5 for the items with LSQ 1, then you are allowed to bill those items, even if the quantity specified will reduce the stock balance to -5.

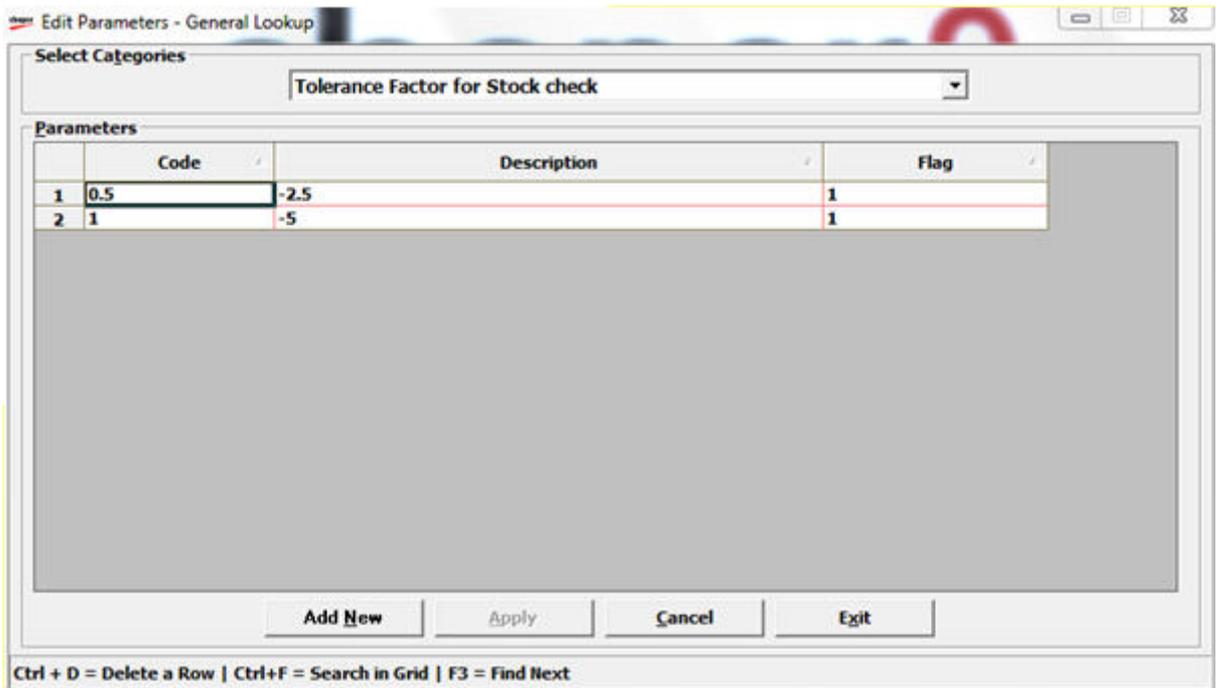
To configure this:

- Specify the general lookup entries mentioning the tolerance factor for selected LSQs
- Identify the slips for which tolerance factor has to be set

## Steps:

1. General Lookup Entry
2. Under Select Categories, choose Tolerance Factor for Stock Check
3. Click Add New
4. Under Code, specify the LSQ for which the tolerance factor is to be applied
5. Under Description, specify the tolerance factor allowed (a negative value)
6. Under Flag, enter 1
7. Repeat steps 3, 4 and 5 for specifying tolerance factor for other LSQs

A sample General Lookup entry with multiple LSQs is shown.

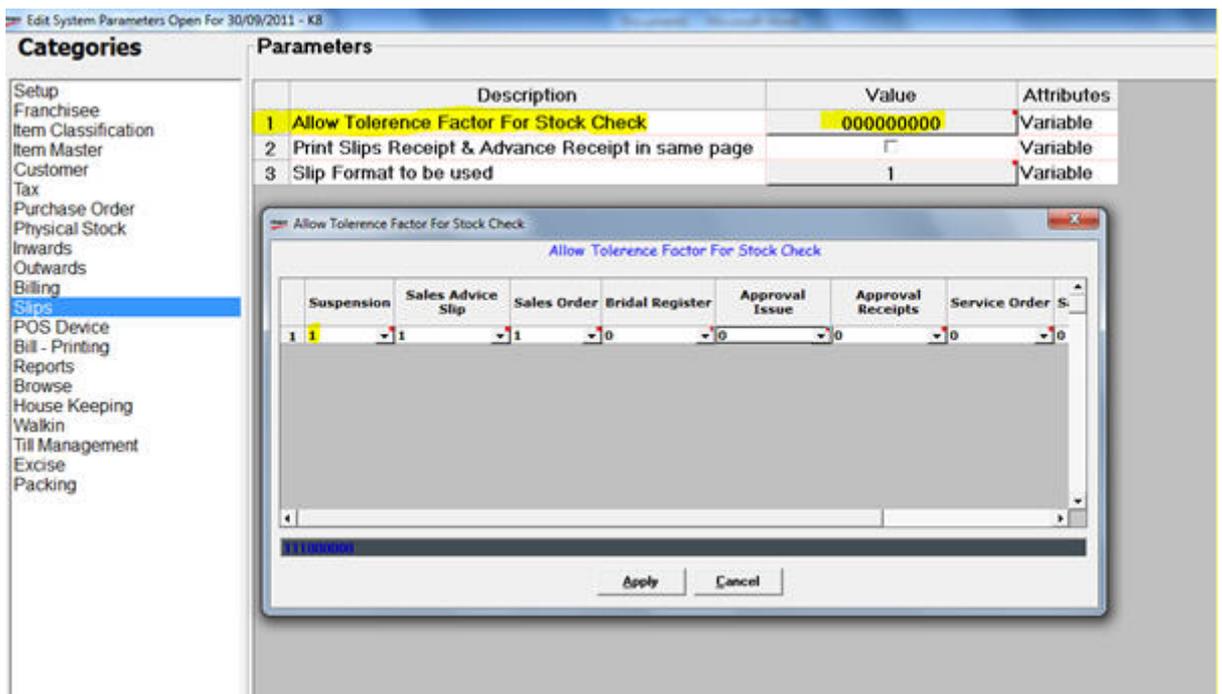


8. System Parameter Setting

9. Select Slips

10. Against the parameter Allow Tolerance Factor For Stock Check, click the button under value

11. In the Allow Tolerance Factor For Stock Check window, select 1 under the slips for which you want to allow slip generation without stock on hand



**Note:** This configuration works only for the items which have LSQ configured.

12. One tolerance factor would be applied for all items with the same LSQ. You can specify different tolerance factors only if the LSQs are different.

## Void transfer-in details were not displayed in HO Replication- Transaction-wise Goods Register report

### **Cause**

The latest patches were not updated in POS.

### **Solution**

Update the latest patches in POS. Then load the data at HO and check the reports

# Shoper 9 HO exports both tax inclusive and tax exclusive prices as tax inclusive

## Cause

Shoper 9 HO has been configured (by the user) to export prices of all items as tax inclusive to some location types.

## Solution

Alter the configuration in Shoper 9 HO that exports item masters as tax inclusive. To do so:

### Go to Housekeeping > Location Management

1. Click **Price Swapping** in the left window pane
2. Select the location type to which prices are exported as tax inclusive in the **Price Swapping Rule** for drop box
3. Clear the **Tax Inclusive** check box to export prices as defined in the item master
4. Click **Save**

In case you want to export item prices as defined in the item master to all location types, repeat the steps by selecting different location types.

# RTE:Dealer price is Greater than retail price for " FEW ITEMS TO YOU UPDATE IN SUCH"

An error message is displayed during goods inwards, subsequently system does not allow to import new item master file or to alter the existing item master.

## Symptom

An error message **RTE:Dealer price is Greater than retail price for " FEW ITEMS TO YOU UPDATE IN SUCH"** during goods inward, on clicking **Ok**, another **sql error RTE:2147721900 (CQL//latin1/g ...** is displayed.

## Investigation

1. Go to Database Manager, right click on the respective database and then click **Properties** . In the Properties dialog box, check for errors in all the available tabs.
2. Run the **Database Tuning Utility** from Shoper 9 POS menu (**Housekeeping > Database Tuning Utility** ) to identify database errors.

## Cause

The database for this showroom was corrupted.

## Solution

Rebuild the database through Database Transfer. You may refer to KB content on Database Transfer for step by step procedure.

## Environment

Shoper 9 POS, MSDE

## Areas affected by the problem/solution

Working with a corrupted database will render it unusable and may lead to complete data loss.

# Purchase Order set for Mandatory, Item(s) found without Purchase Order Reference

## Symptom

The message Purchase Order set for Mandatory, Item(s) found without Purchase Order Reference is displayed while doing goods receipt.

Goods Receipt - Open For 04/08/2010 - CONNEXIONS-BM2

Transaction Type: Transfer In | Chain Store: WRH | Warehouse Pipe: | Add Tax to Cost:  | 1. Select Purchase Order | 2. Load From PT File | 3. Load From PDT File

Reason Code: TFR | Ref./DC No: to10/1052 | DC Date: 29/07/2010

Source Tax Code: 0 | Doc Remarks: STOCK TRANSFER | Doc Prefix: TI10 | Doc Number: 39

Stock No.	Item Description	Doc Qty	Act Qty	Selling Price	Current Cost	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Addon Before Tax	Addon After Tax	Deduction Before Tax
38	1007C\N0011422	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
39	1007C\N0011424	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
40	1007C\N0011409	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
41	1007C\N0011408	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
42	1007C\N0011459	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
43	1007C\N0011444	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
44	1007C\N0011439	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
45	1007C\N0011419	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
46	1007C\N0011420	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
47	1007C\N0011421	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
48	1007C\N0011418	MENS TROUSERS FLA											
49	1007C\N0011451	MENS TROUSERS FLA											
50	1007C\N0011452	MENS TROUSERS FLA											
51	1007C\N0011441	MENS TROUSERS FLA											
52	1007C\N0011442	MENS TROUSERS FLA											
53	1007C\N0011443	MENS TROUSERS FLA											
54	1007C\N0011456	MENS TROUSERS FLA											
55	1007C\N0011410	MENS TROUSERS FLA											
56	1007C\N0011458	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
57	1007C\N0011457	MENS TROUSERS FLAT FRON	1	1	1899.00	290.00	290.00						
58	1007C\N0011184	WOMENS DENIM JEANS NARR	1	1	2299.00	435.00	435.00						
59	1007C\N0011183	WOMENS DENIM JEANS NARR	1	1	2299.00	435.00	435.00						
60	1007C\N0011209	MENS DENIM JEANS NARROW	1	1	2399.00	360.00	360.00						
61													

Goods Inwards

Purchase Order set for Mandatory, Item(s) found without Purchase Order Reference

OK

	Rate	Discount	Before Tax	Rate	Deduction	After Tax	Rate	Addon	Doc. Total
Total Doc Quantity	60	0	0	0	0	0	0	0	19096.00
Total Act Quantity	60								DC/Inv. Total
Total Value	19096.00	0	0						19096.00

Validating Details: Add, Edit, Delete, RePrint, Exit

## Problem/ Information

Unable to inward goods without a Purchase Order/ Indent.

## Investigation

Check

1. In POS, the settings for the parameter, **Purchase Order or Indent is mandatory in Goods Inwards**
2. The configuration in the **Showroom Master Sync**. Rule for the option **PO/Indent Options** in HO

## Cause

The value set for the parameter **Purchase Order or Indent is mandatory** in **Goods Inwards** in **POS** was **Y**. This setting makes PO mandatory.

## Solution

Change the parameter setting for the option, **Purchase Order or Indent is mandatory in Goods Inwards** at POS as per the business requirement and business rule. Also, set the configuration in the **Showroom Master Sync. Rule** for the option **PO/Indent** Options at HO.

## Areas affected by the problem/solution

Goods Inwards

# After updating Shoper 9, Tally.NET subscription in Info panel shows expiry date 31-March-2010

## **Cause**

License has not been updated after updating the Shoper 9

## **Solution**

1. To update Shoper 9 License,
2. Click Manage License (On the Shoper Welcome Screen)
3. Click Update License
4. Enter your E-mail ID (Your Tally registered E-mail ID) and your Tally.NET Password
5. Click Submit

# RTE 6 Over flow While Doing Manual Synchronisation in POS

## Cause

"SR301100.EXE" will be of old release (697 build).

## Solution

1. Replace **SE301100.EXE** of 701 build.
2. Open **SQL management studio** > **New Query** > Select **tspsysdb** .
3. Copy paste the query and **Execute** .
  - **update vavertable set exesubrel ='701' where exeid=' SE301100.EXE' .**

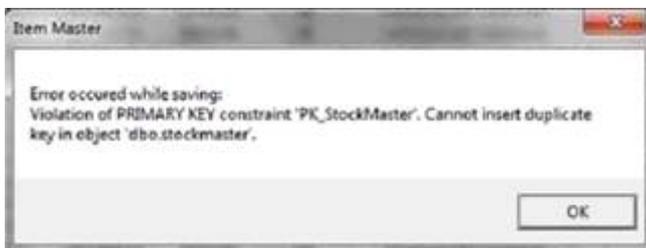
# Error Occurred While Saving Itemmaster Violation of Primary KEY constraint PK\_Stockmaster. Cannot insert duplicate key in object stockmaster

## Cause

The highlighted stock number will be already present in both itemmaster and stock master.

## Solution

Remove that repeated stock number and then save the itemmaster.



# Not able to view Advance receipt in PayMode options in Credit Sale Management

## Cause

Those options will be hidden under "PayModeAcceptConfig" table.

## Solution

Check in paymode catalogue, if Advance receipt is not enabled, then enable it.

To enable Advance receipt option In Collect Payment option, execute the following queries:

1. Open **SQL management studio** > **New query** > **Shoper9 database** .
2. Copy paste the queries and **Execute** .
  - **update paymodeacceptconfig set acptpaymode='111111111111' where trntype = '10020' .**
  - **update paymodeacceptconfig set acptpaymode='111111111111' where trntype = 'CHANGEPOS' .**

Once these are updated, the same can be viewed in the front-end.

# Run-time error '3633': You must use the dbSeeChanges option with OpenRecordset when accessing a SQL Server table that has an IDENTITY column While Exporting Replication AST

## Cause

Some of the scripts will not be updated.

## Solution

1. Open **SQL management studio** > **New Query** > Select **Shoper9 database** .
2. Copy paste the query and click on **Execute** .
  - **Drop table PurgeLogDtIs**
3. Otherwise re-update the patches from **143** build.



The error message 'Window installer – Preparing to install Shoper POS' is displayed onscreen frequently

**Solution**

Insert the Shoper installation CD given to you and specify the path. The Shoper software will be installed automatically. Do not delete the Shoper dummy folder.

# Run time error 7: Out of Memory

When shoper is executed, it is displaying an error message as follows: "**Run time error 7: Out of Memory**". Please suggest.

## **Solution**

Replace new the **\*.ocx** files in **System32** folder which is under Windows folder and try.

# The VAT amount is not getting printing on a bill

## **Solution**

In case of Shoper Below Version 7.2

Copy new SR518400.exe and register. To register it, type Regserver /S or reg.bat present in shoper folder and press the Enter button.

In case of Shoper Version 7.2

VAT printing options have to be catalogued from the system parameter reconfiguration, or in case of customized template, the same has to be revised.

## Run time Error '-2147217900 (80040e14)'; Data type mismatch in Criteria Expression

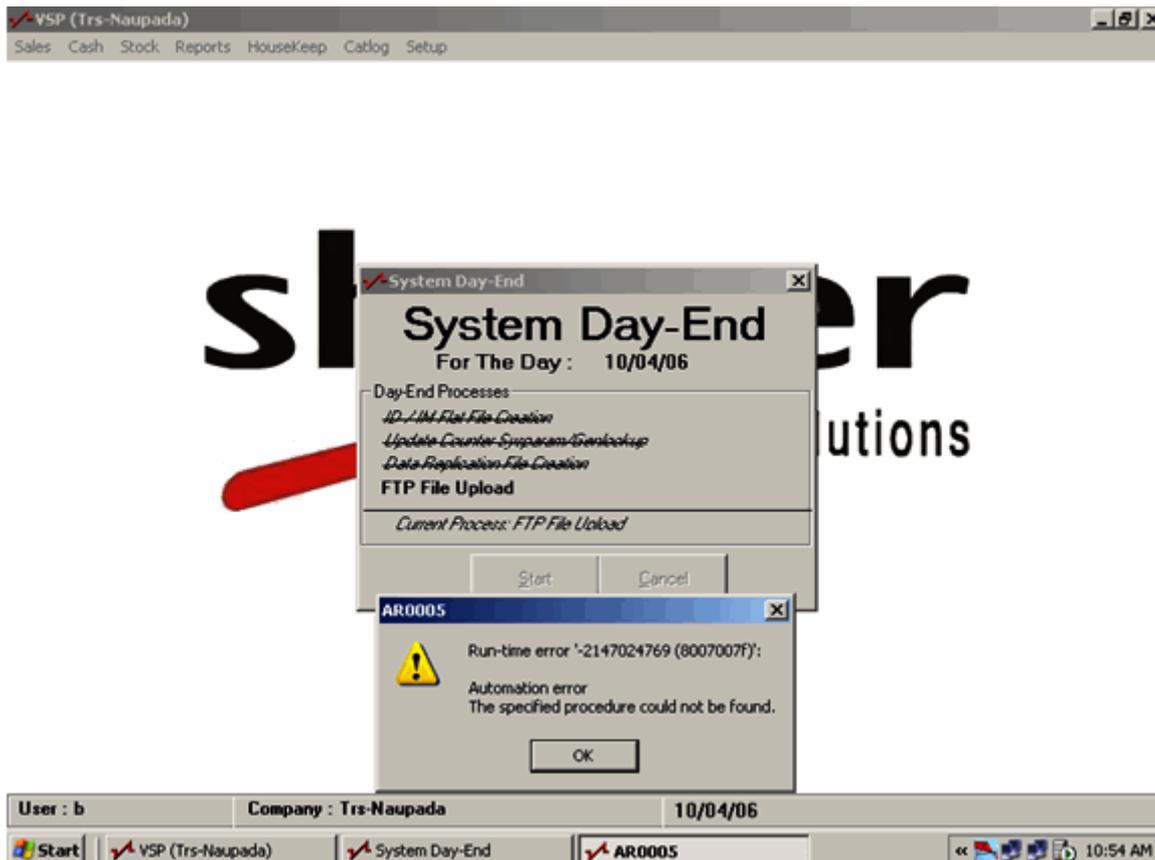
While opening the Daily Sales Book, Shoper displays the run time error message : '**Run time Error '-2147217900 (80040e14)'; Data type mismatch in Criteria Expression**'. Please suggest a solution.

### **Solution**

Update a new SR213600.Exe and register the same.

## Automation error. The specified procedure could not be found.

While performing a Day-End operation, Shoper displays a Run-time error as follows: 'Error - '2147024769 (8007007f)': **Automation error. The specified procedure could not be found**', as shown in the picture below. Please suggest a solution.

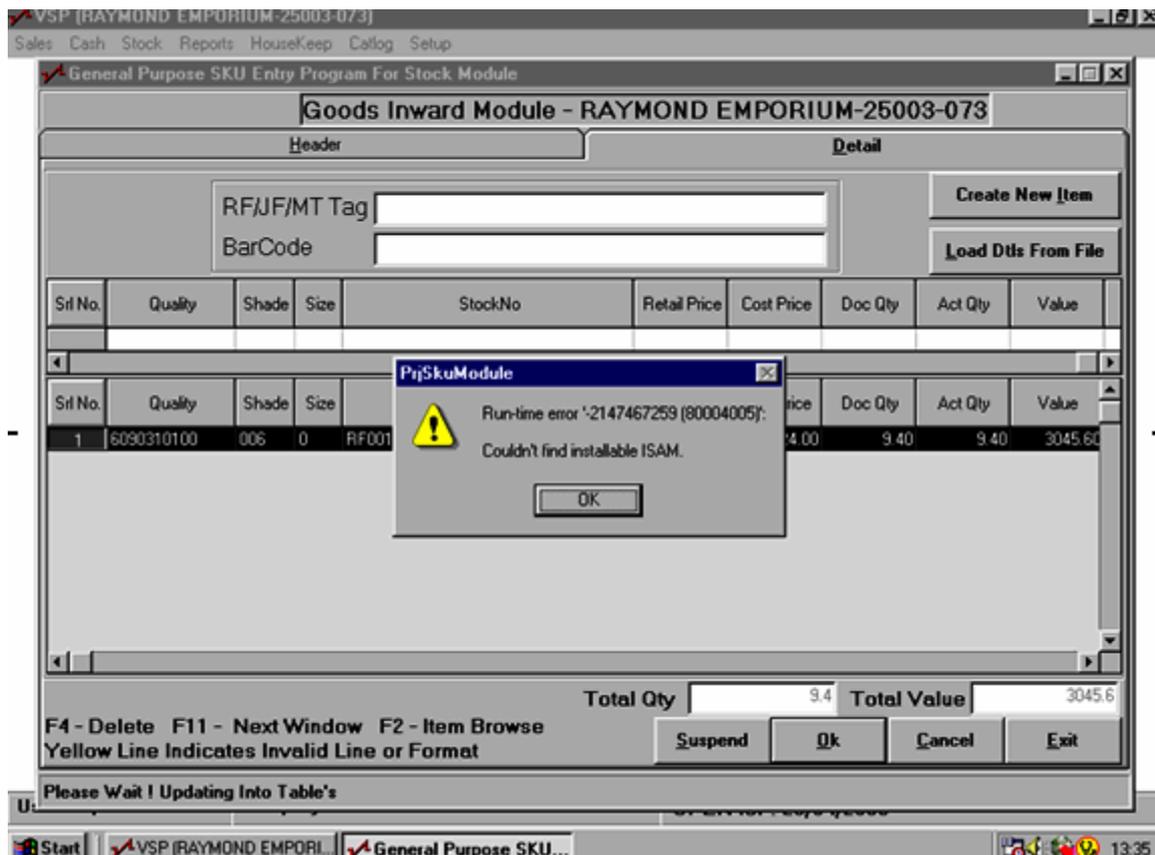


### Solution

1. Replace the AR0005.EXE.
2. Check the internet connection from the store.
3. Check whether FTP folder is available / accessible.
4. Check whether sufficient space is available at the FTP site.

# Run-time error '2147467259 (80004005)': Couldn't find installable ISAM. Please suggest a solution

At the time of '**Physical verification**' (in case of Raymond only), the Run-time error displayed is as follows: **Run-time error '2147467259 (80004005)': Couldn't find installable ISAM. Please suggest a solution .**

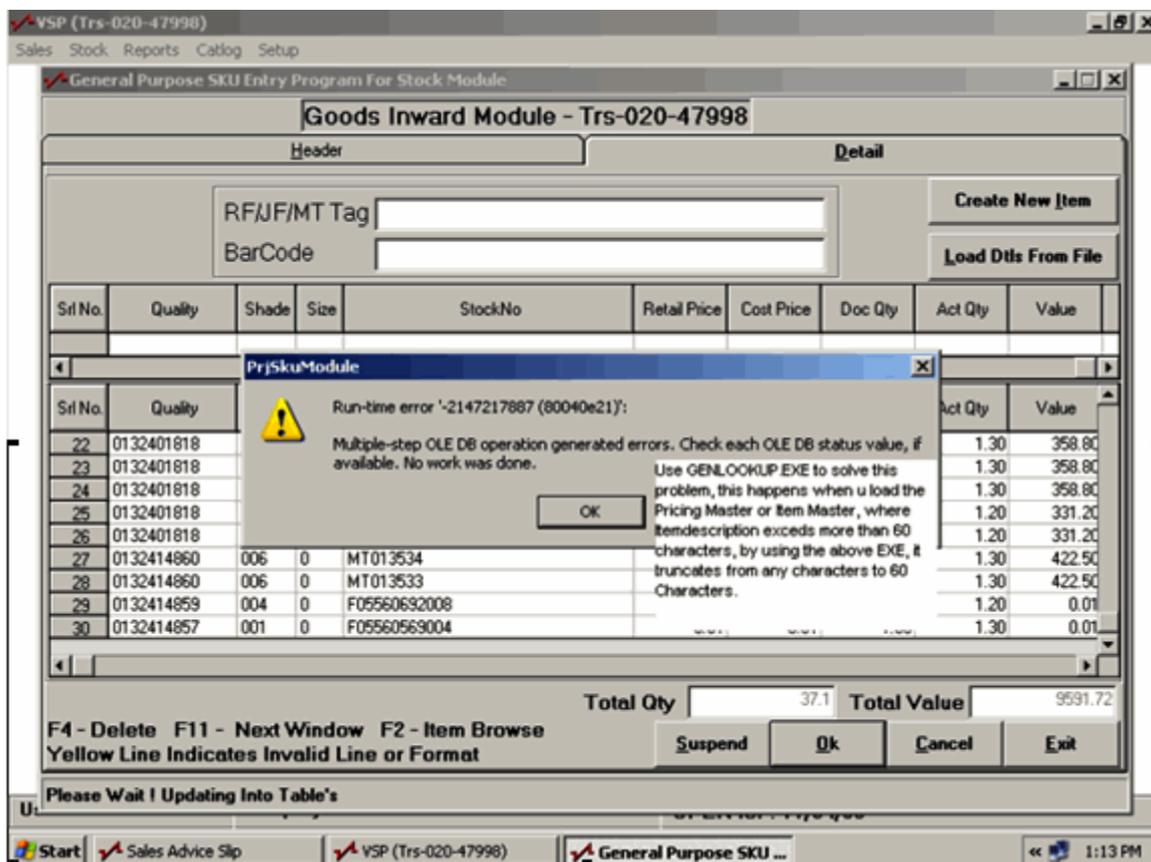


## Solution

- Re-install MDAC and MDAC2.1 and check the same.
- If the problem persists still, re-install IE6.
- Update the latest MenuDLL SR507400.DLL.

Run-time error '-2147217887 (80040e21)': Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done

In the process of Updating / Loading the Price Master or Item Master, the Run-time error displayed is as follows: 'Run-time error '-2147217887 (80040e21)': Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done'. [Raymond Error]



Use GENLOOKUP.EXE (GUI Shoper – Fixing Utility) to solve this problem. This happens when you load the Pricing Master or Item Master, where the item description exceeds more than 60 characters. Using the above utility exe will truncate the characters of the item description to 60, if it exceeds 60 characters.

# Unrecognized Database Format' and closes Shoper

On entering the user name and password, the system displays the message 'Unrecognized Database Format' and closes Shoper. The database is in MS-Access database format.

## Cause

This error occurs due to corrupted database. Since the database is corrupted, the system is not able to initiate the Shoper database.

## Solution

Open the MS Access application and click on **Compact and Repair MDB**. This will correct the corrupted database and Shoper will start working.

If you are unable to open **MS Access database**, you can repair the same using **Visdata.exe** available in **Shoper** folder.

### To repair the database using Visdata:

Run **Visdata.exe**.

From the file menu, choose **Repair MDB** and choose the **corrupted mdb** file. This might take few minutes to repair the file.

In franchisee module, the franchisee shop is not allowed to make the outstanding payment to the Head Office. There is a difference in the outstanding amount between the Franchisee cash and Credit outstanding report. Why?

The opening balance of an outstanding amount is re-initialized due to which a record in Franchiseetran table is updated with the opening balance as 0. Remove these records and keep only the very first record which is written at the beginning of the store. This will resolve the issue.

## Details of the pay-in-slip in pre-printed stationery

In a chain-store set up, the details of the pay-in-slip in pre-printed stationery are not printing in the correct position. Please provide a solution for the same.

Replace **SR410800.exe** with **SR4108MG.exe** and the same exe name to be put in **VAMENU** Table in **VASECDB.mdb** file. The pay-in-slip printing will start printing correctly.

## While making a Return/Exchange bill entry and printing it, Shoper prints some old bill details in the Return bill document. Why?

The control number in the Posmodedetails table gets duplicated with the earlier transaction. Check the correct last control number in the posmodedetails table and update the same in the General lookup table under recid 102 and then make the return and exchange bill entry.

## Index or Primary Key duplication error

When I try to confirm a Return/Exchange Bill in Shoper, the system prompts me for the Index or Primary Key duplication error. Please suggest a solution.

Since the control number present in the General lookup table is getting duplicated in the transaction tables like saletrnhdr, stktrnhdr, stktrndtls, poscashtrn, system is giving this error. Check the last control number in these tables and update the same control numbers in General lookup table under recid 101 series.

## 'Purchase amount is not tallying with details record' in PT file loading

I am unable to load the PT file in shoper. The message 'Purchase amount is not tallying with details record' is displayed on screen.

1. Check the arithmetic of the Header record, ie, **Purchase Value + Tax – Deductions + Addons = Net Bill Amount** . If the same does not match with the PT file, then the file has to be regenerated from the source.
2. Check whether the number of detailed records match with the number mentioned in the Header record. Delete duplication of any detail records.
3. Check the **tolerance factor in Sysparm table** . By default, this value would be zero. The same can be changed to Re. **0.99** .
4. In case the difference is more than Re.0.99, suggest the client to get the PT file re-created from the source.

# Shoper - Annual Software Support Services Agreement

**Annexure to Master Approval Ref. No:PS/44/2006-07**

## **Annual Software support service agreement**

Name & Address of the Customer	M/s.
Contact Person	
Telephone Number (Land line)	
Mobile contact details	
Fax Number	
E-mail Id	

In consideration of payment of RS (Taxes and duties are extra as per Government guidelines. Currently, Service Tax @ 12.24% is applicable), and subject to the Customer using the software as per the End User License Agreement and User manual, we (hereinafter referred to as Company) agree to provide to the Customer, software support services covering the following products (hereinafter referred to as software)

Name of the	
-------------	--

software	
Package Serial Number	
Version and release	
Date of Installation	
Location of Installation	
System Configuration Details  (Standalone / Network)  (Specify Complete Details)	
Details of software add-on's if any	

### **Clause 1: SERVICE PERIOD**

This Software Service agreement is valid for one year from the date hereof, unless terminated earlier.

### **Clause 2: SCOPE of SERVICE**

To enable proper and smooth functioning of the software as per its features and license terms.

The Customer, subject to compliance of "Customer obligation" will receive need based support telephonically, and/or on-line support through e-mail and/or on site support through service personnel. On site support services to the Customer by Company or its authorized Partner shall be restricted to 4 visits aggregating to not more than 12 man-hours. The Customer can request for on site support from the Company for training and any other support for proper functioning of the software. All services would be extended on working days during working hours of the Company. The scope of service under this agreement does not include any paid

services such as data migration, customization of the software, relocation of the system/software etc.

Customer can avail additional visits beyond that stipulated by either by renewing the AMC or opting for visits chargeable on per visit basis for a consideration of Rs. 900 per hour (Taxes and duties are extra as applicable. Currently service tax @12.24% is applicable) per visit

### **Clause 3: Support terms and conditions**

- a. Pre-requisites for implementation :- Customer will ensure the following before kick starting the implementation project
  - Customer will ensure that the implementation schedule for the month is sent to Tally in the prior month at least 10 days in advance (i.e implementations scheduled for the month of August should be send to Tally by 20th of July )
  - Implementation schedule should have the information on the locations for implementation, Date on which the implementation should commence, name of owner of the outlet, shop owners contact phone number, type of license
  - Customer should ensure that the shop opening / implementation start date should match the schedule sent to Tally. If there are any delays in the shop opening or non-availability of resources, Customer should ensure that the revised scheduled be communicated to Tally at least 5 days in advance.
  - Customer should ensure the signed purchase order is issued to TIPL for the number of licenses required for the month
  - Before TIPL engineer commences his travel, Customer to ensure the pre-requisite hardware, software, PDT, POS Code, Tags & Billing Stationery are in available in the shop location. If not, customer should advise TIPL to abort the trip. In case no such information is received and TIPL person travels to the location, relevant travel charges and Rs 1500/day would be charged for the time spent on traveling.
  - Customer to ensure the availability of showroom owner and representatives during the implementation
  - Customer to identify a SME (subject matter expert) / user champion from its internal resources and ensure the availability of this person at shop location
  - Customer to ensure that the project manager at Customer identified for Shoper implementation activity would be a available as a central point of contact for all implementations and co-ordinate the activities of the implementation
  - Customer to ensure that the system operator available at the showroom are computer literate. Alternatively, the shop owner or representative to ensure that at least 1 person at the location is computer literate and he in turn trains or does a knowledge transfer of the product usage to the other shop representatives

TIPL will ensure the following before kick starting the implementation project

- Tally would ensure that the implementation executive would be available at the site for the implementation.
- Tally would ensure the availability of the software CD, license key and the same is shipped out to the customer's Head office

b. Implementation activities :- Tally has identified the following activities as 'implementation'; the activities and the responsibilities are listed below

Activity	Responsibility
Physical stock taking	Customer
Stock quantity and value approved and validated	Customer
Pre-requisite hardware and software availability	Customer
Ensure availability of showroom person/representatives	Customer
Master file creation / data entry	Customer
Import of master file data	Tally
Master file data validation	Customer
Communicate the scheduled time for implementation (should be limited to 8 hours a day ) to implementation executive.	Customer
Template creation , modification , sending the template file to Customer stores location	Customer
Discount structure	Customer
Maintain Quality Tag for suiting and shirting	Customer
Installation and implementation of software	Tally
Product Functional training to identified shop owner / representative	Tally
Pilot test	Tally
End user training to shop end users	Customer

Prepare go live checklist	Tally
Go live	Customer /Tally
Implementation signoff	Customer
Data follow up from shops	Customer HO

c. c) Annual maintenance contract (Shoper POS and Shoper enterprise ) AMC will consist of the following activities:

- 12 hours X 6 days - Telephonic support from TIPL HO or TIPL regional offices
- 12 x 6 Email support
- Support for 12 x 7 will be available at an additional cost
- Onsite visits detailed below would be part of the service agreement. Over and above the no of visits, onsite support will be provided on chargeable basis @ Rs 3600 per day plus out station , travel, stay and other expenses at actual
  - shoper POS silver - 4 visits
  - shoper POS Gold - 8 visits
  - shoper HO edition - 8 visits
  - shoper Distributor - 4 visits
  - shoper CARE - 8 visits
- Stock taking and verification activity do not form part of AMC support
- Notification on regular updates and developments on the product would be available as part of the AMC
- Free downloads of bug fixes and releases within the version would be available as part of the AMC
- Advise and help to utilize the software to the maximum extent would be available as part of the AMC

d. Partner involvement Agreement for AMC shall be signed between \_\_\_\_\_ and TIPL. TIPL, therefore, takes full ownership for resolving all Technical related issues of \_\_\_\_\_ for Shoper POS related issues at various outlets. It is probable that TIPL may, at its discretion, involve a suitable Partner for providing L1 and L2 support at various \_\_\_\_\_ Shoper POS locations. However, \_\_\_\_\_ shall register all its complaints and issues only at

the designated phone number and e-mail ID of TIPL.

- e. Help Desk details, complaints and escalation process - details relating to the escalation process is attached at Annexure 1
- f. Weekly status of intimation
- g. A weekly status of complaints received, closed and pending would
- h. Be sent by TIPL from 1st October 2006 for showrooms migrated to shoper 7.2.2 and above

#### **Clause 4: OUTSTATION VISITS:**

Travel, stay, boarding, local conveyance and other incidental expenses, if any, are to be reimbursed by the customer at actual with any taxes that may be applicable on such reimbursements.

#### **Clause 5: PAYMENT:**

The amount towards AMC is payable in full in advance. Travel expense reimbursements with taxes, as applicable, should be paid within 7 days of submission of reimbursement claim. Visits on per call basis shall be payable immediately on completion of the call.

#### **Clause 6: CUSTOMER OBLIGATIONS:**

The Customer shall be responsible (a) to avoid any corruption of data and the software (b) to provide access to their system and software to service personnel representing the Company for on line and/or on site servicing, (c) to ensure that peripherals and systems including operating software used to put to use the software covered for service under this agreement are genuine and (d) to take all precautions to prevent virus, intrusion of security, unauthorized use, misuse, improper use of any type (e) to retain backup at appropriate intervals of all data and software used in the system to avoid loss of software/data. The Customer shall use the services exclusively covered by scope of this agreement. The Company will not be liable and/or responsible for any extra/additional services outside the assigned job.

#### **Clause 7: Customer Service and Grievances cell**

For all services including any clarification or assistance or any grievances, the customer may contact the Company at the following address during business hours:

TALLY (INDIA) PRIVATE LIMITED  
AMR Tech Park II, 23 & 24, Hongasandra,  
Hosur Main Road (Next to Oxford College), Bangalore – 560 068

Tally Fon: +9180 66282559, TallyFax: +9180 30228775

E-mail: support.shoper@tallysolutions.com

**Clause 8: Cancellation/Termination**

The Company may at any time, cancel this agreement, for any breach of this agreement by giving 7 days notice to the Customer at the last known address.

**Clause 9: Limitation of Liability**

The Company does not hold itself liable to the Customer for any direct/indirect and/or consequential losses howsoever arising. In the event of any claim for any proven deficiency of service, the liability of the company shall be restricted to a refund of the amount paid (excluding service tax) for the remaining period of the agreement.

**Clause 10: Governing law and jurisdiction**

This document will be interpreted construed and applied as per India laws and the courts in Bangalore, India will exclusive jurisdiction for any dispute.

**Customer**

**Tally India Pvt Ltd**

**Signature** \_\_\_\_\_  
\_\_\_\_\_

**Signature** \_\_\_\_\_  
\_\_\_\_\_

**Name** \_\_\_\_\_  
\_\_\_\_\_

**Name** \_\_\_\_\_  
\_\_\_\_\_

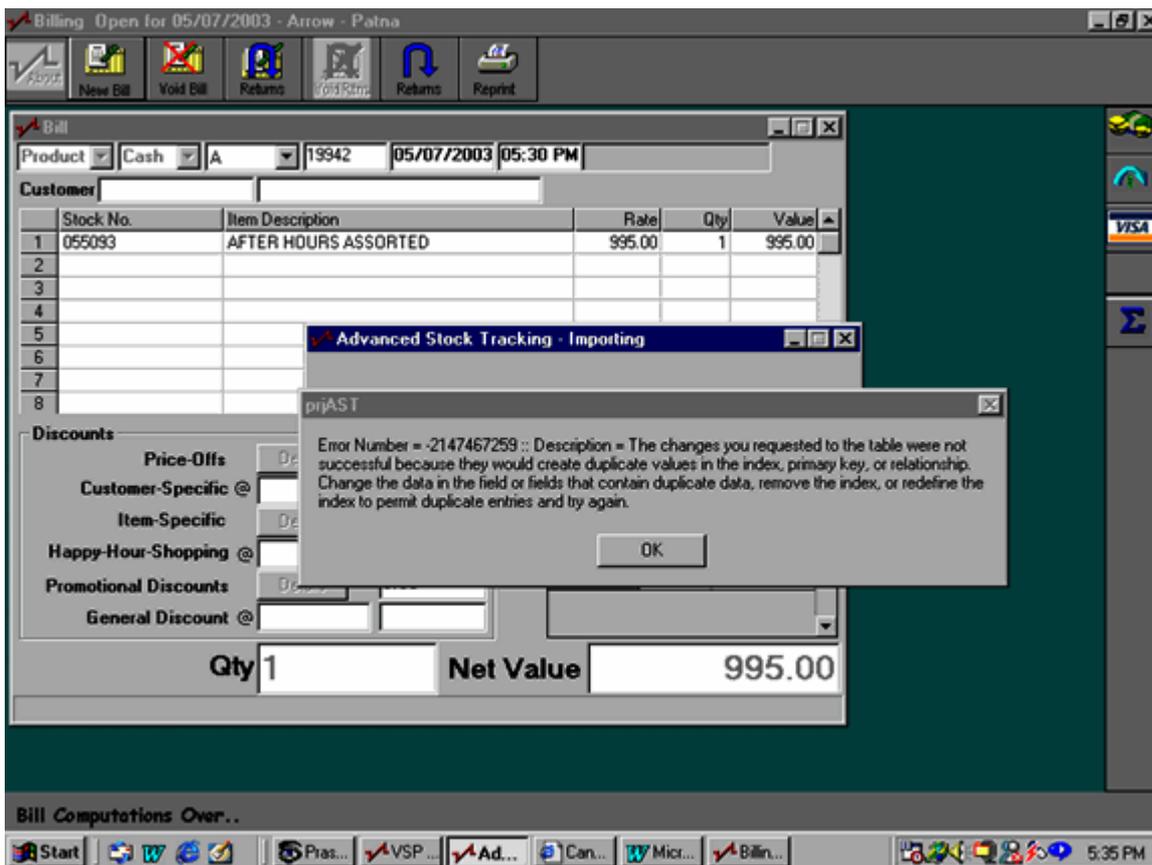
**Date** \_\_\_\_\_  
\_\_\_\_\_

**Date** \_\_\_\_\_  
\_\_\_\_\_

This Agreement becomes operative after the Customer has returned to the Company the duplicate copy of this document duly accepted and made the payment of consideration amount.

Error message, "Error Number = -214767259 :: Description = The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the field or fields that contain duplicate data, remove the index, or redefine the index to permit duplicate entries and try again" displayed during billing

The following error occurred while billing, "**Error Number = -214767259 :: Description = The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the field or fields that contain duplicate data, remove the index, or redefine the index to permit duplicate entries and try again**"



## Solution

These kinds of errors are the most difficult to solve, as the reason could be the clash of bill numbers or clash of control numbers. This could be resolved by opening the database and checking which table control number is repeated in all transaction tables. The same has to be looked at general lookup table and then manually rectified.

**Note:** In shoper 7.2 Release 2.6, billing prefix can be made common for all the nodes and server, so that this error is avoided in future.

## Showroom closed and then revived

In a case of showroom closed and then revived, the doc no. prefix was changed but the control numbers in POSCashTrn table at the replication clashed with the shop that was revived.

The files containing stock take details were not available and the bill no. started from 75 for the revived showroom.

### **Solution**

Execute below mentioned query

```
Update poscashtrn, set ctrlno = ctrlno + 1000000
```

This problem had occurred since the shop was closed and the continuity was lost.

# Sales transaction didnt save details in poscashtrn

The entry type 31 (Returns) got written as 11 (Cash bill) in the poscash table and did not update the saletrnhdr table.

## **Solution**

Insert into missingdocno values (11,' ',1495,'2006-05-01','fixed','super','1','.', 'Z11','Poscashtrn'). After loading the above, update poscashtrn, set docnoprfix = 'S' where entrytype = 31 and docno = 22

## POSDIFF is generated due to a billing prefix clash at the showroom

This happens when the billing updation does not get recorded in the Poscashtrn table in the database.

### **Solution**

The only way for this to be resolved is to insert a corresponding missing record in the table, ideally. The program by default considers the transaction to be a cash payment one because an automated tool is being used.

After the rectification made above, regenerate the file and load in enterprise.

## In the process of loading the file, an error viz, POSdiff, ID inconsistency, etc. occurs

This situation happens most frequently as some old ctrl no. records get repeated in the current day's transactions. Due to this, the data does not get loaded and the MDATA gives some arbitrary reasons like POSdiff, ID inconsistency mismatch, etc, which is not true. The main reason for the above error message is ctrl number repeated mismatch.

To resolve this, open the Vsp file, increase it to a number which is not present in the database.

Eg: TrnCtrlNo which is currently 535, increased to 1000535.

## Error message, "Run- time error '3265'; Item cannot be found in the collection corresponding to the requested name or ordinal" displayed while opening Walk-In Entry Report

In the process of opening a Walk-in Entry Open, Shoper displays a Run-time error as follows: **"Run- time error '3265'; Item cannot be found in the collection corresponding to the requested name or ordinal"**



### Solution

Execute the query mentioned below:

```
Alter Table Walkin add NoOfReason1 Money, NoOfReason2 Money, NoOfReason3 Money, NoOfReason4 Money, NoOfReason5 Money, DocRemarks varchar(255)
```

**Note:** This problem has been resolved in Shoper Ver 7.2 Release 2.6

# The Run-time error '-2147217887 (80040e21)': Field 'GenLookup.Code' displayed can't be a zero-length string

**The Run-time error '-2147217887 (80040e21)': Field 'GenLookup.Code' displayed can't be a zero-length string**, while loading a de-limiter PT file at Raymond stores . Please suggest a solution.

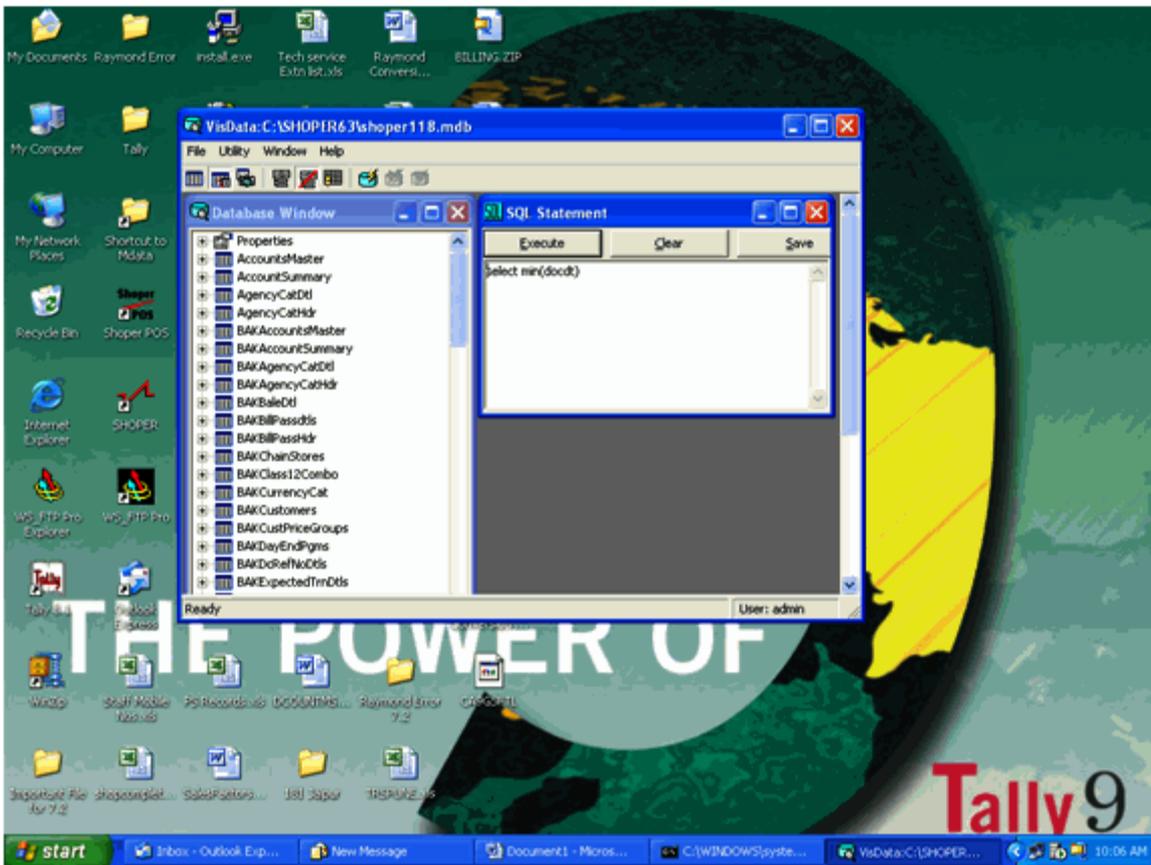
The screenshot shows a 'Goods Receipt' window for 'The Raymond Shop'. The transaction type is 'Purchase' and the supplier is 'RAYMOND APPAREL'. A modal error dialog is displayed over the item list, stating: 'Run-time error '-2147217887 (80040e21)': Field 'GenLookup.Code' can't be a zero-length string'. The item list contains multiple rows of goods with columns for Item Code, Description, Quantity, and Amount. Summary statistics at the bottom include Total Doc Quantity, Total Act Quantity, Total Value, Discount, Deduction, Addons, and Net Value.

## Solution

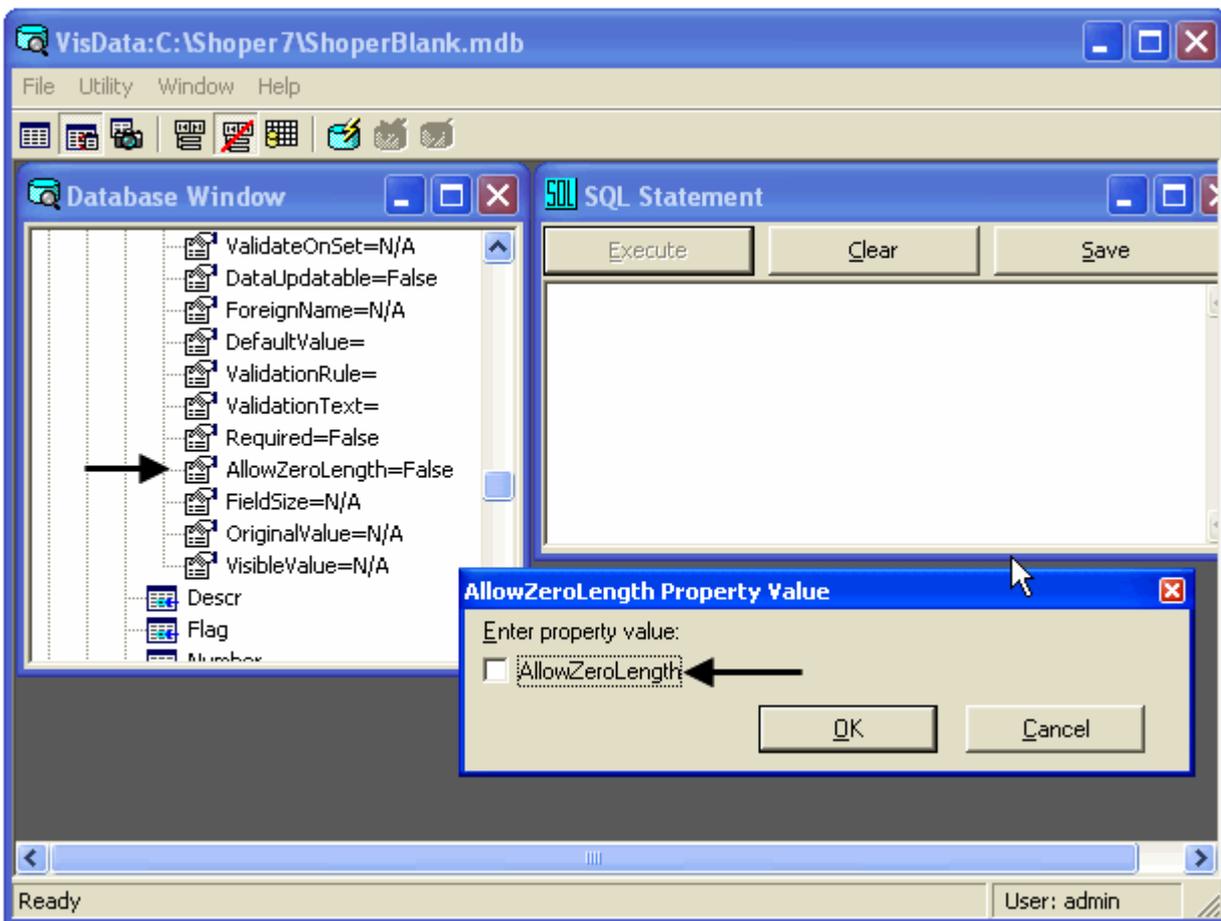
In the Genlookup table design for field name codes, the zero-length string should be set as 'True', else you will get the error mentioned above.

**Please follow the steps mentioned below to rectify it:**

1. First Open the Visdata and select the shoper database.

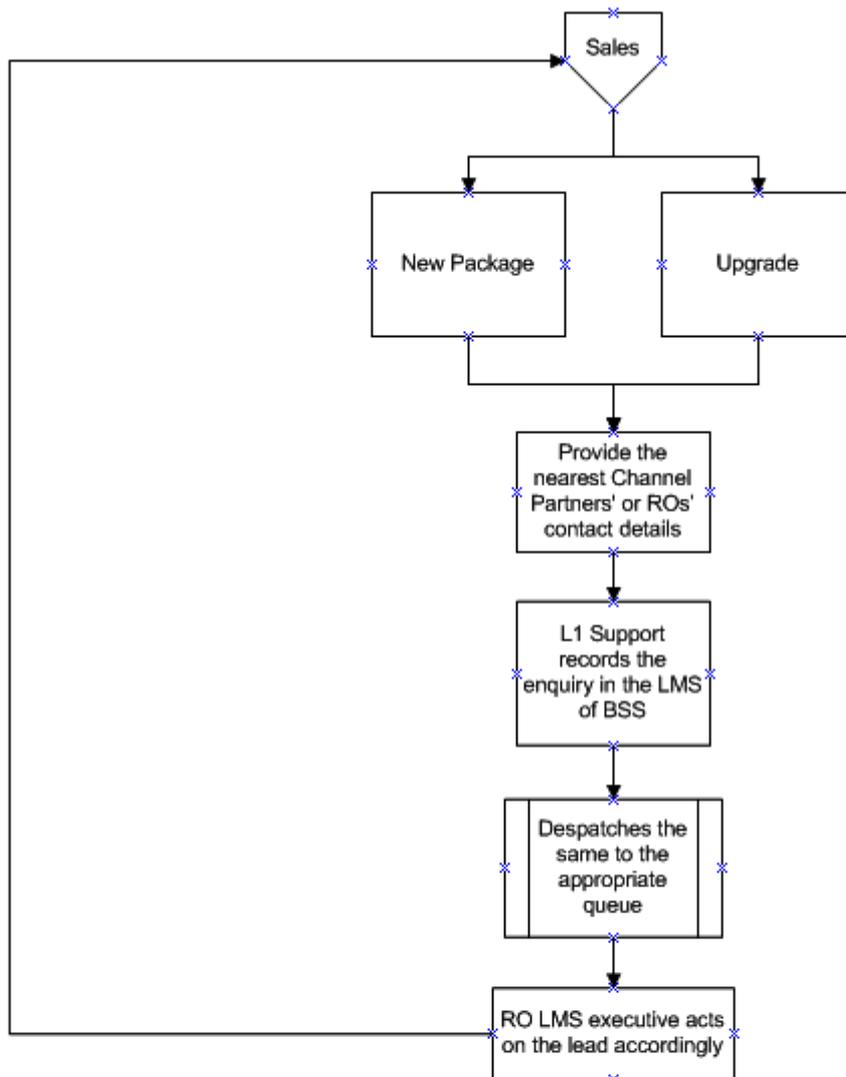


2. After selecting the database, select 'Genlookup' table (under database window) and click on the plus mark > click on the plus mark of 'Fields' > click on the plus mark of 'Code' > Double click on 'AllowZeroLength=False'



3. You will get a screen as shown above. Tick the checkbox 'AllowZeroLength' string, to make it 'True' (as the status was in 'False'). You will be now able to load the PT file in shoper. (The PT file will be in Delimiter format).

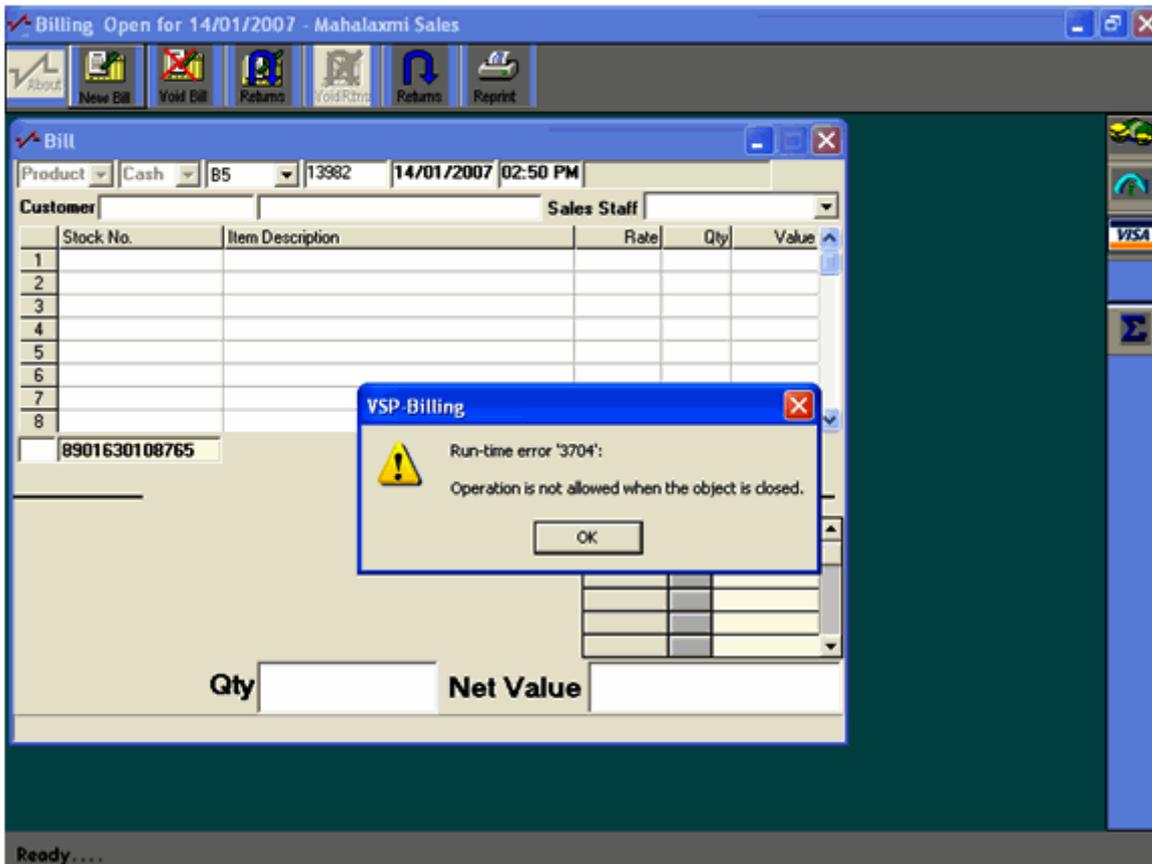
# Shoper product sales and support process



\*Note: In case of sale through Partners, the RO LMS executive forwards the lead to the Partners.

## Error message, "Run-time error '3704': 'Operation is not allowed when object is closed'" displayed while doing a sales bill

The following error message is displayed while Billing: "**Run-time error '3704': 'Operation is not allowed when object is closed.'**"

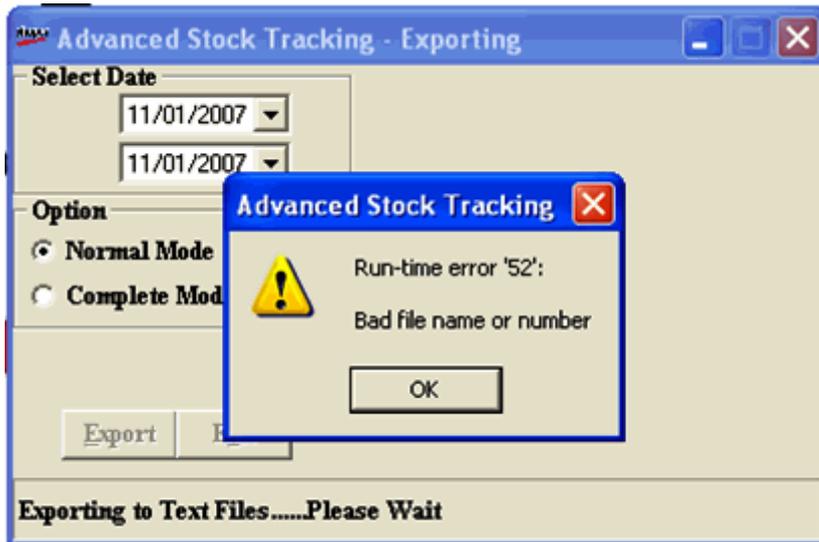


### Solution

All the records in the Sales factor should be deleted and only the option Bill round off should be activated. Suggest the client to re-load or re-catalogue the Discount Master correctly.

## Error message, "Run-time error '52': Bad file name or number" displayed during data export or day close

Error during Day End Data Replication or during Export to AST Option. Error Message: "**Run-time error '52': Bad file name or number**"



### Solution

1. This can be resolved by changing the path in the Sysparm Table for export to AST options path or 'out' folder path.
2. This can also be resolved by creating the new Shoper folder in the path specified.i.e., rename the existing 'out' folder to any other name and create a new 'out' folder, since the file 'list.txt' is in read only mode and does not allow it to be renamed or deleted.
3. Rename the ExecCmd.bat file available in the Shoper folder and then export the data, if the method mentioned above does not work.

# Introduction to Shoper

This manual will guide you through the installation and implementation process of **Shoper-POS** in different segments of Retail Business. Shoper facilitates the functioning of various configurations which are capable of coping up with future growth and expansion, while handling the current level of operations.

## Types of Implementation

### Independent Store

An Independent Store typically runs at a single location with no branches. It can be a small store or a large format store. Shoper can be configured to deal with any store size.

### Chain Store

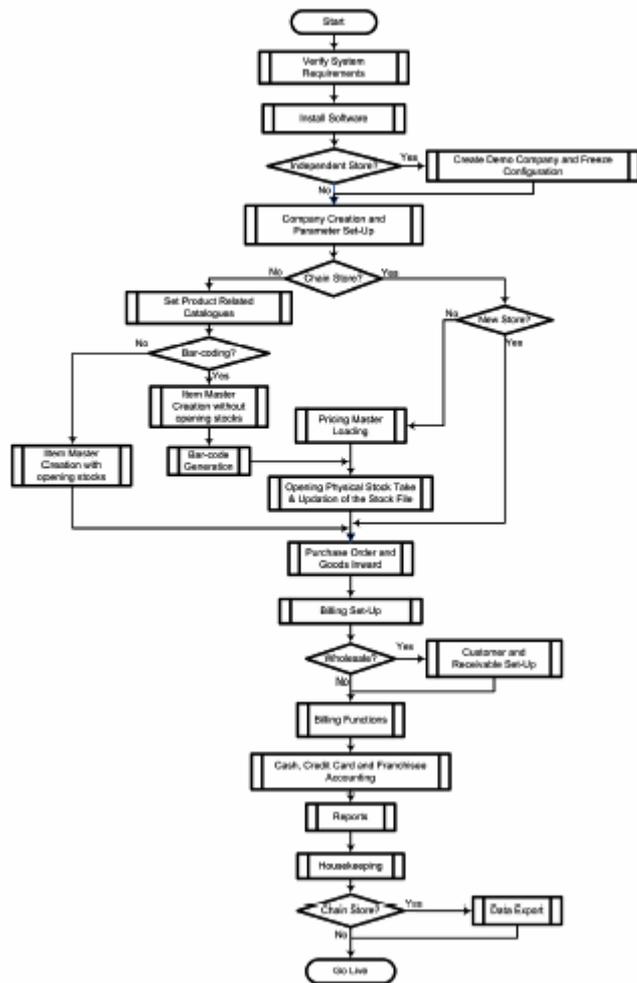
A Chain store is a range of retail outlets which share a brand and central management, usually with standardized business methods and practices. Chain stores may be branches owned by the company or franchises appointed by the company. Usually, the maintenance and recording of inventory, along with standards on using pricing data across locations, becomes crucial for operations.

### Distributor

A Distributor is a CNF (Carry and Forward) agent for the Retail outlets which sell goods in bulk (wholesale) to retailers. A distributor sells goods locally as well as inter-state and the sales are usually made on credit.

## Shoper Implementation Process Flow

### Shoper Implementation Process Flow



# Shoper POS installation capability

A versatile software for retail solutions, Shoper Point of Sale (POS) can be installed at independent stores, chain stores or large stores, on a single system or multiple systems, depending on the requirement. Typically, a small store owner, who has no immediate plans of expanding his business, would be comfortable with a single-user Shoper setup.

The single-user operation could also be used in any one unit of a chain store. A large store, on the other hand, would require several terminals, where each terminal may be used for a specific purpose such as billing, recording goods inwards or for reports and analysis. The multi-user setup where a server assigns permission to client terminals to use the software and database, would be more suitable for this requirement.

## 1.1.1 Installation at a glance

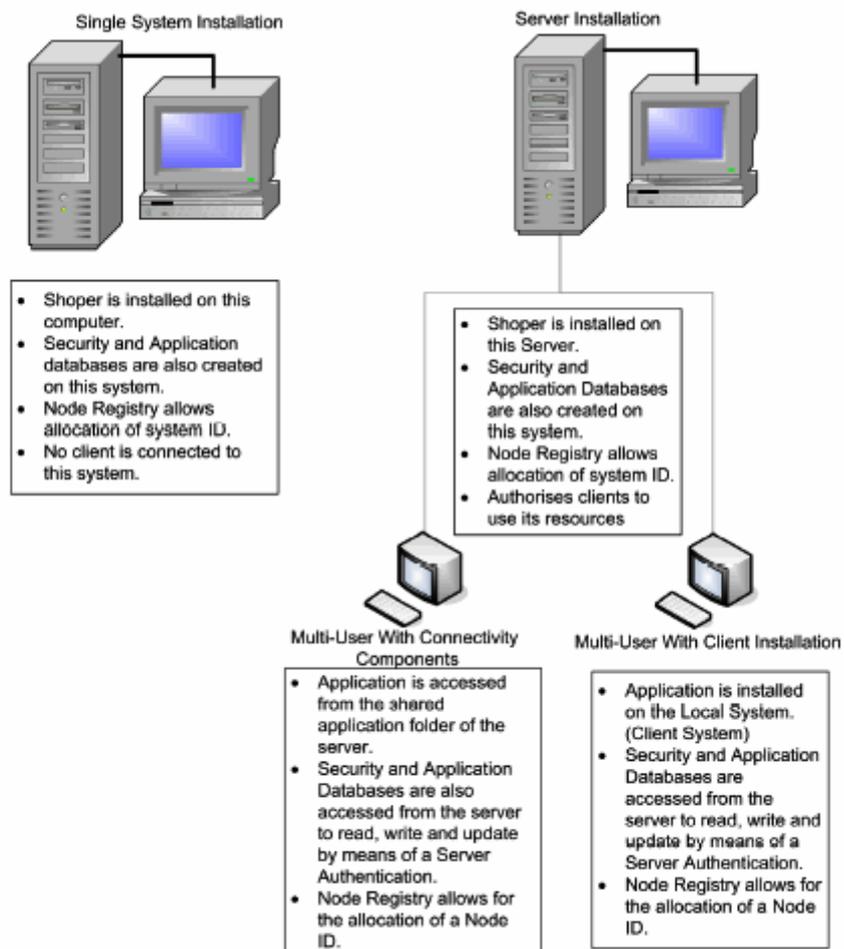


Figure 1.1 Installation at a glance

Types of Installation are as follows :

### **Single System Installation (Shoper Silver)**

A stand-alone computer is used to install Shoper (the application EXE, database, Menu system reside in the same system). In the future if additional nodes need to be installed, the Single System version will have to be uninstalled and replaced with the Server version (Shoper Gold).

### **Server Installation (Shoper Gold)**

In Shoper Gold, the Shoper application and the database reside on the server and access is given to multiple nodes connected through a network.

### **Multi-User With Connectivity Components**

This setup enables the setting up of client terminals with Shoper runtime support required to run Shoper at the node and facilitates access to all the Shoper programs and databases on the server.

### **Multi-User With Client Installation**

This setup involves an installation of Shoper programs on the client terminal to speed up the process of execution. However, databases are accessed only from the server. In this instance, software updates have to be carried out on both the Server and Client systems.

# System Requirements for Shoper Silver

Shoper Silver allows a single server and a single client to be installed. The system requirements for the optimal performance of Shoper Silver are listed in the following table:

## Installation of Silver Edition

- Single system
- Single system + 1 node (peer to peer)

Particulars	Recommended Configuration
Processor	Pentium IV, 3.1 Ghz
RAM	512 MB or above
Hard Disk Space	40 GB or above
Backup Device	CD-Writer
Network	10/100 Mbps Ethernet Card and Switch
Printer	TVS MSP 240/250 or Epson LX 300+
Operating System	Windows XP Professional
Database Management System	MS Access/ MSDE/ SQL Server 2000/ SQL Server Enterprise
File Transfer	Outlook Express/ MS Outlook/ FTP Server
Anti-Virus	Norton/ McAfee
POS Machine	IBM-POS
Particulars	Additional Configuration
Internet	Dialup/ Leased line
Barcode Printer	Ring, Zebra or Argox

# System Requirements for Shoper POS

Shoper Gold allows a single server and unlimited clients to be installed. The system requirements for the optimal performance of Shoper Gold are listed in the following table:

## Shoper POS Server Configuration

### Shoper Gold i. Server Configuration

Particulars	Recommended Configuration
Processor	Xeon
RAM	1 GB or above
Hard Disk Space	40 GB or above
Backup Device	CD-Writer
Network	10/100 Mbps Ethernet Card and Switch
Printer	TVS MSP 240/250 or Epson LX 300+
Operating System	Windows 2003 Server
Database Management System	SQL Server 2000/ SQL Server Enterprise
File Transfer	Outlook Express/ MS Outlook/ FTP Server
POS Machine	IBM – POS

## Shoper POS Client Configuration

### ii. Client Configuration

Particulars	Recommended Configuration
Processor	Pentium IV, 3.1 Ghz
RAM	512 MB or above
Hard Disk Space	40 GB or above
Media Drive	CD-ROM
Network	10/100 Mbps Ethernet Card and Switch
Printer	TVS MSP 240/250 or Epson LX 300+
Operating System	Windows XP Professional
Database Management System	MS Access/ MSDE
File Transfer	Outlook Express/ MS Outlook/ FTP Server

Particulars	Additional Configuration
Internet	Dialup/ Leased line
Anti-Virus	Norton / McAfee
Barcode Printer	Ring, Zebra or Argox

# Installation Process

The installation of **Shoper** is a simple process. **Shoper** installs and maintains 3 databases – **Security Database**, **Application Database** and EIS Database using either MS Access/MSDE or SQL Server. MSDE is recommended as a database management system for a Single System Installation (it can handle upto 2 GB of data). An SQL Server is recommended for Multi User Installation, since it can handle much larger data inputs. The **Security Database** stores information on the companies created, the Menu and the nodes. The **Application Database** stores data related to all the transactions. This is because, in Shoper, every company created, will have its own application database.

## **Pre-requisites – Database Installation**

Install MSDE/SQL as the database type based on your requirement. MSDE is provided with the Shoper software CD. In case of a Multi User installation (Shoper Gold), it is recommended to install SQL and proceed with Shoper installation.

## Shoper 7.2 Installation Process

1. Insert the Shoper POS CD in the CD-ROM drive to start the installation. The Welcome to Shoper POS setup wizard screen is displayed as shown below :



Figure 2.1 Welcome to ShoperPOS setup wizards screen

2. Click on Next.
3. Note: If the auto installation of Shoper fails to start, click on setupwizard.exe available in the software CD to continue the installation process.
4. The screen showing the Various setup types is displayed as shown below:



Figure 2.2 Various setup types screen

5. Select Single System Installation, to install a stand alone setup. This installs the Shoper application EXE, the database and the Menu system on the system.
6. Server Installation, installs Shoper on a server (shared) connected to multiple nodes on a Local Area Network (LAN).
7. Multi User With Connectivity Components, to install Shoper runtime support on the nodes, which access the Shoper application on the server.
8. Multi User With Client Installation, Installs Shoper application EXE at the node from which data can be accessed on the server.
9. Click on Next.

**Note:** Click on the question mark against any of the Installation setup type options to display a brief Help screen. Click anywhere in the Help window to clear the screen and return to the setup types.

10. Click on Next, to start the installation of Microsoft Data Access Components (MDAC), using the screen as shown below.



Figure 2.3 Welcome to Setup screen

11. In the End-User License Agreement screen, select the statement I accept the terms in the License Agreement.



Figure 2.4 End-User License Agreement screen

12. Click on Next.
13. Select the destination folder where Shoper is to be installed. The destination folder for installation by default is C:\Shoper7. Click on Browse to navigate to the destination folder of your choice and click OK.

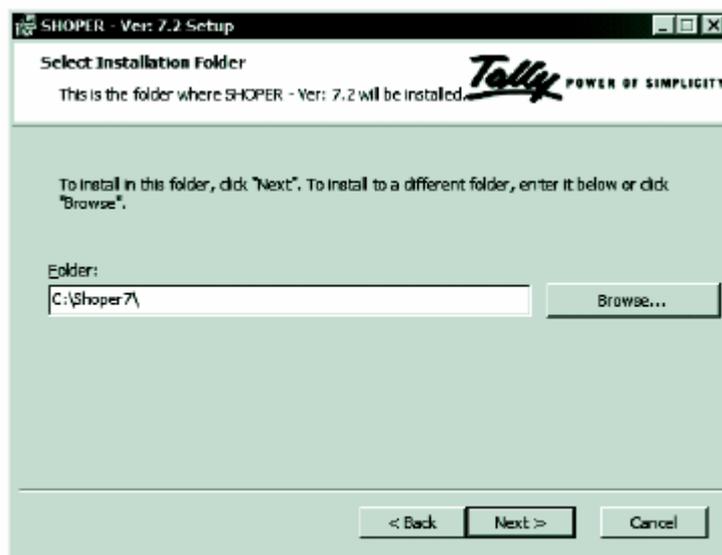


Figure 2.5 Select Installation Folder screen

**Note:** It is recommended to install Shoper on a drive other than the default drive, to avoid loss of data in case of system failure or operation system failure.

14. Click on Next. The Ready to Install screen is displayed.

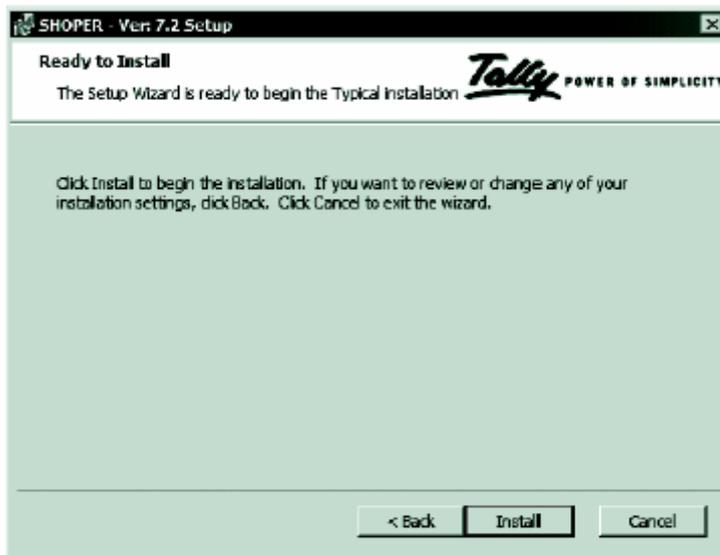


Figure 2.6 Ready to Install screen

15. Click on Install.

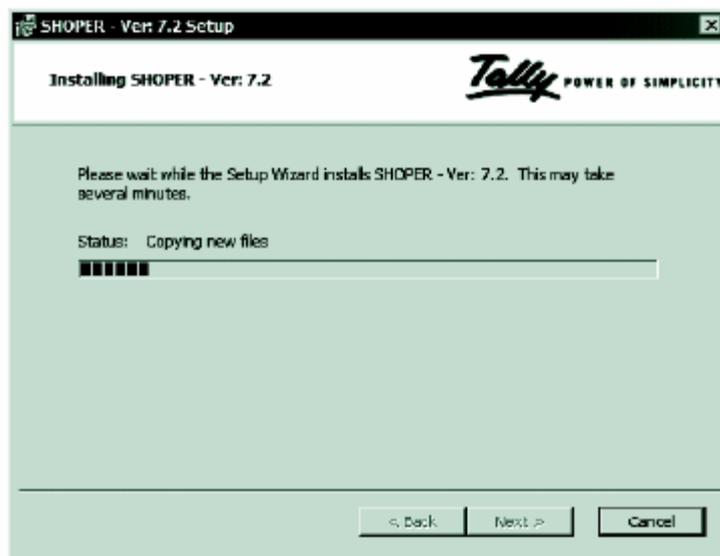


Figure 2.7 Installing Shoper – Ver: 7.2 screen

16. After the installation of the Shoper application, the Database creation wizard will guide you through the creation of the following Databases in the Shoper folder.

# Security Database Creation

1. On completion of the installation, the following screen is displayed to initiate security database creation. Select Yes.

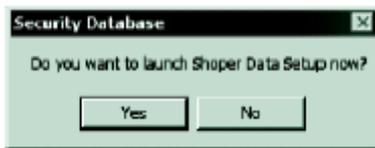


Figure 2.8 Security Database screen

The Security Database is created using either MS Access/ MSDE or SQL Server.

2. Creating Security Database Using MS Access



Figure 2.9 Security Database Creation (MS Access) screen

1. Select **MS Access** as the database server type and maintain the other default values.
2. Click on **Create Database** . The following message is displayed.

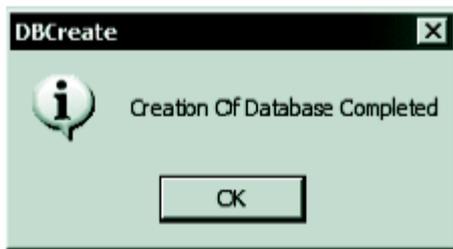


Figure 2.10 Creation of Security Database Completed window

3. Click on **OK**
4. Creating Security Database Using **SQL Server / MSDE**

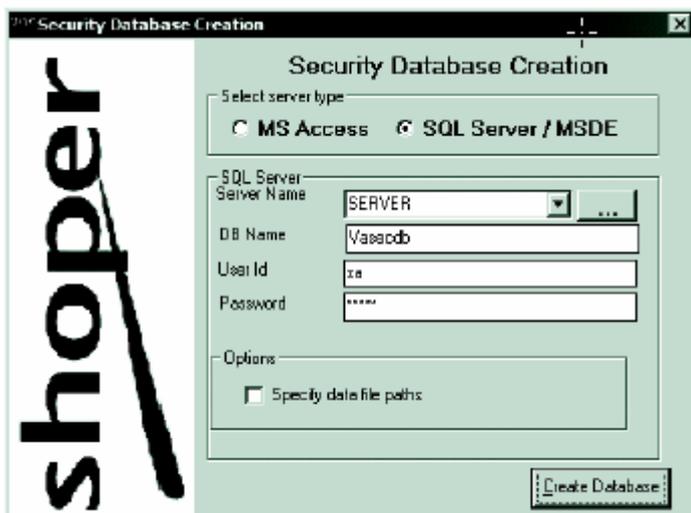


Figure 2.11 Security Database Creation screen

1. Select **SQL Server** as the database server type.
2. Enter the **SQL server** name provided by the **SQL Server administrator** and as defined in your system.
3. Enter the default User Id **sa** given by SQL **administrator** .
4. Enter the password **admin** given by SQL **administrator** .

Note: Enter the new User ID and password, If the default User ID and password for SQL administrator have been changed during the installation of SQL application.

5. Check the box against Specify **data file paths** .

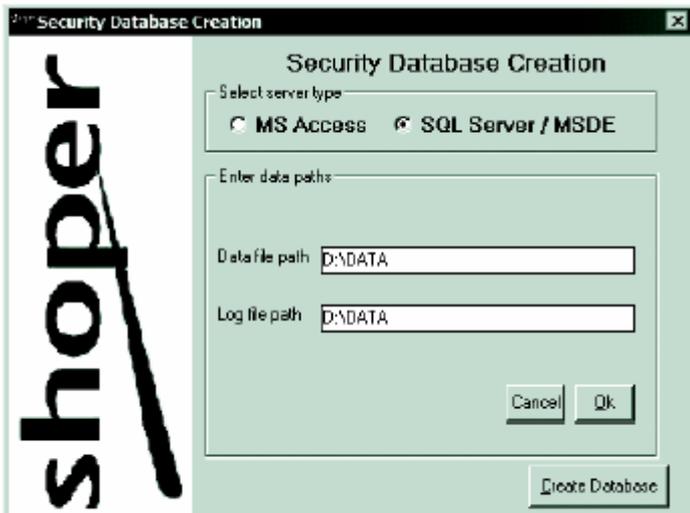


Figure 2.12 Security Database Creation – Data Paths entry screen

**Tips:** For better disk space management, specify to write both data and log files in the desired path instead of the default path provided by SQL server.

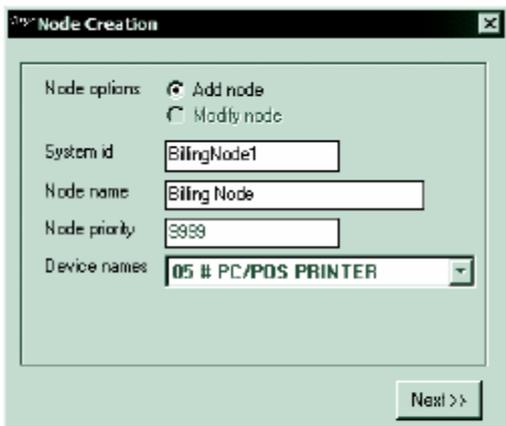
6. Click on **Create Database** . The following message is displayed:



Figure 2.13 Completion of Database Creation screen

7. Click **OK**.

## Node Creation - Shoper



The screenshot shows a 'Node Creation' dialog box with the following fields and options:

- Node options:**  Add node,  Modify node
- System id:** BillingNode1
- Node name:** Billing Node
- Node priority:** 3999
- Device names:** 05 # PC/POS PRINTER
- Next >>** button

Figure 2.14 Node Creation screen

1. Select **Add node**.
2. Enter **System id** and **Node name**.
3. Click on **Next**, to display the **Company Creation screen**.

# How to created a new Shoper Company?

Company creation in Shoper includes company related details, user information, application database type as well as the folders and paths in which transaction files are recorded during the process of company creation. It is also mandatory to select a parameter template to define how Shoper will perform different types of operations. The company creation wizards guides you through the creation of

- Application Database
- User Information
- Application Sub Directory path
- Parameter Template selection
- EIS database

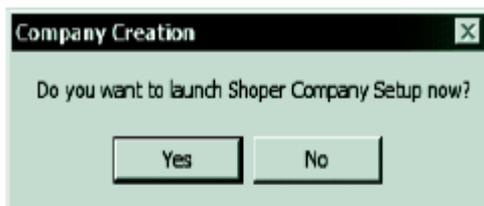


Figure 2.15 Company Creation – Launch Shoper

1. Click Yes to display the Company Creation screen.

Figure 2.16 Company Information screen

2. Enter the following fields.
  - Company Code – Enter the company code consisting of three characters.

- Company Name – Enter the name of the company, using only alphabets and spaces. Avoid the use of special characters.
- Address – Enter the address of the company.
- Share Dir – A default folder Share is created in the directory where Shoper is installed. It is extensively used in a Multi User setup as a shared Database.
- In Dir – A folder named In is also created in the directory where Shoper is installed. Masters and Purchase Transaction files can be imported from this folder in case of chain stores.
- Out Dir – It displays a folder named Out in the directory where Shoper is installed. Data files that need to be exported for consolidation to the head office or any of the other chain stores are exported from this folder.

3. Click on User Information, the following screen is displayed.

Figure 2.17 User Information screen

Save the default values which are displayed (User Id – SUPER and Password – Nothing) or change them, if required.

**Note:** Please remember the new user name and password in case they are changed, to be able To log in to the company in Shoper.

4. Click OK to return to the Company Information screen.
5. Click Next, to initiate Application Database Creation.

# Shoper 7.2 installation and company creation

With Security Database Creation, you have the option of using MS Access/MSDE or SQL Server to create the Application Database.

## Using MS Access

The Application Database creation screen is displayed as shown.

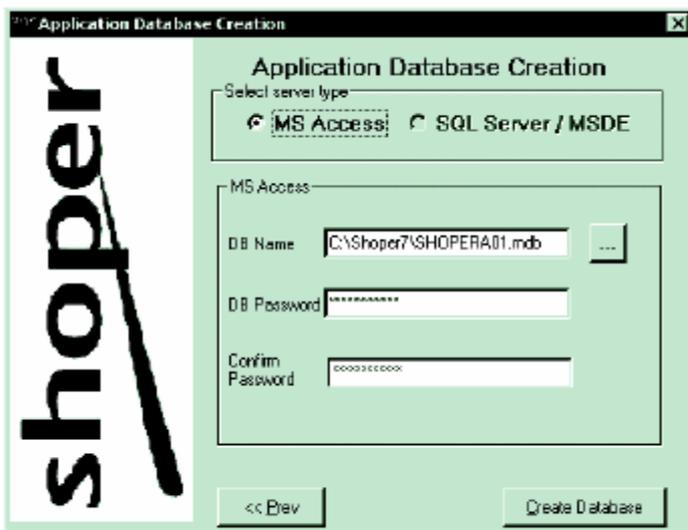


Figure 2.18 Application Database Creation – MS Access

1. Select MS Access as the database type to create the application database.
2. Click on Create Database.

## Using SQL Server

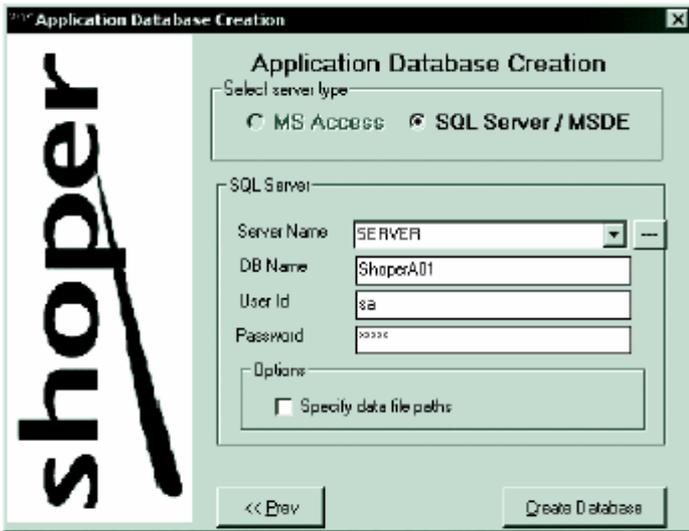


Figure 2.19 Application Database Creation – SQL Server/ MSDE.

3. Select SQL Server/MSDE as the application database type.
4. Enter the SQL server name provided by the SQL Server administrator and as defined in your system.
5. Enter the default User Id sa given by the SQL administrator.
6. Enter the password admin given by the SQL administrator.

**Note:** Enter the new User ID and password, If the default User Id and password for SQL administrator have been changed during the installation of SQL application.

7. Check the box against the option Specify data file paths.

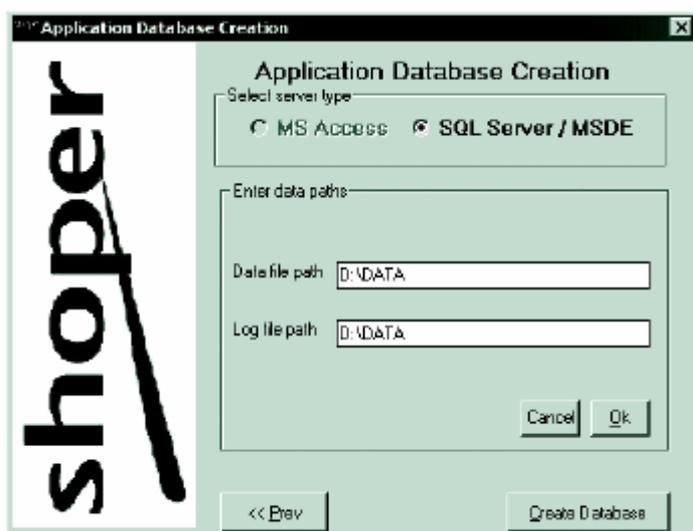


Figure 2.20 Application Database Creation – Data Paths entry screen

**Tips:** For better disk space management, specify to write both data and log files in the desired path instead of the default path provided by the SQL server.

- Click on Create Database. A screen is displayed, confirming the creation of a database using MS Access/ MSDE or SQL Server.



Figure 2.21 Completion of Database Creation screen

- Click OK to display the window for selecting a template for the company.

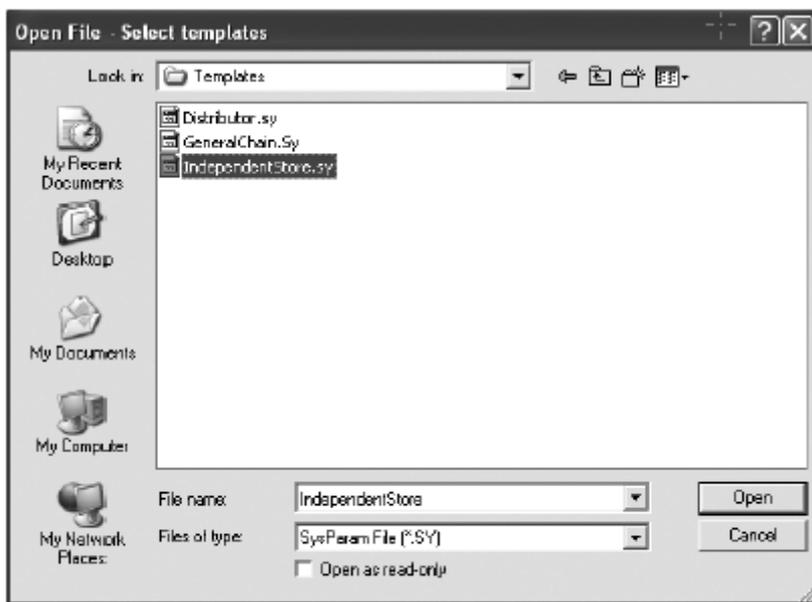


Figure 2.22 Company Template Selection

- Select the appropriate template to setup your environment (Independent Store)
- Click Open, to display the Application Parameters screen.

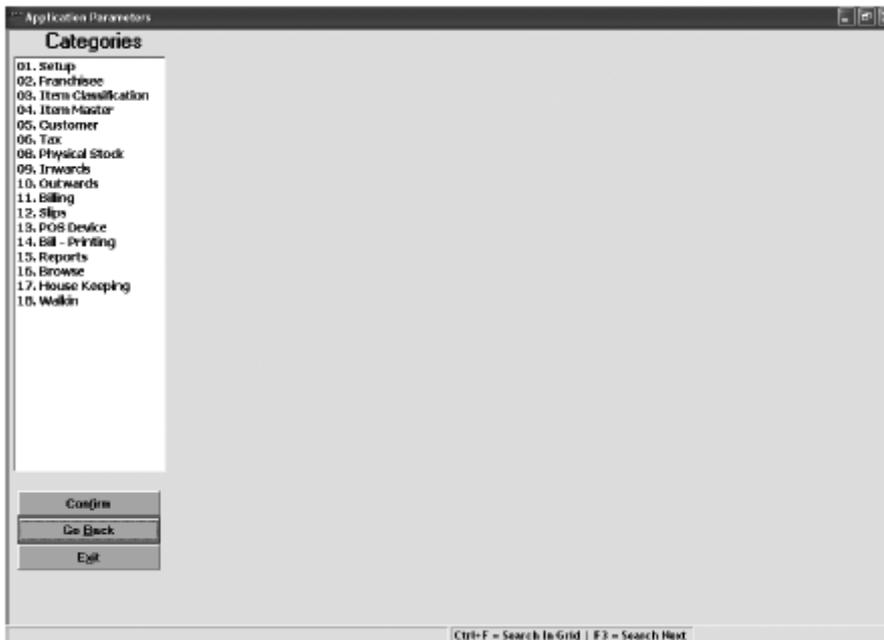


Figure 2.23 Application Parameters

The values set in the parameters define how a particular 'Category of operations' work in Shoper. Values for most of the parameters are defined by the user during installation by selecting the appropriate template. The parameters in Shoper have three attributes, namely:

- Variable: where the parameters can be altered as required.
- One-Time: where the parameters can be set just once during installation.
- Fixed: where the parameters are system defined and cannot be changed.

12. In the Application Parameter screen, define the parameters under each of the categories listed and click on Confirm to display the following screen.

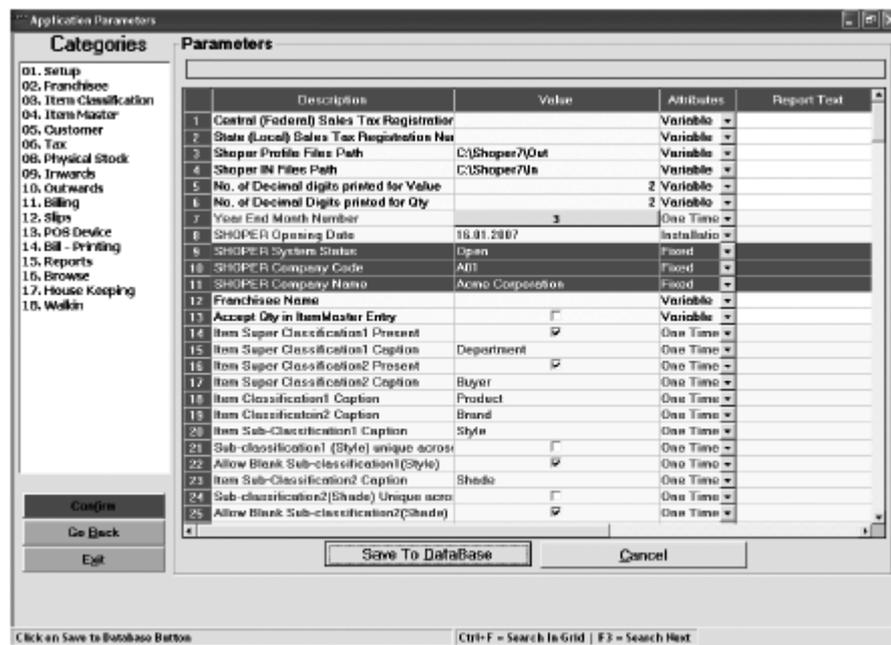


Figure 2.24 Application Parameter Confirmation

13. Click on Save to Database, to display the Shoper - Company Creation screen.



Figure 2.25 Shoper - Company Creation

14. Click OK, to display the Custom Setup screen.



Figure 2.26 Custom setup

15. Choose the option Select all

- Click on Setup to start Shoper EIS Set-Up
- Shoper Executive Information System (EIS) Setup
- EIS is an add-on module, which gives you access to additional reports in Shoper.

16. To set up EIS, you need to provide information about the database type, EIS database name, EIS data path and the header which is to be printed in all EIS reports.
17. A separate database is usually maintained for EIS report generation, which can be created using MS Access or SQL Server as the back-end engine.
18. The option of back-end engine here is, however, limited to the choice you have made for the security database back-end type during the Server Installation.

The Shoper EIS Setup screen is differentiated into two sections, namely, Local Application and Local EIS. The Local Application section displays the default information about Shoper server setup, such as the database name, database type, the Shoper installation folder and Application path on the server configured during the server setup. However, information about the EIS database has to be entered in the Local EIS fields as explained.

Figure 2.27 Shoper EIS setup screen

- Folder: Enter the path, on the server, where you want to store the EIS database.
- Password: Enter a password of your choice.
- Data path: Enter the path on the server where you want to store the EIS related data files. It is suggested that you use the same path as in the Folder field.
- Report Headers: Enter the company name, address, TIN number, contact details and other company related information in the space provided. This information will be printed on all your EIS reports.
- Click on Save, to display the EIS Reports Import/Export screen.



Figure 2.28 EIS Report screen

19. Click OK. The Shoper POS – Ver:7.2 Setup Finish screen is displayed.



Figure 2.29 Shoper -Ver 7.2 Setup Wizard

20. Click on Finish to complete the Setup.

21. Once the installation is completed, a Shoper Icon is created on the desktop. This icon can be used to start the application.

## Shoper Licensing

Once you have finished with the installation of Shoper, the system will prompt you to enter the Serial Number and Activation key. This information is available on the application CD.

1. Enter the respective information in the Shoper Registration Details window.
2. Click on the Copy to Clipboard button.
3. Open a notepad and paste the information and save the file.
4. Click on the OK button to complete the process.

Mail the Notepad file which you copied from the clipboard and Vsp.slf file which is in C:windows folder to support.shoper@tallysolutions.com to receive the Activation Key.

**shoper**  
retail solutions

Thank You for using Shoper. This copy of the software is under evaluation. This evaluation license will expire in 30 days. On registration you will be assigned a License Key and permanent License.

**Registration Details**

Licensee Name:

Address:

Contact Person:

Phone No.

Email Id:

Serial Number:  Activation Key:

Registration No.: **Z7MZ-WR99-59YU-7FN4**

Figure 2.30 Shoper Licensing Registration

Once you receive the Activation key from the Tally HO:

5. Start Shoper and enter the Authentication key number
6. Click on I have typed the Authentication key update my License button to complete the process, as shown in the figure below

**shoper**  
retail solutions

This copy of Shoper software is currently running in evaluation mode. Please enter the Authentication Key to enable permanent license.

Product : Shoper POS

Serial Number : 123456789

Regn Number : Z7MZ-WR99-59YU-7FN4

Authentication Key :

Figure 2.31 Shoper Licensing Authentication

Select Customize in the Regional and Language Options of the Windows Control Panel to the define the required values

- In the Numbers tab, set the Negative number format to -1.1
- In the Currency tab, set the Positive currency format to \$1.1 and the Negative currency format to -\$1.1
- In the Date tab, set the Short date format to dd/mm/yyyy

**Note:** To ensure the proper updation of transactions to the database, set the currency, date and number formats of your operating system in compliance with Shoper requirements.

# Objectives of Client Installation

- Install Shoper with Multi User Connectivity
- Install Shoper Multi User with Client Installation

## Introduction

The Client Installation deals with the connecting of the nodes to the Shoper application. In a single system environment (Shoper Silver), a single node can be connected. In a Multi user or chain store environment (Shoper Gold), multiple nodes can be connected to the system.

Connection to the Client terminals can be set up in two ways:

- Multi-User with Connectivity Components.
- Multi-User with Client Installation.

In case of a **Multi-User setup with Connectivity Components**, the client is mapped to the server where the Shoper application is running. On the other hand, in a **Multi-User set-up with a Client Installation**, the application files are copied to client machines. In both setups, the database resides on the server and are shared with clients.

Note: Share the Shoper Application folder on the server before setting up your Clients.

## Customer Period-wise

A Customer Period-wise Report provides information on the sales made to customers for the selected months. It gives the purchasing pattern of each customer. This report can be generated:

- a. For all customers
- b. For a specific customer
- c. For transactions pertaining to sales, sales returns, or both.
- d. For the quantity purchased, or returned by customers.
- e. Based on the sales value.

This report gives you information on the customers purchases made quantity wise for a month range at a store with the customer code, customer name and the total quantity. This report also gives you the information on value wise customers purchases done for a month range at a store with the customer code, customer name and the total value.

# Monthly Sales Comparison

A Monthly Sales Comparison Report provides sales information of different months. It helps you to analyse sales trends during different seasons of the year. A comparison report of the sales made monthwise for different years can be generated. This report is generated based on the following:

- Selected item classifications
- Item attributes code or description
- Quantity and value

Information pertaining to a maximum of 12 months is selected when the quantity or value is selected for printing. Information pertaining to only six months is selected when you choose both the quantity and the value to be printed. This report will give you the comparison of the sales between the months selected with the Product, Brand, Style, Shade, size, Months, Quantity and Value. This report can be viewed in an excel format and can also be exported to excel.

## Inward files from Head Office to Chain Stores

The business undertakings of the chain store are governed by the HO. All the masters related to the daily transactions of the chain store such as the item masters, the PT files, discount masters etc. are sent by the HO and are imported into the chain store application.

# Parameter Setting in Shoper

There is a parameter in Shoper related to the Cumulative or Detail posting of sales transactions from Shoper to Tally. This has to be set in the System Parameter Reconfiguration under the category House Keeping.

- Select 0 to export Cumulative (By Day) in to Tally
- Select 1 to export Detail (By Bill) in to Tally

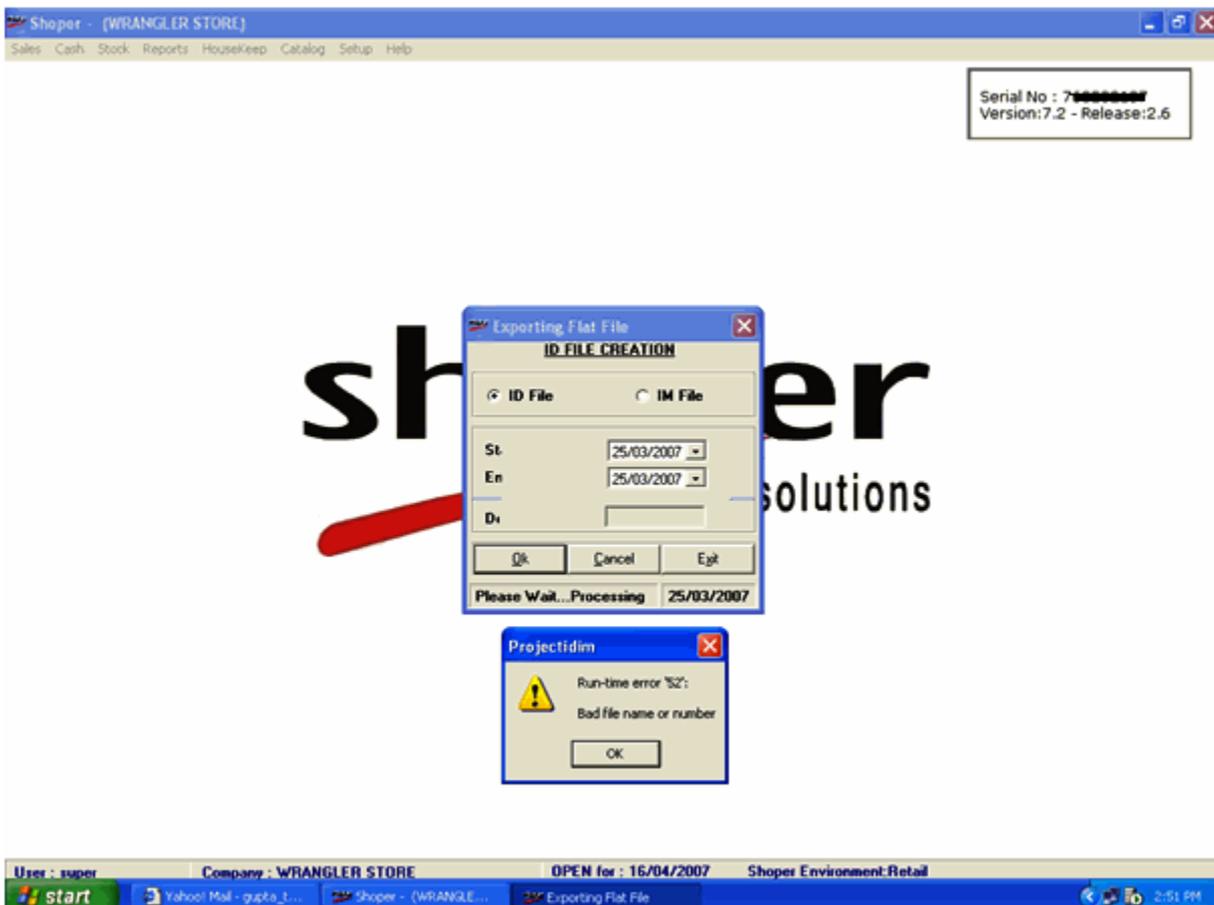
**Note:** Parameter settings for posting of transactions is done for sales and not for purchases.

# Points to remember during PT and Goods Inwards

1. Use the default path to extract a PT file.
2. A detailed description or summary of the files to be loaded can be viewed before loading.
3. A Purchase Order is use to keep track of the types of merchandise ordered, the delivery time and the payments made to the vendor.
4. The Goods Outward options are used to return goods to a vendor/ supplier or to transfer goods to another store.

# Run-time error 52:: Bad file name or number

Shoper displays the following run time error message while creating ID or IM files. Error Message: Run-time error 52:: Bad file name or number. Please suggest a solution.



## Solution

1. This can be resolved by changing the path in **Sysparm** Table for export to **AST** options path or 'out' folder path.
2. This can also be resolved by creating the new Shoper folder in the path specified.i.e., by renaming the existing 'out' folder to any other name and creating a new 'out' folder, because the file '**list.txt**' is in read only mode and does not allow it to be renamed or deleted.
3. Rename the file **ExecCmd.bat** available in the **Shoper** folder and then export the data, if the above does not work

# Run-time error: 94:: Invalid use of Null

Shoper displays the following run time error message while billing. Error Message: 'Run-time error: 94:: Invalid use of Null'. Please suggest a solution.

The screenshot shows the 'Billing' application window for '17/04/2007 - Pepe Infinity'. The main window displays a bill for 'Cash' with a total of 499.00. A 'VSP-Billing' dialog box is open, displaying the error message: 'Run-time error '94': Invalid use of Null'. The dialog box has an 'OK' button.

Stock No	Quality	Shade	Size	Rate	Qty	Value	Disc Code	Disc Qty	Disc %	Disc Amt	Total	SalesStaff
15076147283004	LIBERTY	PINK	M	499.00	1.00	499.00				0.00	499.00	

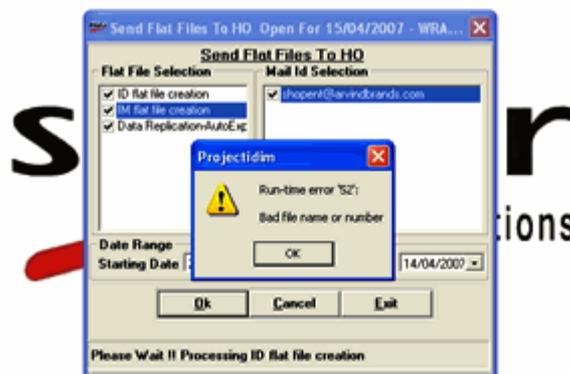
Tot Line	Total Qty	Sale Value	Rem Level Disc. Value	Bill Level Disc. Value	Total Tax (In. + Ex.)	Total Addons	Total Deductions	Net Amount
1	1.00	499.00	0.00					499.00

## Solution

1. Check the **Salestaxcat Table** & update '0' in all the columns where ever it is blank.
2. This could also be due to the **null** value present in the **Item master** . Suggest the customer to get the correct **pricing master** from the source and update it.

# Error Message: 'Run-time error '52': Bad file name or number

Shoper displays a run time error while performing the operation 'Send Flat Files to HO'. Error Message: '**Run-time error '52': Bad file name or number**'. Please suggest a solution.



## Solution

1. This can be resolved by changing the path in the **Sysparm** Table for export to **AST** options path or '**out**' folder path.
2. This can also be resolved by creating the new Shoper folder in the path specified.i.e., by renaming the existing 'out' folder to any other name and creating a new '**out**' folder, since the file '**list.txt**' is in read only mode and does not allow it to be renamed or deleted.
3. Rename the **ExecCmd.bat** available in the **Shoper** folder and then export the data, if the above does not work.

# Daily Sales Book - Shoper Sample Reports

Acme Apparel Company

First Business Plaza

10 Th Main Avenue

Bangalore

Daily Sales Book

Report Taken From 01/10/2006 To 01/10/2006

Page No : 1

Print Date : 18/10/2006

Shoper Date : 03/10/2006

Primary Sorting On Brand

All Items are Selected

Brand	Product	Net Qty	Value Based On Selling Price	% of Sales	Item.Spec. Discount	General Discount	Bill Value	Sales Tax	Bill Value Before Tax
<b>AllenSolly</b>	<b>Allen Solly</b>								
	Mens Shirt Half Sleeves	1.00	800.00		160.00	51.20	588.80	22.65	566.15
	Mens T-Shirt	2.00	1,000.00			90.00	910.00	35.00	875.00
	Sub Total Allen Solly	3.00	1,800.00		160.00	141.20	1,498.80	57.65	1,441.15
<b>ChildrenCor</b>	<b>Childrens Corner</b>								
	Childrens Shirt	1.00	400.00			40.00	360.00	13.85	346.15
	Sub Total Childrens Corner	1.00	400.00			40.00	360.00	13.85	346.15
<b>FamousTailo</b>	<b>Famous Tailor</b>								
	Stitch Shirt Half Sleeves	2.00	400.00				400.00		400.00
	Sub Total Famous Tailor	2.00	400.00				400.00		400.00
<b>Kirans</b>	<b>Kirans</b>								
	Womens Churidar	2.00	1,000.00				1,000.00	38.46	961.54
	Womens Kurta	2.00	1,600.00			80.00	1,520.00	58.46	1,461.54
	Sub Total Kirans	4.00	2,600.00			80.00	2,520.00	96.92	2,423.08
<b>Zodiac</b>	<b>Zodiac</b>								
	Leather Belt	1.00	500.00			40.00	460.00		460.00
	Leather Wallet	2.00	1,200.00				1,200.00		1,200.00
	Sub Total Zodiac	3.00	1,700.00			40.00	1,660.00		1,660.00



Serial No : [REDACTED]  
Version: 7.2 - Release: 2.6



# Customer Wise Off Take Report for Product wise, Brand wise and Style wise - Shoper Sample Report

Acme Apparel Company

First Business Plaza

10 Th Main Avenue

Bangalore

Customerwise OffTake Report for Product WiseBrand Wise And Style Wise

Period From 02/10/2006 To 02/10/2006

Page No. : 1

Print Date : 18/10/2006

Shoper Date : 03/10/2006

Customer Code / Customer Name	Product	Brand	Style	MRP	DocQty	DocValue	ContrQty	ContrVal
DD10000004/Inzmaam	MShirtFS	Arrow	1001	1,000.00	0.00	0.00	0.00	0.00
Sub Total for DD10000004/Inzmaam					0.00	0.00		
DD10000003/Ganesh	MTrouser	Excaliber	3001	1,200.00	1.00	1,200.00	4.76	10.17
Sub Total for DD10000003/Ganesh					1.00	1,200.00		
DD10000005/Paul Adams	LeathWallet	Zodiac	LW-253	600.00	1.00	600.00	4.76	5.08
DD10000010/Vaijayanthi	WChuridar	Kirans	WC1	500.00	1.00	500.00	4.76	4.24
DD10000006/Subroto	WKurta	Kirans	ZigZag Lace	800.00	2.00	1,600.00	9.52	13.56
DD10000006/Subroto	WTShirt	ArrowSports	NST-2453	600.00	0.00	0.00	0.00	0.00
DD10000009/Ajith Sharma	WChuridar	Kirans	WC14	500.00	2.00	1,000.00	9.52	8.47
DD10000010/Vaijayanthi	CTShirt	ArrowSports	CTS-521	250.00	1.00	250.00	4.76	2.12
DD10000005/Paul Adams	LeathBelt	Zodiac	LB-345	500.00	1.00	500.00	4.76	4.24
Sub Total for DD10000005/Paul Adams					8.00	4,450.00		
DD10000008/Javed	CTShirt	ArrowSports	CTS-521	250.00	1.00	250.00	4.76	2.12
DD10000008/Javed	MTShirt	ArrowSports	MTA-23	600.00	1.00	600.00	4.76	5.08
DD10000008/Javed	WTShirt	ArrowSports	NST-2453	600.00	1.00	600.00	4.76	5.08
Sub Total for DD10000008/Javed					3.00	1,450.00		
DD10000001/John	CTShirt	ArrowSports	CTS-521	250.00	1.00	250.00	4.76	2.12
DD10000001/John	WKurta	Kirans	ZigZag Lace	800.00	1.00	800.00	4.76	6.78
DD10000001/John	StitchShirtFS	FamousTailor	NA	250.00	3.00	750.00	14.29	6.36
DD10000001/John	MShirtHS	AllenSolly	2001	800.00	1.00	800.00	4.76	6.78
DD10000001/John	MShirtFS	Arrow	1001	1,000.00	1.00	1,000.00	4.76	8.47
DD10000001/John	LeathWallet	Zodiac	LW-252	600.00	1.00	600.00	4.76	5.08
DD10000001/John	LeathBelt	Zodiac	LB-345	500.00	1.00	500.00	4.76	4.24
Sub Total for DD10000001/John					9.00	4,700.00		
Grand Total :					21.00	11,800.00		

Legend: Qty : Sales - SalesReturns + VoidSales - VoidSalesReturns  
 Contribution Qty : (DocQty / Sum(DocQty))\*100  
 Contribution Value : (DocValue / Sum(DocValue))\*100  
 DSP: Distributor Selling Price ; MRP - Retail Price

1

# Attribute Wise Sales - Shoper Sample Report

Acme Apparel Company  
 First Business Plaza  
 10 Th Main Avenue  
 Bangalore  
 Attribute Wise Sales  
 Date Range from 02/10/2006 To 02/10/2006

Page No : 1  
 Print Date : 18/10/2006  
 Shoper Date : 03/10/2006

Brand	Product	Fabric	Finish	Colour Base	Styling	Usage	26	28	32	36	42	M	Other	Total	Stock As On Date	Stk In Wks
ArrowSpor	CTShirt	Cotton	Plain	Yellow	Regular	Casual	1.00							1.00	43.00	43.00
ArrowSpor	CTShirt	Cotton	Plain	Grey	Regular	Casual	1.00	1.00						2.00	106.00	53.00
Zodiac	LeathBelt	Leather	Plain	Black	Regular	Casual						1.00	1.00	2.00	84.00	42.00
Zodiac	LeathWalle	Leather	Plain	Brown	NA	Fomal									82.00	
Arrow	MShirtFS	Cotton	Check	White	ButtonDown	Fomal				1.00				1.00	149.00	149.00
AllenSolly	MShirtHS	Teriwool	Floral	Black	Regular	Casual									159.00	
Excaliber	MTrouser	TeriCotton	Plain	Grey	Exclusive	PartyWear				1.00				1.00	93.00	93.00
ArrowSpor	MTShirt	Cotton	Plain	Blue	Regular	Casual							1.00	1.00	102.00	102.00
Kirans	WChuridar	Cotton	Floral	Brown	Regular	Casual									43.00	
Kirans	WKurta	PolySilk	Floral	Green	Exclusive	Fomal						2.00		2.00	133.00	66.50
Kirans	WKurta	PolySilk	Floral	Black	Exclusive	Fomal						1.00		1.00	116.00	116.00
ArrowSpor	WTShirt	Cotton	Plain	White	NA	Casual							1.00	1.00	152.00	152.00
ArrowSpor	WTShirt	Cotton	Plain	Blue	NA	Casual									117.00	
<b>Total:</b>							<b>2.00</b>	<b>1.00</b>		<b>1.00</b>	<b>1.00</b>	<b>4.00</b>	<b>3.00</b>	<b>12.00</b>	<b>1379.00</b>	

# Sample Summarised Week Wise Walkin Details

## Acme Apparel Company

First Business Plaza  
10 Th Main Avenue  
Bangalore

Summarised Week-Wise Walkin Details  
Date Range : 01/10/2006 To 03/10/2006  
Transactions Selected : Without Void Bills

Page No. : 1

Print Date : 18/10/2006

Shoper Date : 03/10/2006

WeekNo	Week End Date	Net Sales	# Of Walkin	# Of Trans	Walkin Conv ( % )	Avg Trans Value	No.Of 01	No.Of 02	No.Of 03	No.Of 04	No.Of 05
Week 0164	01/10/2006	6,439.00	30.00	5.00	16.67	1,287.80	2	2		2	1
Week 0165	08/10/2006	10,704.00	31.00	13.00	41.94	823.38	1	1	1	1	
<b>Grand Total :</b>		<b>17,143.00</b>	<b>61.00</b>	<b>18.00</b>	<b>58.60</b>	<b>2,111.18</b>	<b>3.00</b>	<b>3.00</b>	<b>1.00</b>	<b>3.00</b>	<b>1.00</b>

Note: Net Sales = Sales Value - Sales Return Value

# Report Listing for All Products - Shoper Sample Report

Acme Apparel Company

First Business Plaza

10 Th Main Avenue

Bangalore

Report Listing for All Product

**Report - Entire List : Product Sale Value Wise**

Page No : 3

Print Date : 18/10/2

Shoper Date : 03/10/2

Product	Brand	Size	Quantity	B
			32.00	16

Note : Quantity and Value is Net of Sales

Value = ( Sale Value + Addons + Tax - Deductions - Discount ).

----- End Of Report -----

# Product wise Sales Report - Shoper Sample Report

Acme Apparels Company  
First Business Plaza  
10 th Main Avenue  
Bangalore

Page: 1

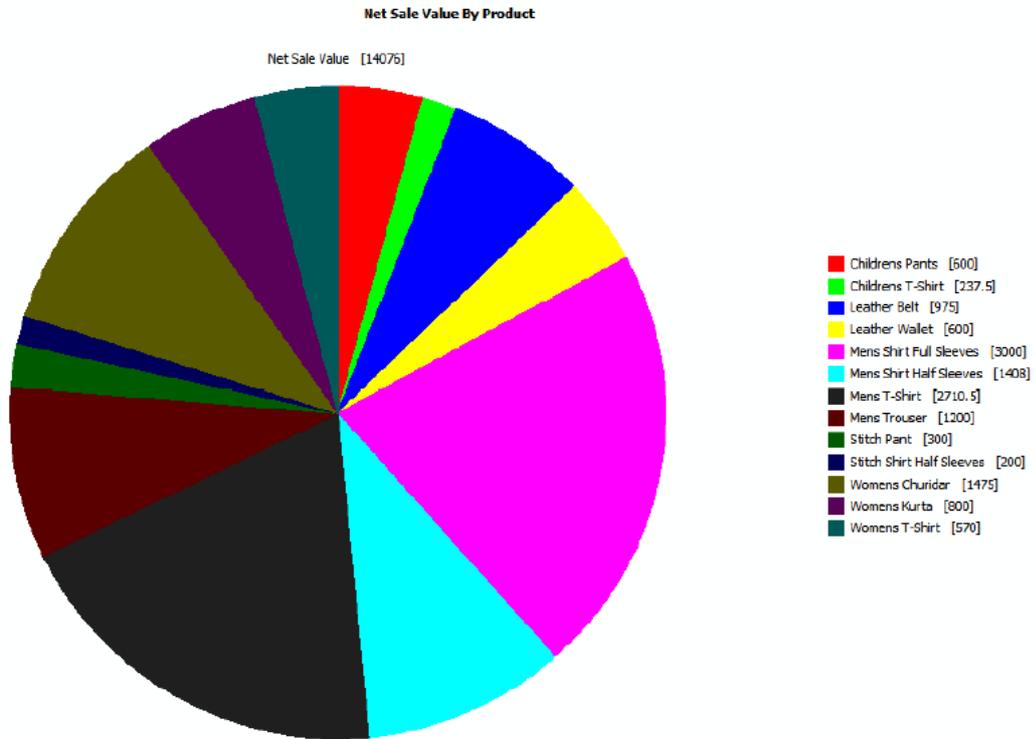
## Product-wise Sales Report

[By Product Brand Style No]

Reporting Period : 01/09/2006 To 30/09/2006

Product Code	Product Desc	Brand Code	Brand Desc	Style No	Sales Qty	Sales Net Value	Return Qty	Return Value	Net Sale Qty	Net Sale Value
CPants	Childrens Pants	ChildrenCorner	Childrens Corner	CP-23	2.00	600.00	0.00	0.00	2.00	600.00
CTShirt	Childrens T-Shirt	ArrowSports	Arrow Sports	CTS-521	1.00	237.50	0.00	0.00	1.00	237.50
LeathBelt	Leather Belt	Zodiac	Zodiac	LB-345	2.00	975.00	0.00	0.00	2.00	975.00
LeathWallet	Leather Wallet	Zodiac	Zodiac	LW-252	1.00	600.00	0.00	0.00	1.00	600.00
MShirtFS	Mens Shirt Full Sleeves	Arrow	Arrow	1001	3.00	3,000.00	1.00	1,000.00	2.00	2,000.00
MShirtFS	Mens Shirt Full Sleeves	Arrow	Arrow	1002	1.00	1,000.00	0.00	0.00	1.00	1,000.00
MShirtHS	Mens Shirt Half Sleeves	AllenSolly	Allen Solly	2001	2.00	1,408.00	0.00	0.00	2.00	1,408.00
MTrouser	Mens Trouser	Excaliber	Excaliber	3001	1.00	1,200.00	0.00	0.00	1.00	1,200.00
MTShirt	Mens T-Shirt	AllenSolly	Allen Solly	MTS-8651	1.00	500.00	0.00	0.00	1.00	500.00
MTShirt	Mens T-Shirt	AllenSolly	Allen Solly	MTS-8652	1.00	500.00	0.00	0.00	1.00	500.00
MTShirt	Mens T-Shirt	ArrowSports	Arrow Sports	MTA-23	3.00	1,710.50	0.00	0.00	3.00	1,710.50
StitchPant	Stitch Pant	FamousTailor	Famous Tailor	NA	1.00	300.00	0.00	0.00	1.00	300.00
StitchShirtHS	Stitch Shirt Half Sleeves	FamousTailor	Famous Tailor	NA	1.00	200.00	0.00	0.00	1.00	200.00
WChuridar	Womens Churidar	Kirans	Kirans	WC1	1.00	500.00	0.00	0.00	1.00	500.00
WChuridar	Womens Churidar	Kirans	Kirans	WC11	1.00	500.00	0.00	0.00	1.00	500.00
WChuridar	Womens Churidar	Kirans	Kirans	WC14	1.00	475.00	0.00	0.00	1.00	475.00
WKurta	Womens Kurta	Kirans	Kirans	ZigZag Lace	1.00	800.00	0.00	0.00	1.00	800.00
WTShirt	Womens T-Shirt	ArrowSports	Arrow Sports	NST-2453	1.00	570.00	0.00	0.00	1.00	570.00
<b>**Grand Total**</b>					<b>25.00</b>	<b>15,076.00</b>	<b>1.00</b>	<b>1,000.00</b>	<b>24.00</b>	<b>14,076.00</b>

# Dash board Report - Net sale Value



Error message, "Error has Generated while doing the Transaction..... Transaction was not Completed... Press Retry Button to Confirm the Bill Once Again" displayed during sales bill

Error message: "Error has Generated while doing the Transaction..... Transaction was not Completed... Press Retry Button to Confirm the Bill Once Again" was displayed while confirming sales bill

The screenshot shows a Billing application window with a modal error dialog box. The dialog box, titled "VSP-Billing", contains the following text:

Error has Generated while doing the Transaction.....  
Transaction was not Completed ...  
Press Retry Button to Confirm the Bill Once Again

The dialog box has "Retry" and "Cancel" buttons.

The background application window displays a table with the following data:

SlNo	Stock No	Item Description	Rate	Qty	Value	Disc Code	Disc Qty	Disc. %	Disc.Amt	Total	SalesStaff
1	8901363846224	RE/S/RSZ1535F/YL/L	595.00	1.00	595.00				0.00	595.00	

Below the table, a summary table is visible:

Tot Line Items	Total Qty	Sale Value	Item Level Disc. Value	Doc Level Disc. Value	Total Tax (In. + Ex.)	Total Addons	Total Deductions	Net Amount
1	1.00	572.12	0.00	0.00	22.88			595.00

## Reason

This could be due to repetition of control number in **PosCashTrn** Table. This can be confirmed by checking the '**Errorlog.txt**' file available in the Shoper application folder.

## Solution

Run the following query: **update genlookup set [number]=(select max(ctrlno)+1 from poscashtrn where entrytype=11) where recid=101 and code=4000**

Run the following query: **delete from posmodedatadtls where fld1=11** , if the above does not resolve the issue.

# How can the password of My SQL be changed?

Query to change the password for the login **sa** to **revres** :

```
EXEC sp_password NULL, 'revres', 'sa'
```

## Error message, "InternetWriteFile error code: 12031 Message: The connection with the server was reset" displayed in Day End process

Shoper displays an error message while performing Day End process and also while using Send Flat Files to HO, which is as follows: **"InternetWriteFile error code: 12031 Message: The connection with the server was reset"**



### Reason

The required space is not available in the FTP site.

### Solution

Make sure sufficient space is available in the FTP site. Suggest the customer to contact their head office.

## VSP (Day End) file received from POS not loading at the HO - Shoper

The VSP file (Day End file) received from the stores (POS) is not getting loaded into Shoper HO. The dataloadinglog (eg. DataLoadingLog1231.log) records information while importing the day end file, such as:

'Mismatch in quantities between ID and StkTrnDtIs'

or

'The count of records between StkTrnHdr and SaleTrnHdr do not match for Trntype 2100',

or

After importing the data in Shoper HO the VSP file (Day End file) received from Stores (POS) the following has been observed:

VSP file (Day end file) is consisting of the data other than the date specified for export, or  
VSP file is consisting of the data other than last 'Day closed' data.

### Solution

Please contact Shoper support and request for the script file and update the same in the Stores (POS) to overcome the above difficulty.

Given below is the step by step procedure to update your Shoper application at the Stores (POS), when you receive the mail (along with .zip file attached, say export.zip).

Extract the attached file (export.zip) on to the desktop

Run Scriptupdation.exe by double clicking on the same from the desktop.

Select database type as ApplicationDatabase Updation.

Select the companies required by you (double click on your Company Code and Name)

Click OK

Click on the Folder Button (Yellow Button)

Under Types of Files, choose DBS Files (\*.dbs)

Select export.dbs

Click on Open

Click OK

Once the process is completed, generate the Day end files once again at the Stores (POS) and then load it in ShoperHO.

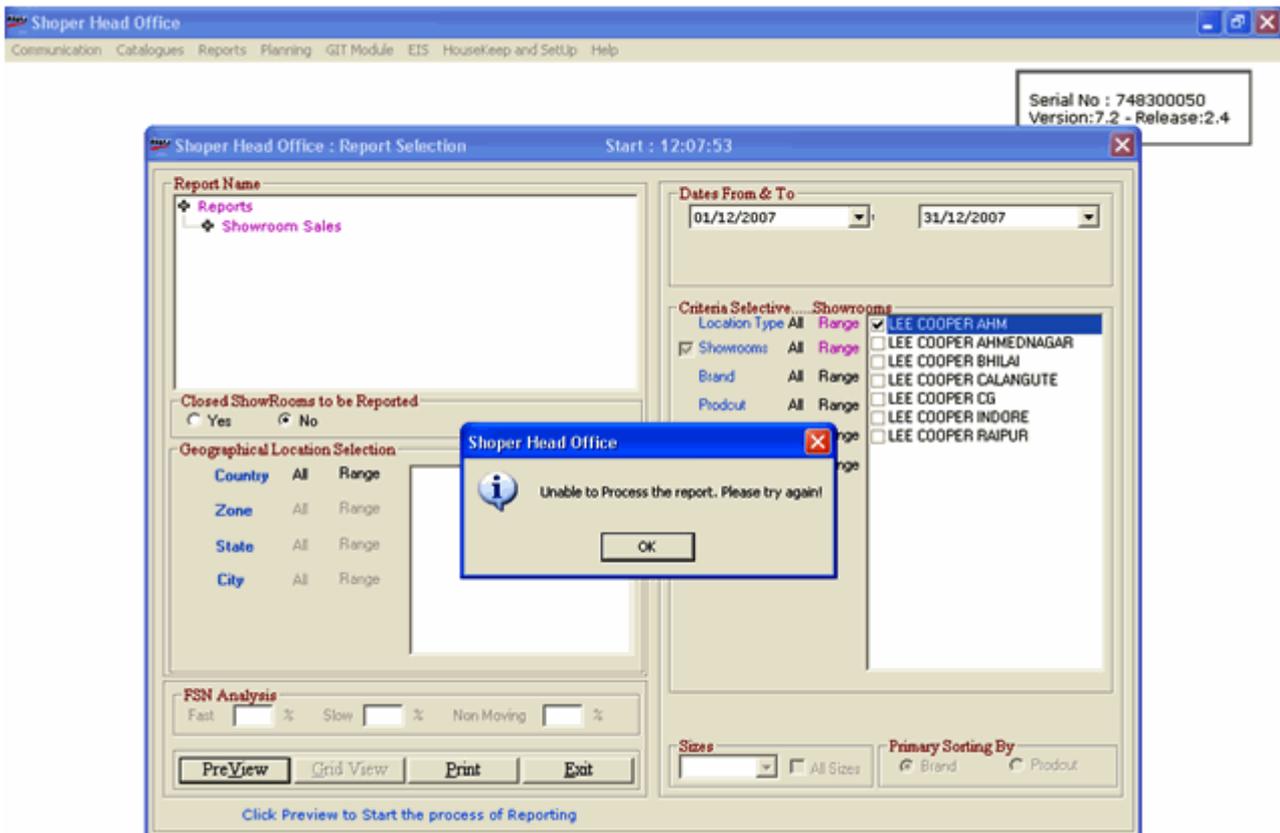
The process mentioned above will enable you to export the data only for the specified period.

Note: The content of the script file (export.dbs) is as follows:

```
update sysparam set intg = 1 where id = 'SR5-0600-0000010'
```

The ShoperHO displays the following message while generating a report

Message: Unable to Process the report. Please try again!



### Solution

1. Update the Shoper HO to Shoper HO 7.2 Release 2.5.
2. Run the '**Remove Temporary Tables**', to remove all the temporary tables, ie, go to the menu **HouseKeep and Setup > Database Maintenance > Remove Temporary Tables** (see picture below)

A window will be displayed to confirm the removal of temporary tables. Click on **Remove**



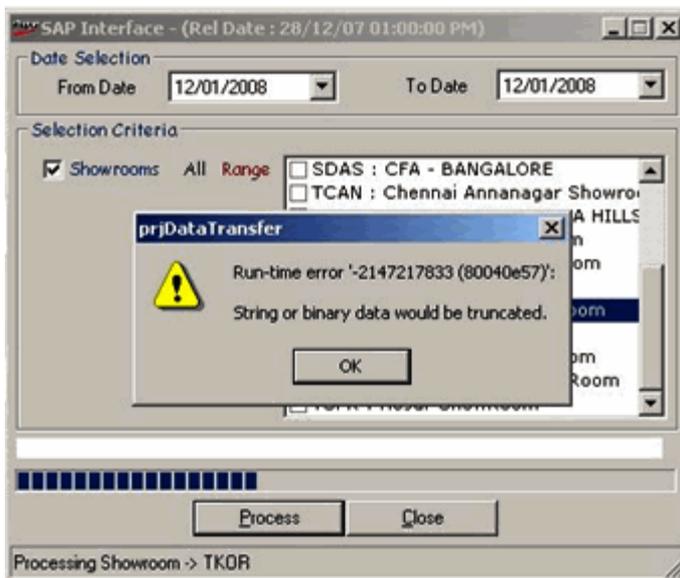
The command will remove all the temporary tables and will display a message **'Process Completed'**. Click on **Exit** once it is done.



## Error message, "2147217833 (80040e57); String or binary data would be truncated" displayed while creating IB files from Shoper HO after Day End process

The following error occurred while creating IB files from Shoper HO after the EOD (Day End) Files of Stores (POS) were uploaded.

Error Message: Run time error "**2147217833 (80040e57); String or binary data would be truncated**".



### Solution

This problem would have occurred because the number of characters entered in the **remarks** field has exceeded the limit (100 characters) in the **StkTrnHdr** table.

To rectify it, run the SQL statement mentioned below and then generate the IB files.

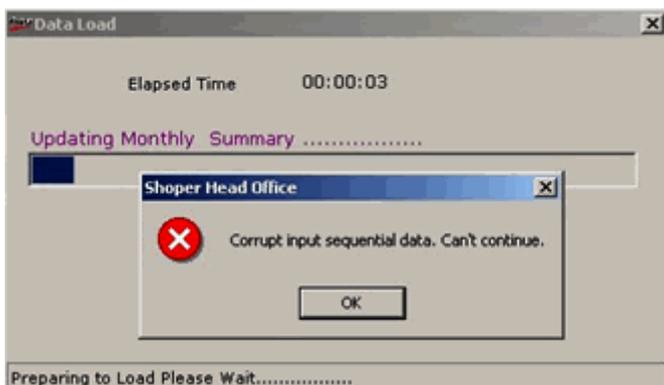
**Use astkor (replication database)**

**Update stktrnhdr set DocRemarks=left(DocRemarks,100)**

# Error message, "Corrupt input sequential data. Can't continue" displayed while data loading at HO

The data in Shoper HO is not getting loaded after having shifted to a new Database Server. Shoper displays the following message:

Error Message: **"Corrupt input sequential data. Can't continue"**.



## Reason

The Data Sources (ODBC) 'ASTCON' - System DSN has to be configured to new Database Server (when the same is shifted)

## Solution

1. Create Data Sources (ODBC) 'ASTCON' - System DSN (SQL Server), with SQL Server authentication using a login ID and password entered by user
2. Setup the Data Source to new SQL Server
3. Ensure that Client Configuration is set to TCP/IP
4. Specify the login ID and password
5. Ensure that the Test connection is working on a newly configured SQL Server

Procedure to create data source (odbc) 'ASTCON':

Go to Settings > Control Panel > Administrative Tools > Data Sources (ODBC).

Double click on Data Sources > Add > select the driver in SQL server (from the list)

'**Create a New Datasource to SQL Server**' window appears with fields - Name, Description and Server.

Mention '**ASTCON**' as Name and Description and '**SQL Server**' as Server Name.

Click on the Next for the rest of the windows and click OK to create the **ASTCON**.

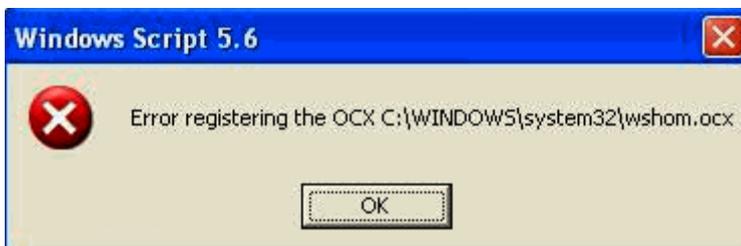
**Note:** This content is not available in Shoper POS 7.2 Troubleshooting/1.0/Rel 2/ Feb 2008 (pdf file). The same would be made available in the next release of the troubleshooting guide.

# Error registering the OCX C:WindowsSystem32wshom.ocx error while installing Shoper POS Version 7.2 Release 3.0

Shoper displays the following error message while installing Shoper POS Version 7.2 Release 3.0.

Error occurred after accepting the license agreement.

Error Message: **Error registering the OCX C:WindowsSystem32wshom.ocx**



Followed by this message



## Reason

This is due to a corruption in the system files (DLLs, OCX, etc), which was already existing prior to installation of Shoper. This issue has been reported from systems which were identified to be infected with malware.

## Solution

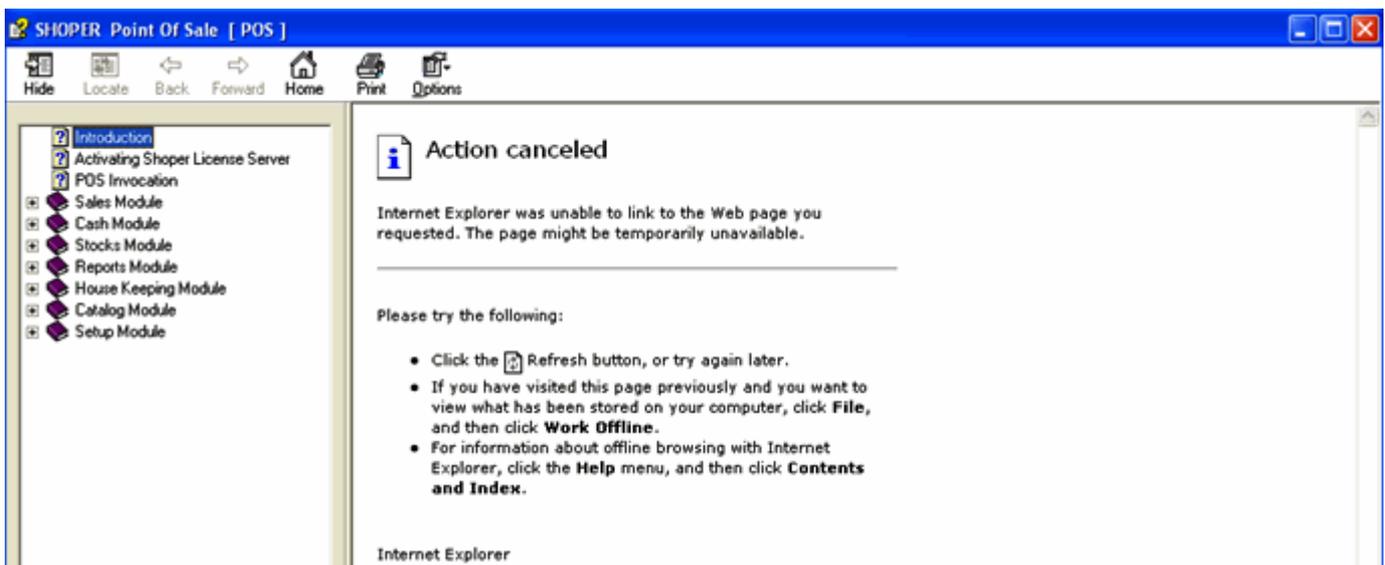
First, verify your system for malware (virus, worms etc) using a reputed antivirus product with the latest signature updates, and clean the system. Retry the Shoper installation. you may need to format the machine; re-install Windows and all the required software if this does not work. Please consult your system vendor or your IS department for additional information.

**Note:** This content is not available in Shoper POS 7.2 Troubleshooting/1.0/Rel 2/ Feb 2008 (pdf file). The same would be made available in the next release of the

troubleshooting guide.

# Error while opening help (.chm) file across the network

I am unable to open the help file (.chm) stored on a network share, since it is displaying the message '**Action canceled**'



## Solution

Your registration for Windows has to be updated with the following information:

**[HKEY\_LOCAL\_MACHINESOFTWAREMicrosoftHTMLHelp1.xItssRestrictions]**

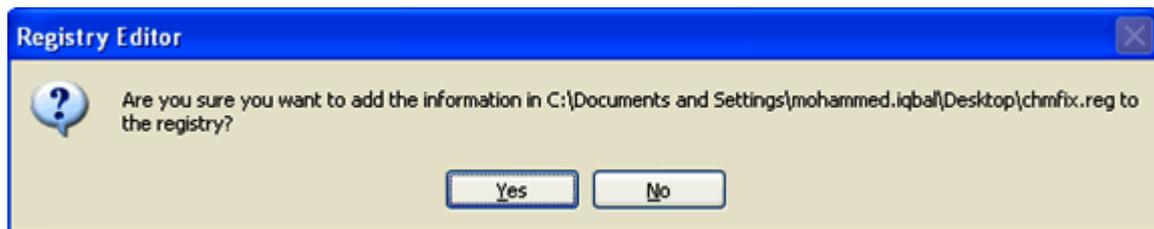
**'MaxAllowedZone'=dword:00000001**

## Steps

- Copy the following contents to a notepad:  

```
[HKEY_LOCAL_MACHINESOFTWAREMicrosoftHTMLHelp1.xItssRestrictions]

"MaxAllowedZone"=dword:00000001
```
- Save and close the file as chmfix.reg
- Double click on the above file
- Registry Editor window will prompt you for confirmation, as shown in the picture below.



- Click Yes
- You will get a successful message, as shown below.



### Points to Note

- Any changes to the registration are subject to risks and you must take the necessary precautions and study this in detail (available on the Microsoft website).
- You need to be logged in as an administrator to perform this task.
- Please verify the security policy of your organization before you implement this change.

**Note:** This content is not available in Shoper POS 7.2 Troubleshooting/1.0/Rel 2/ Feb 2008 (pdf file). The same would however, be made available in the next release of the troubleshooting guide.

## How is a multiple mode of payment accepted in billing?

The multi payment mode can be made acceptable by pressing the function key F8 in the billing mode.

## How do we generate a new credit note for the balance amount, if any, during return/exchange of goods?

A new credit note for the balance amount during the return/exchange transaction can be created by setting the appropriate parameter for the same.

To set it, go to **Setup > General Setup > System Parameter Reconfiguration > Billing > Issue Cash Or Adjust/New Credit Note for Remaining Balance**

# 'Insufficient disk space' while taking a backup – Using Shoper Ver 2.84

Shoper displays the error message 'Insufficient disk space' during a backup operation.

## **Solution**

Kindly follow the steps mentioned below to rectify the issue stated above:

Look in to the space available in the drive (C:, D: ...) from where the backup is taken. (The space available should be at least 3 times that of the database size)

1. Truncate the log files and compact the database, if required.
  - a. If you are still not able to take the backup and the same error is being displayed, perform step 3.
2. Check the Operating System.
3. In case the Operating system is below XP:
  - b. Copy the folder 'Win2003-ScriptingRuntimeFiles' from the Tally FTP to the Shoper application path.
  - c. Run the scripten.Exe.
  - d. Restart the system after scripten.exe is executed.
4. In case the operating system is either XP or above XP (Windows NT, Windows 2000) –
5. Copy the folder 'Windows NT-2K-XP-ScriptingRuntimeFiles' from Tally FTP to the Shoper application path.
6. Run the scripten.exe.
7. Restart the system after scripten.exe is executed.

**Note**: Contact Tally Support to get details of the Tally FTP site.

[**Note**: This content is not available in Shoper POS 7.2 Troubleshooting/1.0/Rel 2/ Feb 2008 (pdf file) but would be made available in the next release of the Troubleshooting Guide]

## The Interface is permitted only on Tally 9

In the process of performing a Shoper 9 POS mapping, once the details of the server IP address and port number are entered, the message 'The Interface is permitted only on Tally 9' is displayed onscreen. How can this be resolved?

### **Solution**

In the process of performing a Shoper 9 POS mapping, enter the Server name instead of the Server IP address, and proceed. This will allow the user to map the interface.

The Shoper9 Tally Interfacing and Posting is very slow and it often gets into the 'not responding' mode. How can this be resolved?

The recommended IE (Internet Explorer) version for any Operating system is Ver 6.0 and above. The user must therefore upgrade the IE version prior to Tally mapping and interface.

# Posting Cash receipts and payouts to Tally from Shoper

On having posted the data to Tally, through Shoper 9 Tally Interfacing, it has been noticed that the Cash receipts and Cash Payouts done at Shoper are not getting posted to Tally.

## **Solution**

By default the mappings set in Shoper 9 POS for Cash Receipts and Cash Payouts are as follows: 'No Posting', Change the option to 'Bill by Bill' or 'Cumulative' (according to the user requirement).

## Map Shoper customers with Tally ledgers in Tally interface mapping

Let us say I have some ledgers in Tally, one of which is a customer named 'XYZ enterprises' placed under Sundry Debtors. In the process of Posting Tally, the invoice raised to this customer is posted to XYZ Enterprise in Tally.

### **Solution**

In the process of performing a Shoper 9 Tally interface, the program will create ledgers in Tally automatically, assigning the ledger name as it appears in the Shoper catalogs. If the user has created some ledgers which are required to be posted as data to these ledgers then while mapping, in the grid the default Tally ledger names are changed to the ledger for which the postings have to be made.

## Can't import! Check Tally.imp for details <LINEERROR> Voucher Type 'Sales' does not exist!

In the process of using a Shoper Tally Interface in Tally, the following error is displayed on screen:

### **Can't import! Check Tally.imp for details**

**<LINEERROR> Voucher Type 'Sales' does not exist!**

And the transaction is not posted to Tally.

### **Cause**

This error can occur due to any of the following cases listed below:

**Case 1** - The default Voucher Type is renamed

**Case 2** - The default Voucher Type is deleted

### **Example**

If the Sales Voucher Type is either renamed or deleted, Tally does not give any error during mapping, but while posting the same, it gives an error.

### **Solution**

In both the cases mentioned, the default Voucher Type should be present in Tally.

**Note:** As of now, Shoper9 supports only the default Voucher Type of Tally for the '**Shoper Tally Interface**'.

# Unable to export the ID/IM Files. Shoper displays the message "Run Time Error - 94 Invalid use of NULL"

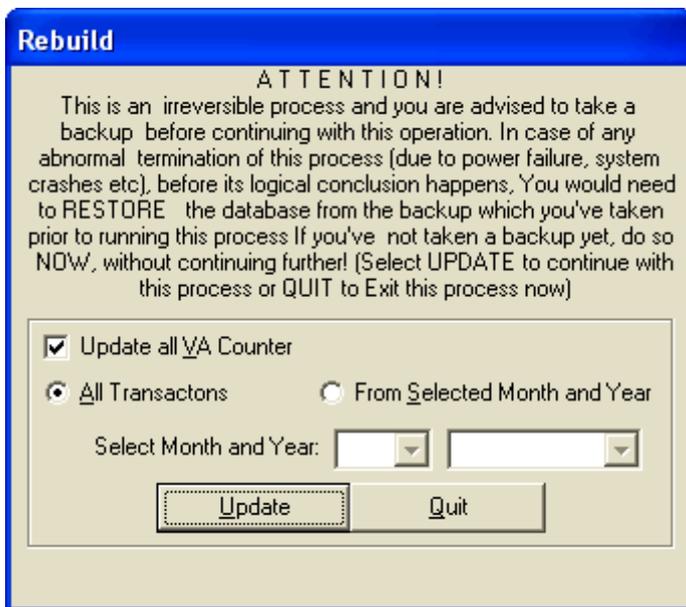
## Cause

This problem rises when the vactr field in the Stocktrnsummary table contains null values.

## Solution

The steps to solve this problem are as follows:

1. Go to Setup > Supervisory Function > Data Rebuild > select Update all VA Counter
2. The Data Rebuild screen is displayed as shown below:



3. Click Update

The issue is resolved by performing the Data Rebuild process.

# How to edit the discount percentage or amount in a promotion?

I'm not able to edit the discount percentage or amount after applying a variable discount (Item Level / Bill Level) in Shoper 9.

## **Solution**

Shoper 9 does not allow the user to edit variable discount details, if the parameter **Mode of Sales Promotion Applicability** is set as **1 (Auto Mode)**.

To be able to **edit the discount details for a variable discount**, set the billing parameter **Mode of Sales Promotion Applicability** as **2 (Manual)**.

**Note:** The variable discount details at the bill level can be edited. This is resolved in Rel 1.4.

## In Shoper to Tally interface error displays as "Interface is permitted only on Tally 9"

In the process of configuring the Tally-Shoper Interface (Shoper 9 POS), after entering the appropriate Server IP address and Port Number, Shoper displays the message "The Interface is permitted only on Tally 9".

### **Cause**

The Tally Server IP address has been mentioned instead of the System Name.

### **Solution**

Instead of the Server IP address, enter the Server Name.

# Methods of printing in Purchase Order

Configure the System Parameter, 'Purchase Order Mode of Printing (0 ink jet ,1 means dot matrix)' under the Purchase Order Category, as mentioned.

a. Click the button Value, corresponding to the parameter.

b. Under the PO Mode of Printing:

Select the value '0' (zero), if the PO has to be printed on an Ink jet printer.

Select the value '1' , if the PO has to be printed on a Dot Matrix printer.

## How to print Stock number or additional columns in Purchase Order

Configure the parameters under the category, Purchase Order in Shoper 9 POS.

Purchase Order Stockno, class1cd, class2cd, subclass1cd, subclass2cd, sizedcd to Print. For each of these fields, select the value '1', so that they are printed in the Purchase Order.

# Batch number already exists with different creation date

Shoper POS Data is not able to synchronise with HO data and the error message Batch number already exists with different creation date is displayed.

## Cause

The sync file is not being created because a backup has been restored at the POS location.

## Solution

Execute the following steps at the HO location to identify and rectify the issue:

1. Go to the Log folder present in <ShoperHO application>share folder.
2. Open the data loading Log file for the date from which the POS data is not being loaded.
3. Go to the end of the file and check for any error message. This problem usually arises when the showroom restores a backup of the POS system.
4. This Log file also writes the details as of the moment from which the re-sync data is sent from the showroom.
5. Unload the data from the date specified in the log and re-sync at the HO and POS locations.

# Shoper 9 HO displays the message Previous batch is not loaded and fails to load data

The error occurs if previous data files from the same POS location are skipped/not loaded by HO.

## **Solution**

1. Identify the date from which data loading has stopped from File Loaded Status page of Dashbaord Report.
2. Identify the last batch number received at HO by checking the Data loading Log file present in the ShareLog folder.
3. Check the latest batch number from the files received in HO and the previous batch files in <Shoper9hoapplication>\In\notloaded folder. Make sure that all the continuation batch files are placed in the <Shoper9hoapplication>\In folder and then execute the Data loading option

While attempting to load the data, the message Previous batch is not loaded is displayed. The replication reports therefore do not seem to tally with the POS reports.

**Cause**

The batch files received through synchronisation have not been uploaded in HO.

**Solution**

Go to the Log folder present in **<ShoperHO application>share** folder.

Verify the data loading log files of the previous day to check for any error that might have occurred on a particular date. Ex: Dataloading0801.log

If any mismatch is found, check the sync files present in **<Shoper application>INNotloaded** folder for any wrong data received.

Note: If the issue remains unresolved, please contact Level 2 support.

# The Auto Synchronisation feature does not seem to be functioning at regular intervals between POS and the HO

## **Cause**

Agent may not be functioning appropriately.

## **Solutions**

- In case the agent is running, stop and restart the agent
- Check agentschedulelog file available in Shoper application\Share\log folder for error messages, if there are errors recorded take appropriate steps
- Check if communication mode is configured and running by executing manual synchronisation option, if the communication mode is down scheduler agent may not be able to synchronise data

# Purchase order price /cost pre filled value

- a. What is the type of price/cost that can be adopted for the SKU Rate, in the PO/Indent?
- b. Can the Retail Price/Dealer Price/Current Cost/Last Purchase Price be adopted for the SKU Rate in the PO/Indent?

## **Solution**

Configure the System Parameter under the category Purchase Order;

PO/Indent SKU Rate ( 1 Retail Price, 2 Dealer Price, 3 Current Cost, 4 Last Purchase Price) .

Click on the Value button and select the appropriate value for the field PO/Indent SKU Rate as shown:

1. Retail Price
2. Dealer Price
3. Current Cost
4. Last Purchase Price

## Does Shoper 9 allow the configuration of the PO/Indent?

Configure the System Parameter under the category Purchase Order > Allow PO/Indent Configuration.

To allow the configuration of PO/Indent, select the check box next to the System Parameter.

## Error message, "Quantity should be within the Specified Range for the selected StockNo !!!" displayed during item selection in billing screen

When an item is selected in the bill, Shoper displays the message "**Quantity should be within the Specified Range for the selected StockNo !!!**" (image below) .



### Reason

The quantity of the product selected in the bill, should be within the range of the quantity specified in the Billing Parameter '**Validate Quantity and Rate Range In Billing**'.

### Solution

Check the quantity range specified in the System Parameter '**Validate Quantity and Rate Range In Billing**' and alter it as required.

### Example

In case the parameter value is set as Y:3:100#Y:1:750, the quantity selected in the bill should be between 3 and 100.

Set the quantity range to Y:1:100#Y:1:750, in order to select a quantity between 1 and 100 in a bill.

# Rate Should be With in the Specified Range for the selected StockNo!

When an item is selected in the bill, Shoper displays the message 'Rate Should be With in the Specified Range for the selected StockNo !'



## Cause

The rate of the product selected in the bill, should be with in the rate range specified in the billing parameter 'Validate Quantity and Rate Range In Billing'.

## Solution

Check the rate range specified in the System Parameter 'Validate Quantity and Rate Range In Billing' and alter it as required.

## Example

In case the parameter value is set as Y:3:50#Y:1:750, the rate of the product selected in the bill should be between 1 and 750.

Set the rate range to Y:3:50#Y:1:10000 to be able to select the product with the rate in the range of 1 and 10000.

## How are the free items, billed at a specific price say Re 1?

The value at which the free items are to be billed can be configured in the parameter '**Free Items Billed at Value**'.

### **Example**

To bill the free item at Re. 1, set the parameter value to A#1.

To bill the free item at Rs. 50, set the parameter value to A#50.

## Can I alter or change the SKU rate in the PO/Indent?

To alter the SKU rate in a PO/Indent document, check the box against the parameter, Allow PO/Indent SKU Rate Alteration.

# Customer is unable to scan the printed barcode

A customer is unable to scan the printed barcode.

## **Reason**

The font size value of the barcode in the label design option has been entered as less than 12.

## **Solution**

Select the font size value as 12 or above in the label design option for standard printers.

**Note:** This problem has been fixed in RC5.

# Synchronization activity- failed in Shoper Ver 9

**Despite the data synchronisation mode being set to Online, the data could not be transferred as the internet connectivity was down. In such a case, how is the data sent to the Head Office?**

Since the data synchronisation feature is set to online, it is considered to be a real time functionality and the data is transferred when internet connectivity is resumed. A failure in the internet connectivity results in the failure of data synchronisation.

## Solution

1. Change the mode of data synchronisation from Online to Direct Copy where the files can be created in the desired folders.
2. Send the same through other modes of communication, either through mail from a browsing centre or by copying the file to an external media, etc.
3. To set the Direct Copy mode of communication at a POS location:
  - Go to Setup > General > System Parameter
  - Select Data Sync from the Category list
  - Uncheck the option Flat files through online
  - Select the option Flat files through Direct Copy
  - Specify the Upload and Download folders where the Flat files are to be created
  - Save the settings and select Apply to Database

Follow the given steps to change the mode of communication. Synchronising either manually or through a scheduler creates Flat files in the specific folder mentioned in the Upload and Download options. Select the files and send them to the Head Office.

Once the data is sent to the Head Office, the Acknowledgement file created after the date loaded in the Head Office is copied to <Shoper Application>IN folder at the POS location. Synchronise to update the Data Loaded status in POS location for any future synchronisation.

The steps mentioned above can also be followed when the modes of communication like the FTP and E-mail fail.

## Size wise inwards of stock items having same classifications but different SKU numbers through a PDT file

If a PDT file containing stock item details with similar classifications but different stock numbers is loaded in the Goods Inwards size-wise option, the message, PDT File cannot load in Size-wise Entry mode, Same Item Classifications are having multiple StockNos, is displayed.

However, if the PDT file is loaded in the normal Goods Inwards option, the entry process is completed successfully.

If after the inward process is completed in the normal Goods Inwards option, the PDT file is opened for editing/deleting, then the message, This document cannot be edited/deleted in size-wise mode, same Item Classifications are having multiple StockNos, is displayed.

# FAQ on Shoper 9 Tally Interface

How do I post a Cumulative (Day Wise) or Detail (Bill Wise) transaction?

## **Solution**

Select the option Bill by Bill or Cumulative as the Transaction Type provided on the Tally Interface Mapping screen.

## **Query**

What happens if Tally is not running while the data is being posted online or through the Day Close option?

## **Solution**

Shoper logs an error and the process fails. Start Tally and press Retry.

## **Query**

After posting the transactions into Tally, a bill is cancelled in Shoper. Can I re-post the transactions again into Tally?

## **Solution**

Yes, it is possible to re-post a bill which is marked as cancelled in Tally.

## **Query**

How can I transfer the data to Tally if the data in Tally is deleted by mistake?

## **Solution**

Execute the utility Manage Missing Vouchers in Shoper to view all the deleted vouchers and the same can be re-posted into Tally.

## **Query**

Name the Tally version(s) that support the Shoper Tally Interface.

## **Solution**

Tally 9 Release 2.14 supports Tally Shoper Interface.

## **Query**

Under what situation, does the Tally Interface fail to work online and offline?

**Solution**

The Tally Interface will fail to work in Online and offline when an incorrect IP address is provided, a wrong TCP file is updated, the parameters are not configured correctly in Shoper or a pirated version of Tally is used.

**Query**

Can I post the data of multiple companies in Shoper to a Tally Company?

**Solution**

Yes, a multiple Shoper company data can be posted to a single Tally company or vice versa.

**Query**

Can I post the cancelled bills from Shoper to Tally?

**Solution**

Yes, the cancelled bills can be posted to Tally by default.

**Query**

Can I post the Cash Payouts and Cash Receipts from Shoper to Tally?

**Solution**

Yes, while mapping Shoper with Tally, select the option to post Cash Payouts and Receipts to Tally.

**Query**

What are the methods of posting the transactions from Shoper to Tally?

**Solution**

Data can be posted into Tally either as part of the Day End process or by executing the option, Post Transaction to Tally.

**Query**

List the transactions that get posted into Tally from Shoper?

**Solution**

All the transactions pertaining to Purchase, Purchase Returns, Sale, Sales Returns, Goods Transfer, Payments, Receipts, Input/ Output VAT and Customer/ Supplier Masters get posted to Tally from Shoper.

**Query**

If I post the transaction from Shoper to Tally during the day and perform the Day Close in Shoper, will Shoper post all the transactions which have already been posted into Tally?

**Solution**

The vouchers set as Cumulative will be posted only after the Day End process is executed. If it is set to Bill by Bill, the transactions will be posted on an incremental basis.

**Query**

Should my Tally Company be set as Accounts Only or Accounts with Inventory?

**Solution**

The Tally Company can be any of the two. But in the option Accounts with Inventory Company, the parameter setting for Integrate Accounts with Inventory must be set to No.

**Query**

If the data in Shoper is restored and the transactions are redone, how can the data be posted to Tally in this situation when the data for this period is already present in Tally?

**Solution**

Delete the vouchers in Tally for the mentioned period manually and re-post it to Tally from Shoper.

**Query**

I have been using Tally interfaced with Shoper. What happens to my data in Tally after Shoper is upgraded to Shoper 9?

**Solution**

Create a new mapping in Shoper. Manually map all the existing Masters in Tally and continue posting the data to Tally.

**Query**

I am using a pirated version of Tally; can I interface with Shoper and post data online or offline?

**Solution**

Mapping and Posting of the data is not supported if a pirated version of Tally is used.

**Query**

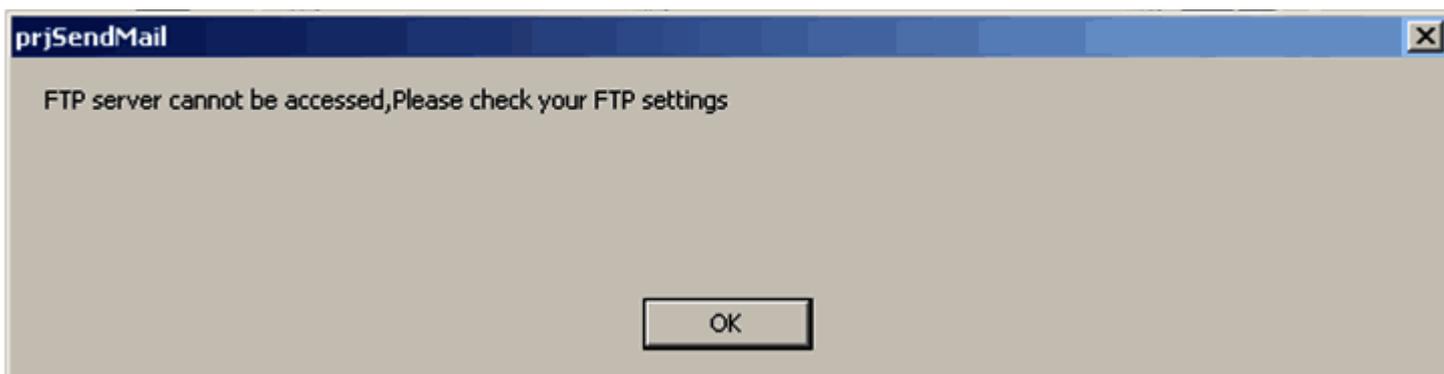
I am not using Shoper HO; can I post my multiple Shoper Company data to a single Tally Company online/ offline ?

**Solution**

Yes, you can post multiple Shoper Company data by setting an offline posting and creating the company codes as prefix or suffix to the vouchers, you can post multiple Shoper Company data to single Tally Company.

## Error message, "FTP server cannot be accessed, Please check your FTP settings" displayed while sending flat files to HO

The message "**FTP server cannot be accessed, Please check your FTP settings**" appears when flat files are sent to the HO.



### **Reason**

The firewall or anti-virus protection of your computer is blocking the access to the FTP.

### **Solution**

Disable the firewall or anti-virus protection in your computer.

This will resolve the problem.

Run time error Could not allocate new page for database '<database name>'. There are no more pages available in filegroup DEFAULT. Space can be created by dropping objects, adding additional files, or allowing file growth" While doing any transaction in Shoper.

**Run time error Could not allocate new page for database '<database name>'. There are no more pages available in filegroup DEFAULT. Space can be created by dropping objects, adding additional files, or allowing file growth" While doing any transaction in Shoper.**

**Run time error "Could not allocate new page for database '<database name>'. There are no more pages available in filegroup PRIMARY. Space can be created by dropping objects, adding additional files, or allowing file growth. " While doing any transaction in Shoper.**

### Common example

- Could not allocate new page for database 'tempdb'. There are no more pages available in filegroup DEFAULT. Space can be created by dropping objects, adding files or allowing file growth.

The cause of the errors mentioned above is most likely to be due to one of the following two reasons:

- a. (most common) The disk containing your databases or the servers transaction logs is full
- b. (less likely, but possible) The database has reached its limit for a data-file or a transaction log (that is where it stores all the information needed to preserve data integrity during operation failures

Note:- If it says 'PRIMARY' the problem is related to the database data file (\*.mdf), If it says 'DEFAULT' the problem is related to the database transaction log (\*.ldf)

## Step-by-step for 'a'

If you are using an MS SQL Desktop Edition (MSDE) ensure that the drives where you have installed MSDE and where your database(s) reside has sufficient disk space left.

If you are using a full MS SQL Server, you will have to use the Enterprise Manager to determine where your files are placed.

1. On the computer with the MS SQL server installed go to:  
Start -> Programs -> Microsoft SQL Server -> Enterprise Manager
2. Navigate to the actual database, right-click on it and select 'properties'
3. Depending on your SQL server version you will have to select:
  - 'Files'
 or
  - navigate to the tabs 'Data File' and 'Transaction Log' respectively
1. There is a list of file-locations (paths) for 'Data File' and 'Transaction Log', check that the disks connected to these file-locations (paths) have sufficient disk space.

'Sufficient disk space' can be:

- More than 50 megabytes for 'transaction logs'
- Several to many gigabytes for 'data files'

## Step-by-step for 'b'

Any problem with the transaction log can be solved as follows:

(Note: this step-by-step explanation assumes that you are not using the 'MS SQL Desktop Edition')

1. On the computer, with the MS SQL server installed go to:  
Start -> Programs -> Microsoft SQL Server -> Enterprise Manager
2. Navigate to the actual database, right-click on it and select 'properties'
3. Depending on your SQL server version, select:
  - 'Files'
 or
  - Navigate to the tabs 'Data File' and 'Transaction Log' respectively

5. Make sure that the maximum file-sizes are set to 'unlimited'
6. Accept the changes (click ok) and close the properties dialog
7. Stop and then start the SQL Server
8. Close the Enterprise Manager
9. Restart the computer

In the process of confirming the bill, Shoper displays the message: 'Printer not ready'

**Cause:**

The customer is using a Dot Matrix Bill template for printing and the printer is connected to another port other than the LPT1 port (say USB port).

**Solution**

1. Share the printer.
2. Re-route the LPT1 port output to the share printer.
3. How to Re- route the LPT1 output to the share printer:
4. Type the path mentioned below from the command prompt
5. Net use lpt1 \systemnamePrinterssharename' to set the printer path

E.g: Net use lpt1 \DileepEpson300+

Here **Dileep** is the system name and **Epson300+** is the share name of the printer

# Data Archival

As Shoper data accumulates, it occupies space and affects performance. Hence there is a need to archive the data which are not relevant. This option is used to archive Shoper data which are not required for use.

How to reach: **Setup > Supervisory Functions > Database Archival**

The **Data Archiving** window is displayed as shown.

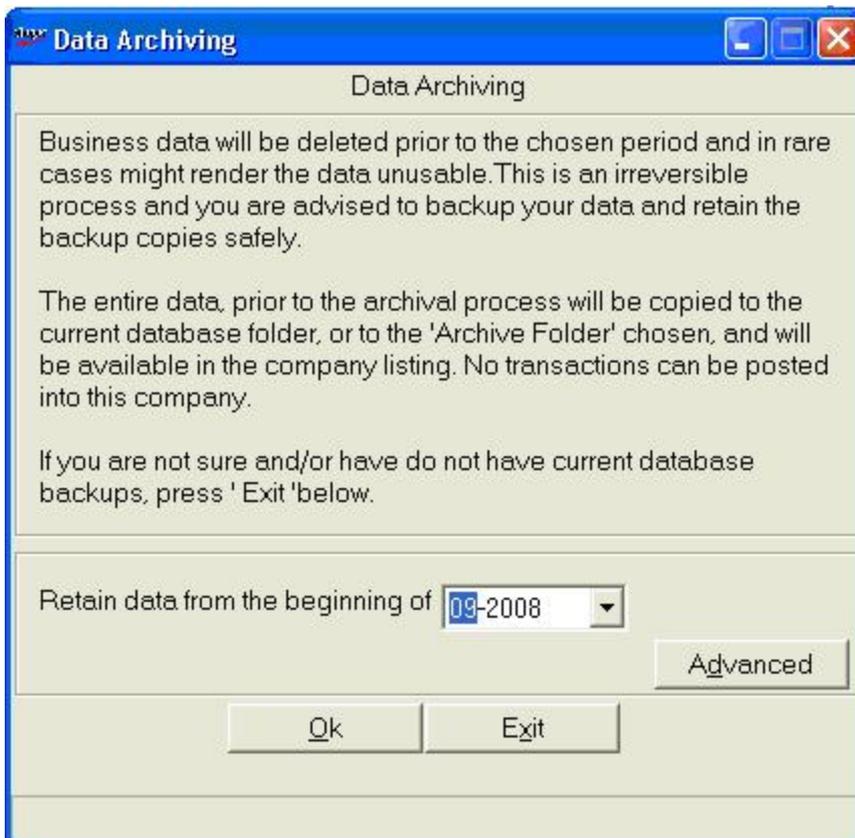


Fig- Data Archiving Screen

**Retain data from the beginning of:** This is the cut-off date for data archival. Data recorded prior to this date will be archived and will not be available or usable. Please generate the backup of the data for that period without fail.

**Ok:** To start the archival process.

**Exit:** To exit from the option.

**Advanced :** The details of the **Server , UserID , Password** and **Database Name** are displayed by default. Type the path details where the Archive Folder will be saved.

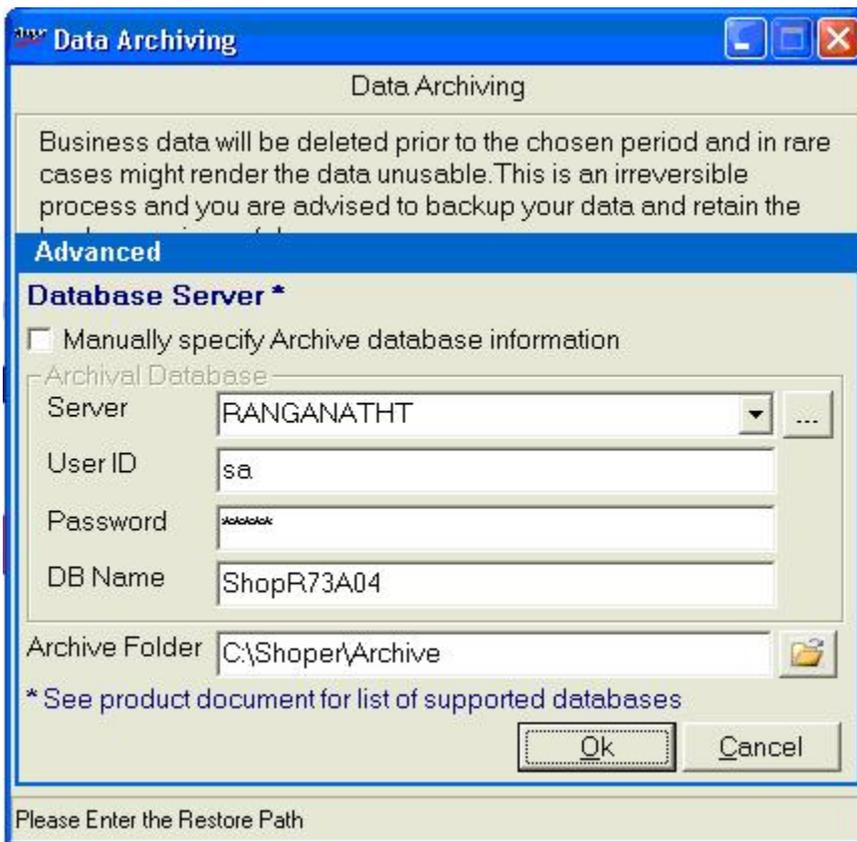


Fig – Database Server Details Screen

**Manually specify Archive database information** : Activate this option to type the required details manually.

**Ok**: To accept the default/entered information in the screen.

**Cancel** : To cancel the default/entered information in the screen.

Finally click **OK** to complete the process of Data Archival.

## Error message, "Run-time error - 2147024769 (8007007f): Automation error. The specified procedure could not be found" displayed while opening database tuning utility

In the process of opening the Database Tuning Utility, the error message "**Run-time error - 2147024769 (8007007f): Automation error. The specified procedure could not be found**" is displayed on screen. Please provide a solution.

### **Reason**

The DAO and ADO DLLs were not registered properly.

### **Solution**

The DLLs, **dao350.dll** and **dao360.dll** have to be registered prior to running the **scripten.exe**. Re-start the machine. It will resolve the issue.

# Please contact your software vendor!! Missing configuration settings!!

The message **Please contact your software vendor!! Missing configuration settings!!** appears while opening Shoper.



## Solution

Go to **Start > Run > regedit > My Computer > HKEY\_LOCAL\_MACHINE > Software** and check if the folder **Shoper** exists. If it does not exist, reinstall Shoper.

or

The folder might be saved under a different name. Rename the folder as **Shoper**.

# Configure Offline Posting of Shoper 9 Transactions

Offline Posting option is used to transfer data when Shoper 9 and Tally.ERP 9 are not connected by a network. To bridge the gap an additional posting exe called TSBridge is installed in the same network as Tally.ERP 9.

Given below are the steps to setup an Offline Interface between Shoper 9 POS and Tally.ERP 9 and post data using the created mapping.

1. In Tally Interface - Mapping window configure settings similar to Online interface, additionally select the option Offline Posting

The screenshot displays the 'Tally Interface - Mapping - Acme Stores - A01\_Acme' window. The 'Advanced Settings' section is highlighted with a red box, showing the 'Offline Posting' checkbox checked. Other settings include Map Name (A01\_Acme), Server IP (localhost), Port No. (9000), and Company (Acme Stores). The window also shows options for Sales Ledgers with Shop Name, Post Paymodes Individually, Post Deductions Individually, Post Add-Ons Individually, Post Inventory, Post Transfers, Use Map Name in Voucher Number, Use Map Name in Bill References, Do not Create Customer Ledgers, Use Store Code as Cost Center, and Send Closing Stock. The 'Transactions to be sent' section includes Sales (Bill by Bill), Sales Returns (Bill by Bill), Purchase (Bill by Bill), and Purchase Returns (Bill by Bill). The 'Account Names in Tally Ledger Format' section includes MasterName, Prefix, Suffix, and None. The 'Post From' date is set to 01-10-2009, and the 'Post Tax' is set to Simple Tax. The 'Auto Create Masters when Posting' checkbox is checked. The window also has buttons for Purchase Tax Breakup, Preview Masters, Save Settings, and Exit. A status bar at the bottom indicates 'All credit sales are posted bill-by-bill'.

**Tally Interface - Mapping - Acme Stores - A01\_Acme**

Map Name: A01\_Acme

Tally Server IP: localhost

Port No.: 9000

Company: Acme Stores

**Advanced Settings**

Offline Posting  Deactivate Post From: 01-10-2009  Automatic Posting

Transactions to be sent:

Sales: Bill by Bill Receipts: Bill by Bill

Sales Returns: Bill by Bill Payments: Cumulative

Purchase: Bill by Bill Post Tax: Simple Tax

Purchase Returns: Bill by Bill

Account Names in Tally Ledger Format: MasterName

Prefix  Suffix  None

Auto Create Masters when Posting

Purchase Tax Breakup Preview Masters Save Settings Exit

**All credit sales are posted bill-by-bill**

2. Install TSBridge in the network where Tally.ERP 9 (Tally server) is installed.
3. When Offline interface is configured and saved, a data file containing mapping and masters information is created in the <Shoper application>\Out folder
4. Transfer this file manually to <TS Bridge application>\In folder
5. Double click TSbridge.exe
6. The Tally Shoper Data Bridge screen appears for first time posting of every mapping created.

**Tally Shoper Data Bridge**

Tally Server IP: localhost

Port No.: 9000

Company: Acme Stores

Ok Exit

7. In the Tally area, enter the Server IP and Port No. of Tally.ERP 9 in the respective fields.
8. In the Company field, select the Tally.ERP 9 company to which data has to be posted.
9. Click Ok.
10. A message is displayed after completion of posting, click Ok.
11. Tally.ERP 9 will import the data and create a response file in <TS Bridge application>\Out folder.

12. Transfer the response file to <Shoper 9 application>\In folder.

Once mapping is created and established by posting the master files, regular transactions can be posted using the menu option.

13. Select the Map Name to which data has to be posted

14. Click Post

15. A message is displayed after completion of posting, click Ok

16. Transfer the data file created in <Shoper application>\Out folder manually to <TS Bridge application>\In folder

17. Double click TSbridge.exe

18. A message is displayed after completion of posting, click Ok. Tally.ERP 9 will create response file in the <TS Bridge application>\Out folder.

19. Transfer the response file to <Shoper 9 application>\In folder. Shoper 9 will create data files to post only after receiving response file from Tally.ERP 9.

# Pre-requisites to establish an interface between Tally and Shoper

- The Tally and Shoper version and release to be used to establish an interface are given below:
  - Tally 9 release 4.0 or more
  - Shoper 9 1.7 release or more
- Tally Compliance Product (TCP), the TCP file Shoper9\_T92.tcp is copied to the Tally directory folder.
- Edit the Tally.ini file from the Tally Application folder and add the line `tdl=Shoper9_T93.tcp` under the head `User TDL = Yes` (Use TCP file Shoper9\_T92.tcp for Tally 9 Rel 2.14 and below versions and use Shoper9\_T93.tcp for Tally 9 Rel 3.0 and above)
- Create a Company in Tally; select the appropriate State and Country.
- Set the Financial Year from to the date you want to post transactions from Shoper. The same date is reflected in the field Books beginning from. The user has the option to change it.
- After creating the Company in Tally, go to F11 : Statutory Features and enable the following parameters:

F11 : Statutory Features	Option
Enable Value Added Tax (VAT)	Yes
Set/Alter VAT details	Yes

- Fill in the VAT details by selecting the appropriate State and Dealer type and also enter the VAT applicable from date.
- Go to the F11 : Accounting Features and enable/disable the following parameters:

F11 : Accounting Features	Option
Integrate Accounts and Inventory	No
Allow Multi-Currency	Yes
Use Reversing Journals and Optional Vouchers	Yes
Use Debit/Credit Note	Yes
Use Invoice mode fro credit Note	Yes
Use Invoice mode fro debit Note	Yes

Allow zero valued entries	Yes
---------------------------	-----

9. In Tally, open the following Voucher Type Master and alter the fields in the table:

Go to Gateway of Tally Accounting Info Voucher Type Alter

- Purchase
- Sales
- Debit Note
- Credit Note
- Payment
- Receipt

Voucher Type Field	Change/Set
Method of Voucher Numbering	Manual
Prevent Duplicates	Yes

# Can we post the Transfer transactions made in Shoper9 POS to Tally.ERP9 ?

Yes, we can post the Transfer transactions made in Shoper9 POS to Tally.ERP9.

The following settings have to be done in the interface application in order to Transfer the postings to Tally.

The user should select the option Post Transfers, in the mapping application.

**Tally Synchronisation - Motorola - P01\_Sd**

Map Name: P01\_Sd

Tally Server IP: localhost

Port No.: 9525

Company: [Dropdown]

Sales Ledgers with Shop Name

Post Paymodes Individually

Post Deductions Individually

Post Add-Ons Individually

Post Inventory

Post Transfers

Automatic Posting

Advanced Settings

Offline Posting

Deactivate

Post From: 30-06-2008

Transactions to be sent:

Sales: [Dropdown]

Sales Returns: [Dropdown]

Purchase: [Dropdown]

Purchase Returns: [Dropdown]

Receipts: [Dropdown]

Payments: [Dropdown]

Post Tax: [Dropdown]

Account Names in Tally

Ledger Format: [Dropdown]

Prefix

Suffix

None

Auto Create Masters when Posting

Purchase Tax Breakup

Preview Mapping

Save Settings

Exit

**Note:** - We cannot post the Miscellaneous transactions.

# Configure From and To addresses in goods outwards

The 'From' & 'To' addresses, available in the goods outwards option, used to record the transfer of items to POS locations are displayed only if the required information is defined/catalogued.

This can be achieved by:

1. Defining the details of 'From' address in Report Headerline 1-6, under the Reports Category available in the System Parameters
2. Cataloguing the details of the 'To' address in the Vendors/HO Chain Stores.

# Shortcut keys in Inwards and Outwards

Are there any features available to effectively view the options in the Goods Inwards/Outwards?

## Solution

Press the F1 key to display the features available in the two options (Goods Inwards/Goods Outwards). The details are shown here.

## Inwards

Hot Keys
F2 - Item Browse
F4 - Delete an Item
UpArrow - To Move Across Grid
F7 - Save Transaction
Ctrl-T - Toggle Mode ( Desc / Class )
Ins Key - Create New Item

## Outwards

Hot Keys
F2 - Item Browse
F4 - Delete an Item
F7 - Save Transaction
Ctrl-T - For Toggle Mode Option

# Goods Inwards with Purchase Order, Item(S) not found , cannot Inward

The message mentioned above in the Title appears on the status bar of the PO browsing window of the normal Goods Inwards option

The message is displayed onscreen because some of the stock items do not have the Masters. These items are therefore not inwarded and appear in red. The solution is to create Masters for these items and then perform the inward process with the reference of the same Purchase Order.

Indent / Purchase Order(s) List											
PO Select	Item Select	StockNo	Pr od	Br an	Style	Shade	Siz e	Order Quantity	Received Quantity	Pending Quantity	Delivery Date
<input type="checkbox"/> P08-3 dated 05/02/2009 Order Type : Purchase Order											
<input type="checkbox"/>		000011	SH	LP	STL SH1	GREEN	34	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000012	SH	LP	STL SH1	WHITE	34	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000013	SH	LP	STL SH1	BLUE	34	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000014	SH	LP	STL SH1	BLACK	34	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000015	SH	LP	STL SH1	PINK	34	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000021						50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000022						50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000023						50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000024						50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000025						50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000071	SO	BA	New Sty	New Shd	22C	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000072	SO	BA	New Sty	New Shd	23A	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000073	SO	BA	New Sty	New Shd	23B	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000074	SO	BA	New Sty	New Shd	23C	50.00	0.00	50.00	10/02/2009
<input type="checkbox"/>		000075	SO	BA	New Sty	New Shd	22D	50.00	0.00	50.00	10/02/2009

Select All  Pre-fill PO Details in Inwards  Show all pending PO(s) ■ Item(s) not found, cannot Inward.

# What is HSN Mapping?

A HSN code is used to identify a commodity across countries. This code is used in India to define the VAT rate for a commodity.

HSN mapping is available in Shoper 9 > Go to Setup > General > Tally Interface > HSN Mapping.

## The information regarding a few POs are found missing when opened in the normal Goods Inwards option

The process of retrieving a PO is described as follows:

**Step 1:** A PO is loaded in the normal Goods Inwards option and saved. All the details of the PO are displayed in the grid.

Goods Receipt Open For 05/02/2009 - RELEASE R92

Transaction Type: Purchase    Supplier Id: VENDOR    VENDOR     4. Add Tax to Cost

Ref./DC No: REF01    DC Date: 05/02/2009    1. Select Purchase Order

Doc Remarks:    Doc Prefix: P8    Doc Number: 10    2. Load From PT File

3. Load From PDT File

	Stock No.	Item Description	PO Prefix	PO No.	Pending PO Qty	Doc Qty	Act Qty	Selling Price	Purchase Price	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Addon Before Tax
1	000005	ARROW SHIRT	PO8	4	20.00	20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
2	000006	ARROW SHIRT	PO8	4	20.00	20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
3	000007	ARROW SHIRT	PO8	4	20.00	20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
4															

Total Doc Quantity: 60.00    Doc Level:    Rate:    Discount:    Before Tax:    Rate:    Deduction:    Before Tax:    Rate:    Addon:    Doc. Total: 90000.00

Total Act Quantity: 60.00    Item Level:    After Tax:    After Tax:    After Tax:    DC/Inv. Total:

Total Value: 90000.00    Tax:    Tax:    Tax:    Tax:    Tax:

Ok    Cancel

Add    Edit    Delete    RePrint    Exit

**Step 2:** The same **GIR** document is then edited (opened) in the **Goods Inwards Size-wise** option and saved again.

**Goods Receipt Size-wise Open For 05/02/2009 - RELEASE R92**

Transaction Type: Purchase Customer ID: VENDOR Customer Name: VENDOR  
 Reference Doc: REF01 Document Date: 05/02/2009 Reason:   
 Document Remarks: Document Prefix: P8 Issue Prefix: Document Number: 10  
 Load PDT File Load PT File

Field(s) Selection  1. Add Tax to Cost

	Product	Brand	Style	Shade	Purchase Price	Qty Total	Value	Tax Rate	Tax Amount	Total Value	40		42		44		46		D	
											Doc Qty	Act Qty								
1	SH	AR	STL SH1	PINK	1500.00	20.00	30000.00			30000.00										
2	SH	AR	STL SH2	GREEN	1500.00	20.00	30000.00			30000.00										
3	SH	AR	STL SH2	WHITE	1500.00	20.00	30000.00			30000.00										
4																				

Total Quantity: 60.00 Total Value: 90000.00 Net Value: 90000.00

Doc Level Disc: 0.00 Tax: 0.00 Add-On Before Tax: 0.00 Deduction Before Tax: 0.00  
 Item Level Disc: 0.00 Tax: 0.00 Add-On After Tax: 0.00 Deduction After Tax: 0.00

Buttons: Add, Edit, Delete, BePrint, Exit, Ok, Cancel

**Step 3:** If the same GIR document is again loaded in the **normal Goods Inwards** option, some of its details are not displayed.

Goods Receipt Open For 05/02/2009 - RELEASE R92

Transaction Type: Purchase Supplier Id: VENDOR VENDOR Ref./DC No: REF01 DC Date: 05/02/2009 Doc Remarks: Doc Prefix: P8 Doc Number: 11

4. Add Tax to Cost  
 1. Select Purchase Order  
 2. Load From PT File  
 3. Load From PDT File

	Stock No.	Item Description	PO Prefix	PO No.	PO SI.No.	Pending PO Qty	Doc Qty	Act Qty	Selling Price	Purchase Price	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Br
1	000005	ARROW SHIRT		0	0		20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
2	000006	ARROW SHIRT		0	0		20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
3	000007	ARROW SHIRT		0	0		20.00	20.00	2000.00	1500.00	30000.00	0.00	0.00	0.00	0.00	
4																

	Rate	Discount	Rate	Deduction	Rate	Addon	Doc. Total
Total Doc Quantity	60.00	0	0	0	0	0	90000.00
Total Act Quantity	60.00	0	0	0	0	0	DC/Inv. Total
Total Value	90000.00	0	0	0	0	0	

Ok Cancel

Add Edit Delete RePrint Exit

### Solution

This problem has occurred because the document is first saved in the **normal Goods Inwards** option, later edited in the **Size-wise** option and then loaded again in the normal option.

The current Shoper 9 version does not support any PO related functionality in the **Goods Inwards Size-wise** option.

To avoid this problem, load and edit the **PO** in the **normal Goods Inwards** option only.

The system displays the message 'Out of Stock' during billing, whereas the item browse displays the availability of a quantity against the selected item

This happens due to reserved items, i.e, slips (sales Delivery Challan's) which are generated but not consumed in billing.

**Solution**

Delete the slips which will not be used during billing by using the delete option in the slip generation screen. You can generate the report of pending transactions to view all the pending slips.

# Unable to select a Reason Code in the return without a Bill Reference

Enable the parameter Accept Sales man Id in Bill, to be able to accept the Reason Code in the return without a Bill Reference.

# Cannot drop the table 'TmpInvoicePrn'

In the process of printing a bill, Shoper displays the error message 'Cannot drop the table 'TmpInvoicePrn''

## **Cause**

This happens due to the presence of special characters (such as ( ) ) in the Customer Name selected in the bill.

## **Solution**

Delete the respective Customer Master using the Customer Catalogue and add the customer with the same customer ID. Re-print the bill/invoice.

In the process of printing a bill, Shoper displays the error message 'Method '~' of object '~'failed'

**Cause**

This happens due to a failure in the defined sysparam network paths, which are unable to provide access to the network resources.

**Solution**

Verify if the paths defined for the templates in sysparam are accessible, if not, enable the same.

# The PT File did not load in the Goods Inwards option

## **Cause**

The name of the PT file downloaded contained the character(s), '[1]'.

## **Solution**

Remove the character(s), '[1]' in the file name and load.

or

Download the PT File through the proper procedures outlined.

# While opening PO error "Supplier relevant shoper code not catalogued" was displayed

The message "Supplier relevant shoper code not catalogued" is displayed onscreen while a PO is exported in Shoper 9 POS.

## Cause

This message appears because the Shoper Company Code is not catalogued for the Supplier in the Vendor option.

Note: If the Shoper Company Code is not catalogued for an entity in the HO Chain Stores option, then it is not available as a Supplier during the generation of an Indent.

## Solution

Catalogue the Shoper Company Code details for the Supplier in the Vendor option to enable a smooth export of the PO details.

Similarly for an entity in the HO Chain Stores option, catalogue the Shoper Company Code details to enable its selection as a supplier while generating an Indent.

# Doc.Total does not match DC/Inv Total. Do you wish to adjust the difference by changing the addon/deduction?

The value of the Doc.Total does not match with the value of the DC/Inv. Total in Goods Inwards when the PT/TT File is loaded and displays a message, "**Doc.Total does not match DC/Inv Total. Do you wish to adjust the difference by changing the addon/deduction?**".

## Solution

The mismatch is due to the value of the **Doc.Total** (document total value) recalculated by the system based on the quantity and rate available in the **PT/TT** file. The **DC/Inv.Total** is populated from the header information of the **PT/TT** file.

If the value of **DC/Inv.Total** exceeds the value of Doc.Total, then the difference is treated as an Addon after tax. Alternatively, if the value of the **DC/Inv. Total** is less than the value of **Doc.Total**, the difference is treated as Deduction after tax.

The screenshot shows a 'Goods Receipt' window with the following details:

- Transaction Type: Transfer In
- Chain Store: 292
- Reason Code: Others
- Ref./DC No: T06/1
- DC Date: 25/11/2008
- Doc Prefix: T18
- Doc Number: 2

Stock No.	Item Description	Doc Qty	Act Qty	Selling Price	Current Cost	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Addon Before Tax	Addon After Tax	Deduction Before Tax
1	000005 ARROW SHIRT	10.0000	10.0000	2000.0000	1246.9670	2469.6700							
2	000006 ARROW SHIRT	10.0000	10.0000	2000.0000	1201.0971	2010.9710							
3	000007 ARROW SHIRT	10.0000	10.0000	2000.0000	1237.4960	2374.9600							
4													

A dialog box titled 'Goods Inwards' is displayed with the following text:

Doc. Total does not match DC/Inv. Total  
Do you wish to adjust the difference by changing the addon/deduction?  
'Addon After Tax' will change to 9929.1004 from 2111

Buttons: Yes, No

Summary fields at the bottom:

- Total Doc Quantity: 30.0000
- Total Act Quantity: 30.0000
- Total Value: 36955.6010
- Doc Level: 5594.0000
- Item Level: 0
- Tax: 25.00
- Rate: 2017.9002
- Before Tax: 36509.5012
- After Tax: 4691.0000
- Before Tax: 2111.0000
- After Tax: 2111.0000
- Doc. Total: 36509.5012
- DC/Inv. Total: 44327.6016

## Why does the number '2' get displayed in Transaction Number for the first payment to HO in the Payments to HO option?

For Shoper 7.2 release

This happens because the Transaction Number '1' is reserved for recording the opening balance in the Franchisee Details Form option. As such the Transaction Number 2 is generated and allocated by the system for the first actual payment made to HO in the Payments to HO option.

Franchisee Payments Open For 01/02/2009 - BUILD B98

Options:  Entry  Cancel

Curr.Outstanding : 0

Transaction Account Type: Cash Account

Transaction Number: 2

Transaction Date: 01/02/2009

Transaction Mode: Cheque

Transaction Amt:

Cheque Transaction

Bank Code: CITI

Bank Location:

Cheque Date: 01/02/2009

Cheque No.:

Ok Cancel

## Define the terms Transfer In, Purchase, Approval Receipt and Misc. Receipt

**Transfer In:** This term refers to the transfer of stock items from a distributor in a company owned retail network to a POS location.

**Purchase:** This is the act of a franchisee POS location buying stock items from a distributor.

**Approval Return:** This is the act of returning the stock items sent as Approval Issues to POS locations by distributors for test/approval purposes before sales.

**Misc. Receipt:** This is a modification of the Transfer In type of transaction which is not covered under the three heads mentioned earlier. An example of this transaction would be an inter-POS location (store) transfer of stock items.

## Run Time Error: 3051



### Cause

Either the Operating System assigns **Read Only** permission for the files and folders,  
or  
some of the files are wrongly placed in **ASTOUT** and **ASTBAK** folders.

### Solution

Remove the files from the **ASTOUT** and **ASTBAK** folders. Remove the **Read Only permission** assigned to the Shoper folder. This will resolve the problem

There is no company to select after specifying the login details



### Cause

This is because, the priority level was not specified for the required Company during the user creation.

**Add Authorization**

**Add/Modify User Details**


 User ID: 
 Check This If You Want to Change Your Password

User Name: 
 New Password:

Password: 
 User Weight:

	Company Code & Name	Login Name	Priority
1	##001 ; Adidas(##001)		
2	001 ; Shoper POS Demo		
3	007 ; Pepe		
4	009 ; Adidas		
5	277 ; Daffodil		
6	C06 ; BH1		
7	C11 ; BH2		
8	CBD ; Titan Ch		
9	F28 ; Nike Anu		
10	PML ; Titan_Muk		
11	QC ; Peter England		
12	TFO ; Titan		

**STATUS**

## Solution

Provide the necessary priority details at the time of user creation. Assign the same priority to the specified company.

If the user is already been created, then update the same user information in the VAUSER table available in the security database.

## Shoper opening issue

Shoper POS or HO does not open when the Shoper icon is clicked on the desktop. The anti-virus software would have deleted all the exes in the Shoper application folder due a virus infection. Re-install Shoper and update the patches.

# Permission denied

The run time error **Permission denied** is displayed onscreen, when the files are being sent to the Showroom as FTP, using the option **Synchronisation** .

## Cause

The **TempFTP** folder present in Application/ Share folder does not have a read/ write access, resulting in the error.

## Solution

Remove the folder **TempFTP** from Application/Share folder and perform a Manual Sync once. This will create the folder **TempFTP** afresh, with all the rights and **synchronization** will then happen without any error.

## How can I post a Cumulative sales (Day Wise) or Detail sales (Bill Wise sale) transaction to Tally?

A Cumulative or Detailed sales transaction can be posted by selecting the option **Bill by Bill** or **Cumulative as the Transaction Type** provided on the Tally Interface Mapping screen.

What happens if Tally is not running, especially when the data is either posted online or through the Day Close option?

Shoper logs an error and the the process fails. Start Tally and press Retry.

## How can I transfer the data to Tally if it is deleted by mistake?

Execute the utility **Manage Missing Vouchers** in Shoper to view all the deleted vouchers so that they can be re-posted to Tally.

## Can the data of multiple Shoper companies be posted to a single Tally Company?

Yes, the data of multiple Shoper companies can be posted to a single Tally company.

## Can I post the cancelled bills from Shoper to Tally?

Yes, infact the cancelled bills are posted to **Tally** by default.

## Can the Cash Payouts and Cash Receipts be posted from Shoper to Tally?

Yes, the Cash Payouts and Cash Receipts can be posted from Shoper to Tally by selecting the option post **Cash Payouts** and **Cash Receipts** during mapping.

## List the methods of posting the transactions from Shoper to Tally?

The data can be posted to Tally either as part of the Day End process or by executing the option Post Transaction to Tally.

## List the transactions that are posted into Tally from Shoper

All the transactions pertaining to Purchase, Purchase Returns, Sale, Sales Returns, Goods Transfer, Payments, Receipts, Input/ Output VAT and Customer/ Supplier Masters are posted to Tally from Shoper.

Suppose, I post a transaction from Shoper to Tally during the day and perform the Day Close in Shoper, will Shoper post all the transactions that have already been posted into Tally?

The vouchers set as Cumulative will be posted only after the Day End process is executed. If it is set to **Bill by Bill**, the transactions will be posted only on an incremental basis.

Which of the two options: Accounts Only or Accounts with Inventory? should I select, in order to create a Tally Company?

A Tally Company can be any of the two, but in the option Accounts with Inventory Company, the parameter setting for Integrate Accounts with Inventory must be set to No.

## How is the data be re-posted to Tally, after the Shoper database is restored?

The data can be re-posted to Tally, after the vouchers in Tally are deleted for the mentioned period, manually and re-posted.

I am using a pirated version of Tally. Can I interface with Shoper and post data online or offline?

The pirated version of Tally does not support the Mapping and Posting of data.

I am not using Shoper HO; can I still post my multiple Shoper Company data to a single Tally Company online/offline?

Yes, you can post multiple Shoper Company data by setting up an offline posting and assigning the Company codes as prefix or suffix to the vouchers, following which you can post multiple Shoper Company data to a single Tally Company.

# Outstanding Report, the payables and receivables are not getting adjusted/ nullified

In case Advanced Receipt is used as the Reason Code, the Advance Receipt reference of a customer with regarding the Cash Receipts and Cash Payouts are not correctly validated against that particular customer in Shoper. When these transactions are posted to Tally, in the Outstanding Report, the payables and receivables are not getting adjusted/ nullified.

## Cause

Improper validation of the customer against the Cash receipts and Cash Payouts when the Reason Code is an Advance Receipt .

## Solution

Select the correct customer from the list against the Cash Receipt and Cash Payout when the Reason Code is an Advance Receipt.

Accounting Voucher Alteration (Secondary)		U02 M1	Ctrl + M	X
<b>Receipt</b>	No. 13	Posted from Shoper	<b>15-Apr-2008</b>	Tuesday
Particulars		Debit	Credit	
To C01			200.00	
	<i>Cur Bal : 12,700.00 Cr</i>			
	New Ref CR8-13	200.00 Cr		
By Cash A/c		200.00		
	<i>Cur Bal : 17,500.00 Dr</i>			
Narration:			200.00	200.00
Posted from Shoper				

Accounting Voucher Alteration (Secondary)		U02 M1	Ctrl + M	
<b>Payment</b> No. 10		Posted from Shoper	15-Apr-2006 Tuesday	
Particulars		Debit	Credit	
By C02		200.00		
<i>Cur Bal: 200.00 Dr</i>				
New Ref Cr8-13	200.00 Dr			
To Cash A/c			200.00	
<i>Cur Bal: 17,500.00 Dr</i>				
Narration: Posted from Shoper			200.00	200.00

## Transactions are posted to customers with same name but different code

In the process of posting the transactions from Shoper 9 to Tally.ERP9, it was found that all the transactions that were being posted to a single party in Tally.ERP9 were for customers with the same name but with a different code.

### **Solution**

Incases where there are customers / vendors on your list with the same name but different code, then while mapping the Ledger, the Name Format should be

**MasterName\_MasterCode** or **MasterCode\_MasterName** instead of only the MasterName.

## MRP in Item Master and PT File are Different

Determine the value that Shoper 9 will consider if the values of MRP in the Item Master and in the PT File of a stock item do not match when loaded in the Goods Inwards option.

### **Solution**

In this case of mismatch in MRP values between the Item Master and the loaded PT File, Shoper 9 displays the value of MRP as found in the Item Master available in the Goods Inwards option.

In case there is a mismatch for a Stock Item between the cost price in the Item Master and the cost price in the PT File loaded, and the balance is  $>$  zero, which is the value to be taken into consideration?

- a. The value of the cost price considered is the one taken from the PT File, if the balance of the stock item is (nil) i.e zero.
- b. The value of the cost price to be considered is the weighted average cost, if the balance of the stock item is greater than zero.

Note: If under the above circumstances, a TT File is loaded, then the last price purchase price remains unaffected as it is not a purchase transaction.

After the commencement of the physical stock take and selecting the stock taking scope as full, a message is displayed that classification details for some stock items are not available

This problem can be solved in two ways.

Import the item masters with classification details for those stock items which do not have such details.

OR

Catalogue the item classification details for those stock items manually.

**Note:** To know the **Product+Brand** details of these stock items, refer the log file **PhyItemClassErr.log** , found in the application path.

Physical Stock Taking

## Physical Stock Taking Process

**History**

**Commence**

**Record**

**Progress Summary**

**Open Stock Loading**

**Clear Neg Stock**

**Clear Non Rec Stock**

**Discrepancy Update**

**Exit**

**Stock Taking Scope**

Full

Partial

**OK**

**Cancel**

**Physical Stock Taking**

 Item Classification Not Found for Few Items!! Stock Taking FULL Scope cannot be de

Refer File : C:\Shoper7\PhyItemClassErr.log

**OK**

Start | 192.168... | Shoper7 | SQL Que... | backup | Shoper -... | Recycle Bin | Physica...

# Why is non recorded stock items cleared during the physical stock take?

During physical stock take if a particular stock item is physically not available, such stock item cannot be verified and has to be cleared. To clear the non- recorded stock items click **Clear Non Rec Stock** to confirm.

**Physical Stock Taking Process**

Items Without Physical Stock:

	Product	Brand	Computed Stock
1	Suiting - mtrs	300	1137.80
2	Suiting - mtrs	SILVER-OAK (EXCLUSIVE)-347	29.15
3	Suiting - mtrs	357	5.45
4	Suiting - mtrs	AVANT GARDE/LA SPEZIA/OSCAR-380	61.50
5	Shirting - mtrs	Raymond	12745.15
6	Suiting - mtrs	067	2.55
7	Knitwear	PARX	3.00
8	BAG	PARX	2.00
9	Suiting - mtrs	COOL CLUB-401	15.40
10	Suiting - mtrs	420	70.15
11	Knitwear	Park Avenue	340.00
12	Parx Cap	PARX	1.00
13	Suiting - mtrs	366	2.75
14	Suiting - mtrs	ADVENT-453	13.90
15	Suiting - mtrs	356	60.15
16	Suiting - mtrs	384	3.40
17	Suiting - mtrs	GOLD LEAF-317	4.55
18	Suiting - mtrs	TROPICANA /TROPICAL LINE-457	13.75
19	Suiting - mtrs	TOP LINE-408	10.60
20	Suiting - mtrs	SPRING FIELD/SAFARI CLUB-739	9.20
21	Suiting - mtrs	020	44.30
22	P.A.Shirt	Park Avenue	1463.00
23	Parx Outerwear	PARX	11.00
24	Suiting - mtrs	TERDOL / PIONEER -324	119.75
25	Suiting - mtrs	690	9.75
26	Suiting - mtrs	375	23.00
27	Suiting - mtrs	ROYAL GOLD (100 s)-111	21.40
28	Suiting - mtrs	410	1777.20
29	Suiting - mtrs	253	3.25
30	Suiting - mtrs	980	9.75
31	Suiting - mtrs	990	46.25
32	Suiting - mtrs	TERAL-484	11.80
33	Suiting - mtrs	680	69.20

Computed Stock: 28462.60

Start Exit

Creating Summary Of Physical Stock Details

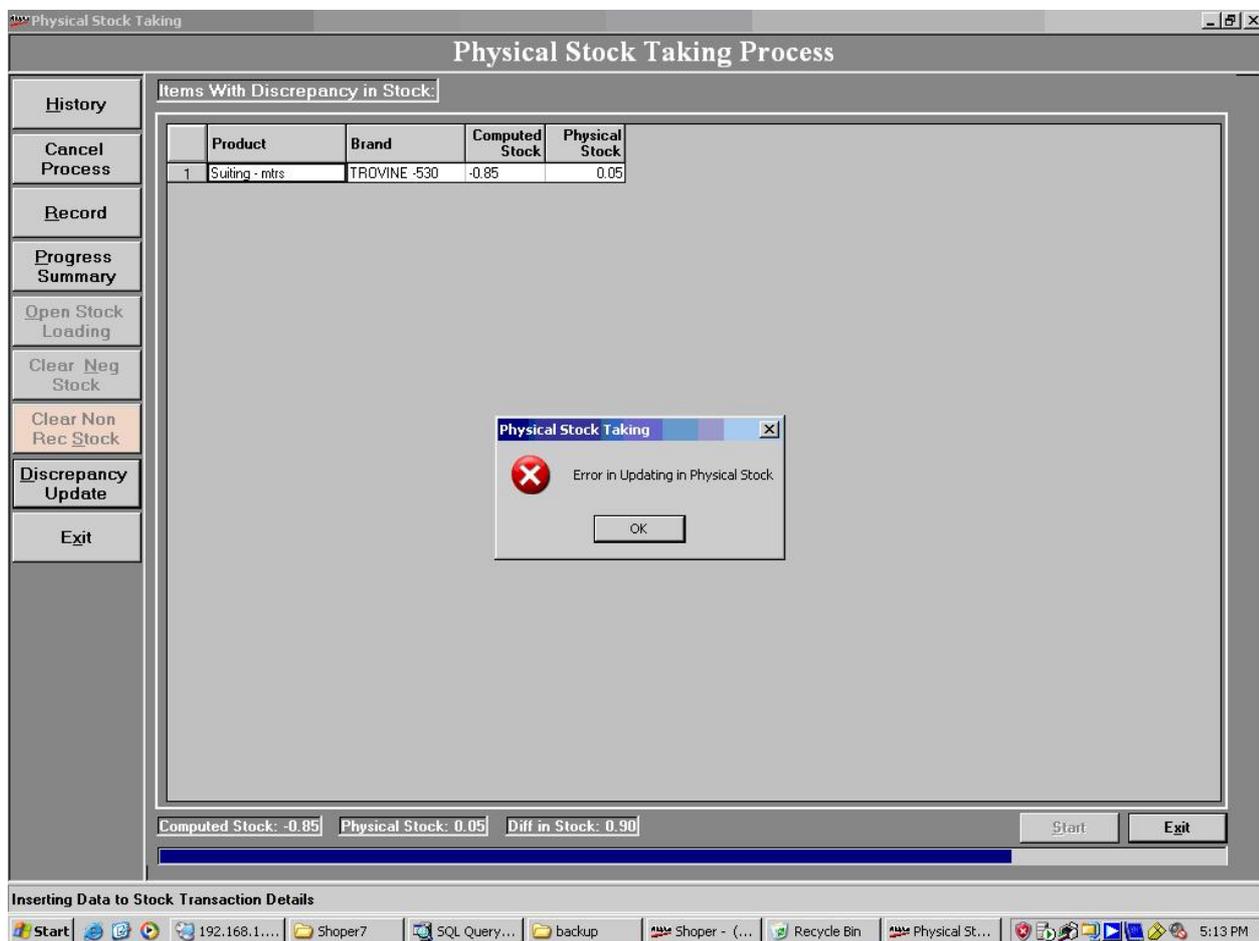
Windows Taskbar: Start, 192.168..., Shoper7, SQL Que..., backup, Shoper..., Recycle Bin, Physical..., Doc2.do..., 5:12 PM

# Error message, "Violation of PRIMARY KEY constraint 'PK\_StkTrnDtIs'. Cannot insert duplicate key in object 'StkTrnDtIs'" displayed in Physical Stock Take

When the stock item discrepancy is updated in physical stock take, an error message, "**Error in updating Physical Stock**" is displayed. After clicking Ok in the message box, another error message, "**Violation of PRIMARY KEY constraint "PK\_StkTrnDtIs ". Cannot insert duplicate key in object "StkTrnDtIs"**" is displayed. What is the solution in this case?

## Solution

The control number should be **Max+1** of **StkTrnDtIs** for Rec ID **3200** in **General Lookup** .



Physical Stock Taking

### Physical Stock Taking Process

**H**istory

**C**ancel Process

**R**ecord

**P**rogress Summary

**O**pen Stock Loading

**C**lear Neg Stock

**C**lear Non Rec Stock

**D**iscrepancy Update

**E**xit

**Items With Discrepancy in Stock:**

	Product	Brand	Computed Stock	Physical Stock
1	Suiting - mtrs	TROVINE -530	-0.85	0.05

**Physical Stock Taking**

-2147217873 : Violation of PRIMARY KEY constraint 'PK\_StkTrnDtIs'. Cannot insert duplicate key in object 'StkTrnDtIs'.

Computed Stock: -0.85    Physical Stock: 0.05    Diff in Stock: 0.90

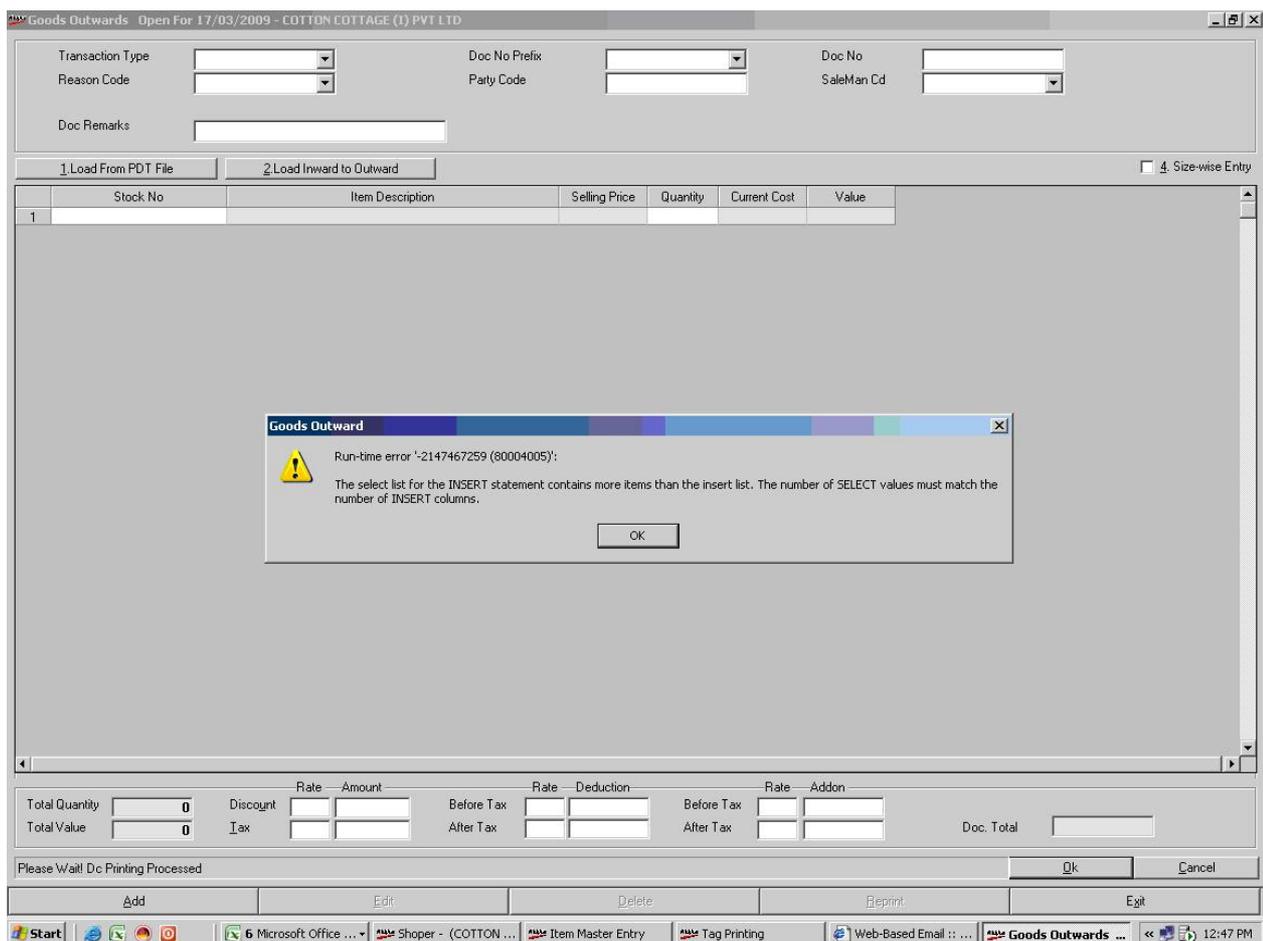
Inserting Data to Stock Transaction Details

Start | 192.168.1... | Shoper7 | SQL Query... | backup | Shoper - (... | Recycle Bin | Physical St... | 5:14 PM

# This run time error appears when the Goods Outwards option is opened

This error occurs only in the node systems.

This error in the nodes is due to a wrong configuration of the In and Out paths of the security database in the Server. Therefore the In and the Out paths of the security database should be correctly configured as the network paths in the Server.



# How to handle Shoper Tally Interface when a customer upgrades from Tally 9 to Tally.ERP9

This situation arises during upgrading from Tally 9 to Tally.ERP9

## **Solution**

1. Assuming the Shoper Tally Interface Mapping and Posting is done in Tally9.
2. After installing Tally.ERP 9, copy the Data Folder from Tally9 to Tally.ERP9 Data folder, e.g.: C: Tally9Data' to 'C: Tally.ERP9Data'.
3. Open Tally.ERP9. When prompted with the message 'Rewrite Version?', select 'Yes'. Next, you are prompted with the message 'Backup before Rewrite?'. Select 'Yes'.
4. Select the company which is already mapped and posted in Tally9 from the 'Tally Posting Manager' screen and repost the new transactions to Tally.ERP9.

# Questionnaire for System Study and Gap Analysis - shoper 9 POS

□

Can I configure the values of retail price, dealer price, current cost, last purchase price and the rate entered in the document in the flat file as per business requirements?

Yes, you can configure the values of the different price factors.

Go to the option **Flat File Values** in Shoper 9 POS/Distributor (Setup > General > Flat File Values). Make the necessary changes under the required transaction type for the different types of price factors.

# Can I change the delimiter character while importing a text file during physical stock take?

Yes, you can. In System Parameters -> Physical Stock -> "**Physical Stock Loading Delimiter Character**". Enter the required delimiter character as the value for the parameter.

Shoper displays the message 'Loaded Item details can't be deleted' while deleting items from billing screen

The screenshot shows the 'Billing' application window. At the top, there are fields for Product (Cash), A2, 827, 28/04/2009, and 07:53 PM. Below these is a 'Customer' field and a 'ReCall' button. The main area contains a table of items with columns: Stock No, Item Description, Rate, Qty, Value, Disc Code, Disc Qty, Disc. %, Disc.Amt, Total, and SalesSta. Item 12 is highlighted in black. A dialog box titled 'Billing - Delete Item' is open, displaying an information icon and the message 'Loaded Item details can't be deleted.' with an 'OK' button. At the bottom, there is a summary table with columns: Tot Line Items, Total Qty, Sale Value, Item Level Disc. Value, Doc Level Disc. Value, Total Tax (In. + Ex.), Total Addons, Total Deductions, and Net Amou.

Sl.No	Stock No	Item Description	Rate	Qty	Value	Disc Code	Disc Qty	Disc. %	Disc.Amt	Total	SalesSta
7	8869320009	TROVINE()	165.00	1.20	198.00	1		10.00	19.80	178.20	01
8	7815957009	TROVINE()	165.00	1.20	198.00	1		10.00	19.80	178.20	01
9	7815957009	TROVINE()	165.00	1.20	198.00	1		10.00	19.80	178.20	01
10	8858305009	TROVINE()	165.00	1.20	198.00	1		10.00	19.80	178.20	01
11	8854990013	TROVINE()	165.00	1.20	198.00	1		10.00	19.80	178.20	01
12	MT017085	8000000015(1)()	150.00	1.00	150.00				0.00	150.00	01
13	MT017087	8000000015(1)()	150.00	1.00	150.00				0.00	150.00	01

Tot Line Items	Total Qty	Sale Value	Item Level Disc. Value	Doc Level Disc. Value	Total Tax (In. + Ex.)	Total Addons	Total Deductions	Net Amou
13	15.30	2494.50	219.45	0.00	0.00			2275.0

### Cause

This message is displayed when the billing parameter enabling deletion of items recalled in a bill is set as 'No'.

### Solution

Alter the system parameter 'Allow deletion of items from recalled documents' (under Billing) to enable deletion of items recalled from slips in billing.

# Supplier Relevant shoper company code not catalogued

An error message - **"Supplier Relevant shoper company code not catalogued"**, is displayed while exporting a Purchase Order raised on a vendor in Shoper 9 POS- RC5 version.

**Purchase Order / Indent Export**

Purchase / Indent Document Details

Type: Purchase Order

PO / Indent Prefix: PO, Number: 93, Date: 29/05/2009, Currency: Rs

Supplier Name: TECCA FURNITURE, Delivery Date: 04/07/2009, Period: 36, Delivery Location: F01, Creation Date: 29/05/2009, Modified Date: 29/05/2009

	Stock Number	Purchase Rate	Order Qty.	Order Value	Recv.Qty.	Recv.Value	Delivery Date
1	13176-FUR-BT-TF	20098.00	1.00	20098.00	0.00	0.00	04/07/2009
2	13177-FUR-CH-TF	21103.00	1.00	21103.00	0.00	0.00	04/07/2009
3	13178-FUR-CH-TF	18511.00	1.00	18511.00	0.00	0.00	04/07/2009

Total : Order Qty. 3 Order Value 59712.00 Recv.Qty. 0 Recv.Value 0.00

Remarks : PO date is 22/05/2009, For Client Sangeeta Jindal

Document povendorid (ie. shoper company code) is blank - Export failed

Shoper POS

Supplier relevant shoper company code not catalogued

OK

Export Clear Exit

## Cause

This error message is displayed as the Company Code is not catalogued in the Vendor master under "Details of Shoper".

## Solution

Enter a value for the Company Code field in the Vendor master and export the PO. If you get the same error message again, then edit the Purchase Order again in the Generation option. Then the PO can be exported easily without any error.

**Other information:**

When you are raising an indent and the HO details do not appear in the Supplier field, please verify if the Company Code field is catalogued in the HO Chain Stores option. If not, catalogue the Company Code field and then raise the indent to select HO details in the Supplier field.

## Can I print the Delivery Challan using Laser Printer? If so, how?

Yes, Delivery Challan can be printed on any default windows printer by setting the system parameter DC Printing in Graphic Printer to true.

**For Example:** If you are using HP Laser printer. Select the respective printer as the default printer and configure the parameter mentioned earlier.

## Configure barcode printer for Shoper9

When you want to print barcodes in Shoper 9 on a thermal printer through a USB cable, the command to be given is, "net use lpt1 \ipaddresssharename". Here sharename is the LAN printer's name in the network.

If you want to remove the effect of this command and print other documents using an another printer, like a DOS printer (e.g. - a dot matrix printer), then type, "net use lpt1\delete" to cancel the earlier print command. Now you can print other documents like a bill using printers like a Dos printer.

## When the Price Revision log is viewed after loading Pricing Master/ Price Revision, the log displays a message No Information Found

The Pricing Master/ Price Revision data is loaded into the Secondary Database. This data gets loaded into primary database only while doing a physical verification.

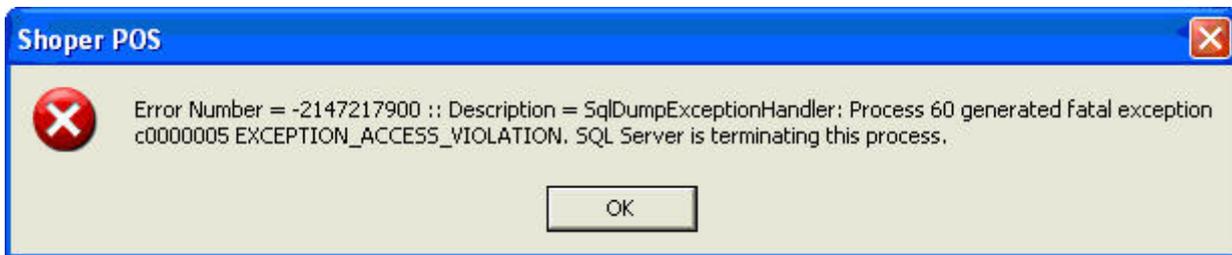
(Specific Raymond Chain). While viewing the log, the message No Information Found is displayed because the Primary Database is selected.

### **Solution**

To view Pricing Master/ Price Revision log, select HouseKeeping > Data Import > Price Revision Log > select Secondary Database and click View.

**Note:** Complete the patch updating process. Check primary key in raysd2. Subclass1cd, subclass2cd and sizecd. Check integer value 46 for the id 800024 in sysparam.

## While AST file Import is in process, Manual sync gives error



### Cause

It was found that the Shoper 9 application was corrupted.

### Solution

1. Check for the db consistency using db tuning utility in shoper menu
2. Perform a db transfer or Import the replication files

During synchronisation Shoper POS displays an error Could not find the index entry for RID in index page

**Cause**

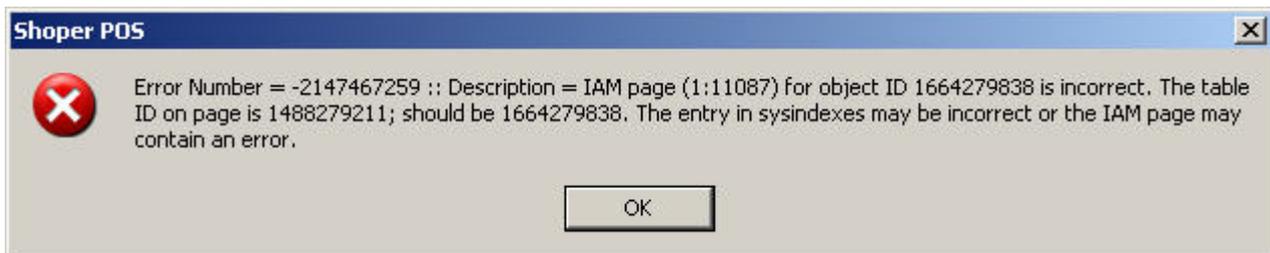
On checking Shoper 9 database consistency using the tuning tool, Database Utility Tool (Menu > Housekeeping > Database Utility Tool), it was found that the database was corrupted.

**Solution**

Perform a database transfer and execute the synchronisation.

# Unable to extract data during manual synchronization

While executing synchronisation manually for the extraction of data in Shoper 9 POS, the following error was encountered during AST file Import process.



And during Synchronisation - Extraction of data process, the following error is encountered.



## Cause

On checking Shoper 9 database consistency using the tuning tool, Database Utility Tool (Menu > Housekeeping > Database Utility Tool), it was found that the database was corrupted.

## Solution

Perform a database transfer and check the synchronisation.

# Unable to export Shoper reports to MS Excel

## Cause

Some of the DLL files related to export are not available or registered

## Solution

1. Run CrystalPatchForShoper.exe
2. Copy the files craxddt.dll, craxdrt.dll, craxdui.dll and crviewer.dll to C:WINDOWSsystem32
3. Register these dll files. You can either run the command from DOS prompt, e.g., REGSVR32 craxddt.dll, or enter these commands in a .bat file and run the same

# 'Invalid use of Null' error, while loading a PT File received through synch

This problem reported by a Customer, occurred while loading a PT File received through synch in the Goods Receipt option.

The screenshot shows the 'Goods Receipt' window with a table of items and a 'Goods Inwards' error dialog box. The table lists items with columns for Stock No., Item Description, Doc Qty, Act Qty, Selling Price, Purchase Price, Value, Discount Rate, Discount Amount, Tax Rate, Tax Amount, Addon Before Tax, Addon After Tax, and Deduction Before Tax. The error dialog box displays a warning icon and the message: 'Run-time error '94': Invalid use of Null'.

	Stock No.	Item Description	Doc Qty	Act Qty	Selling Price	Purchase Price	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Addon Before Tax	Addon After Tax	Deduction Before Tax
106	4049067870461	365 TEE	2.00	2.00	579.00	440.04	880.08		105.90	2.00	13.89			
107	4049067870504	365 TEE	2.00	2.00	629.00	478.04	956.08		201.85	2.00	15.08			
108	4049067870511	365 TEE	1.00	1.00	629.00	478.04	478.04		100.92	2.00	7.54			
109	4049067871112	365 SL TEE	1.00	1.00	529.00	402.04	402.04		84.88	2.00	6.34			
110	4049067871129	365 SL TEE	2.00	2.00	529.00	402.04	804.08		169.76	2.00	12.69			
111	4049067871136	365 SL TEE	1.00	1.00	579.00	440.04	440.04		92.90	2.00	6.94			
112	4049067871143	365 SL TEE	2.00	2.00	579.00	440.04	880.08		105.80	2.00	13.89			
113	4049067871150	365 SL TEE	1.00	1.00	579.00	440.04	440.04		92.90	2.00	6.94			
114	4049067871211	365 SL TEE	1.00	1.00	529.00	402.04	402.04		84.88	2.00	6.34			
115	4049067871228	365 SL TEE	2.00	2.00	529.00	402.04	804.08		169.76	2.00	12.69			
116	4049067871235	365 SL TEE	1.00	1.00					92.90	2.00	6.94			
117	4049067871242	365 SL TEE	2.00	2.00					105.80	2.00	13.89			
118	4049067871259	365 SL TEE	1.00	1.00					92.90	2.00	6.94			
119	4893980915602	BOY'S VALUE PACK	1.00	1.00					96.11	2.00	7.18			
120	4893980915619	BOY'S VALUE PACK	2.00	2.00					192.22	2.00	14.37			
121	4893980915626	BOY'S VALUE PACK	1.00	1.00					104.13	2.00	7.78			
122	4893911167551	BOY'S VALUE PACK	2.00	2.00					208.27	2.00	15.56			
123	4893911167568	BOY'S VALUE PACK	1.00	1.00					104.13	2.00	7.78			
124	4893980915671	BOY'S VALUE PACK	1.00	1.00	599.00	493.24	455.24		96.11	2.00	7.18			
125	4893980915688	BOY'S VALUE PACK	2.00	2.00	599.00	493.24	910.48		192.22	2.00	14.37			
126	4893980915695	BOY'S VALUE PACK	1.00	1.00	649.00	493.24	493.24		104.13	2.00	7.78			
127	4893911167575	BOY'S VALUE PACK	2.00	2.00	649.00	493.24	986.48		208.27	2.00	15.56			
128	4893911167582	BOY'S VALUE PACK	1.00	1.00	649.00	493.24	493.24		104.13	2.00	7.78			
129														

Summary Totals:

Total Doc Quantity	105.00	Doc Level	0	Before Tax	0	Doc. Total	76292.48
Total Act Quantity	105.00	Item Level	20017.25	After Tax		DC/Inv. Total	76292.48
Total Value	94813.88	Tax	1435.37				

## Cause

The error/problem is due to the fact, that some fields/columns in the PT File contained 'NULL' values. The fields containing Null values may relate to these fields for the Analysis codes and their descriptions, Super Classifications codes and their descriptions, Source tax types etc.

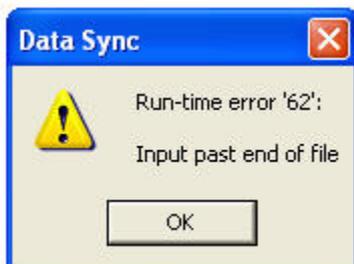
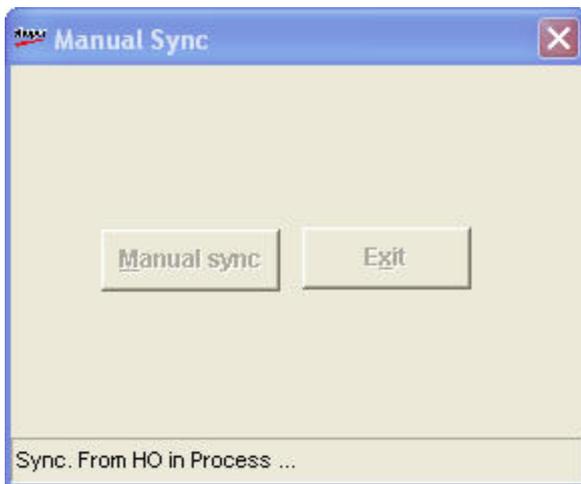
## Solution

The customer location, which created the PT File, (Distributor/HO), has to replace the NULL values with the proper data under the General Lookup and the Item Master options.

# Shoper 9 POS displays the error "Input past end of file" during synchronisation

## Cause

The acknowledgment (.ack) files received from HO are corrupted or contain incomplete information. The file normally contains three lines, first line gives the details of HO, the second line gives the success status (whether the last file sent from POS was successfully loaded at HO) and the third line represents the date loading. In case information in any of the three lines is incomplete, Shoper 9 POS displays this message.



## Solution

Move the .ack files from IN folder of the application folder and execute synchronisation again.

# Shoper 9 POS data has got corrupted or the hard disk of the computer has crashed.

## Query

Shoper 9 POS data has got corrupted or the hard disk of the computer has crashed.

## Reason:

1. Hard disk may crash due to various reasons in Hardware/System level.
2. Data and backups has been deleted by any means of manual intervention

## Solution

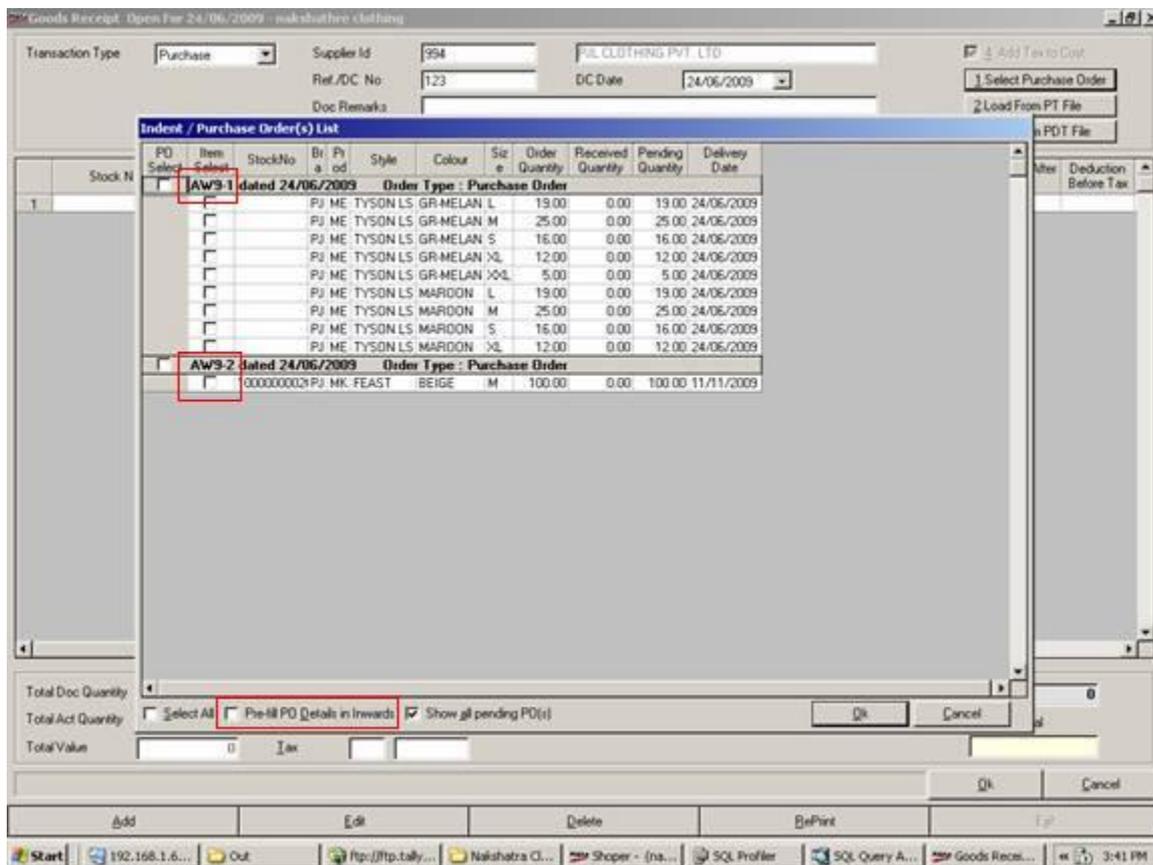
- a. In Shoper 9 HO, go to **Housekeeping > Export Replication DB**
- b. The Export Replication DB to AST File window is displayed.
- c. Click **Range** and select the specific showroom for which the database should be exported.
- d. Click **Process to export** a file. The exported data will be stored in a file named **<A Shoper 9 Company Code Date>.zip (ACCCDDMM.ZIP) in Shoper 9 HO > ASTOUT** folder.
- e. Re-install Shoper 9 POS at the POS location and provide the respective company code.
- f. Copy the .zip file created in Shoper 9 HO into **Shoper 9 POS > ASTIN** folder
- g. Go to **Housekeeping > Data Import > Import from AST** and import the data
- h. Check all Reports, Synchronise with HO, OPEN Day, CLOSE Day in Shoper 9 POS

# The customer is not able to pre-fill the details of a selected attribute based PO/Indent in Goods Inwards option

The three images displayed here provide information on this issue.

**Fig 1:**

Display of two POs- Attribute based and **SKU** based for selection in the **Goods Inwards** option .



**Fig 2:**

Select the attribute-based PO to pre-fill in the Goods Inwards option. After selection, the option, "**Pre-fill of PO Details in Inwards**" in Indent/Purchase Order(s) List window is disabled.



Goods Receipt: Open For 24/06/2009 - nakshatra clothing

Transaction Type: Purchase Supplier Id: 994 PUL CLOTHING PVT. LTD. Ref./DC No: 123 DC Date: 24/06/2009

Doc Remarks: Add Task to Cost Select Purchase Order Load From PT File

Indent / Purchase Order(s) List

Stock N	PO Select	Item Select	Stock No	Br a	Ph od	Style	Colour	Size	Order Quantity	Received Quantity	Pending Quantity	Delivery Date	After	Deduction Before Tax
			AW9-1 dated 24/06/2009 Order Type: Purchase Order											
1	<input type="checkbox"/>					PJ ME TYSON LS GR-MELAN L			19.00	0.00	19.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS GR-MELAN M			25.00	0.00	25.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS GR-MELAN S			16.00	0.00	16.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS GR-MELAN XL			12.00	0.00	12.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS GR-MELAN XXL			5.00	0.00	5.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS MARDON L			19.00	0.00	19.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS MARDON M			25.00	0.00	25.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS MARDON S			15.00	0.00	15.00	24/06/2009		
	<input type="checkbox"/>					PJ ME TYSON LS MARDON XL			12.00	0.00	12.00	24/06/2009		
	<input checked="" type="checkbox"/>		AW9-2 dated 24/06/2009 Order Type: Purchase Order											
	<input checked="" type="checkbox"/>		1000000002			PJ MK FEAST BEIGE M			100.00	0.00	100.00	11/11/2009		

Total Doc Quantity: 0 Total Act Quantity: 0 Total Value: 0 Tax: 0

Select All  Pre-fill PO Details in Inwards  Show all pending PO(s)

Add Edit Delete BePrint Exit

Start 192.168.1... Out http://ftp.t... Nakshatra ... Shoper - ( SQL Profiler SQL Query... Goods Rec... Document... 3:42 PM

## Cause

The pre-filling of items in Goods Inward option is available only for POs/Indents based on SKUs.

## Solution

You can only pre-fill the items of SKU based PO/Indent, but not an attribute based one in the Goods Inwards option.

# The customer is not able to prefill a PO/Indent in the Goods Inwards option

## **Cause**

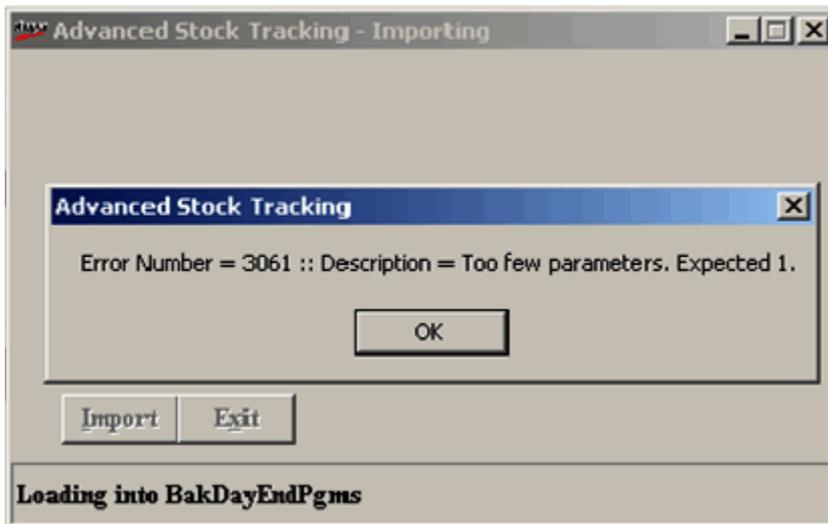
The pre-filling of items of a PO/Indent is dependent on the activation of the required parameter in System Parameters in the Inwards Category.

## **Solution**

Please configure the value of the variable parameter, "**Pre-fill Stock No Level PO Details In GIR**", as 1. This will enable you to prefill the details of a SKU based PO.

Error message, "Error Number = 3016 :: Description = Too few parameters. Expected 1" displayed while importing stock take

Below error occurs while importing the AST file.



### Reason

The **ASTIN** folder consists of other text files which are not related to AST Import along with .ast file.

### Solution

Move the unrelated text files to a new folder and then import the .ast file.

# Failed to activate control 'VB.UserControl'

Shoper 9 POS application displays this error message when the user accesses the Goods Outwards option.



## Cause

The error occurs due to the presence of the files, **SR533800.ocx** and **SR529600.ocx** .

## Solution

To resolve this issue,

1. Delete the files, SR533800.ocx and SR529600.ocx if found in the Windows folder
2. Check the version and the size of the .ocx files
3. Register these .ocx files individually in dos prompt

# Check the following Reports

1. To compare cash receipts and cash payments made in Shoper 9 after posting to Tally:

In Shoper 9;

Go to **Reports > Cash > CounterWise Summary Reports > Cash Column**

The Cash / Credit Report is displayed.

Counter Summary -By Tender - For All Cashiers  
Period 15/07/2009 To 15/07/2009

Page No : 1  
Print Date : 15/07/2009  
Shoper Date : 15/07/2009

Date	Cashier ID	Cash	Credit Card	Credit Note Redeemed	Gift Coupon	Cheques	Debit Card	Discount Card	Advances Redeemed	Reward Redeemed	On Account	Cash Payments	Total Value	#Do
15/07/2009	super	1,773.00	1,072.35		1,000.00			600.00					4,445.35	
	Total Value	1,773.00	1,072.35		1,000.00			600.00					4,445.35	
	Total Value	1,773.00	1,072.35		1,000.00			600.00					4,445.35	

**Note:**

Net Round Off Difference in Bill - 0.00  
Total Value Excluding Round off - 4,445.35  
Total Value Excluding Credit Note -

<----- End Of Report ----->

Make a note of the value in the Cash column.

In Tally ERP 9:

Go to **Display > Accounts Book > Cash/Bank Books**

Enter the date range and Cash-in-hand

The Cash/ Bank Summary is displayed.

Particulars		Bank Accounts TEST CURR For 15-Jul-2009	
		Closing Balance	
		Debit	Credit
<b>Cash-in-hand</b>			<b>1,773.000</b>
CUR_G006_Cash A/c			1,773.000
<b>Bank Accounts</b>			<b>1,072.350</b>
CUR_master_master			1,072.350
<b>Grand Total</b>			<b>2,845.350</b>

Compare the value in the Cash column from Shoper 9 Cash Report with the value of Cash-in-hand in Cash/ Bank Summary of Tally.

### To compare Sales:

In Shoper 9;

Go to **Sales > Item Wise Sales.**

The Item Wise Sales Summary Report is displayed.

Item Wise Sales Summary

Report : Item Wise Sales - Summary Option  
 For the Period From 15/07/2009 To 15/07/2009  
 For Product : All For Brand : All

Page No  
 Print Date  
 Shoper Date

		<----- Sale ----->		<----- Returns ----->	
		Qty	Value	Qty	Value
Product	MEN SHIRT				
Brand	HALF SLEEVES	8.00	4145.35	0.00	
Total For :	MEN SHIRT	8.00	4145.35	0.00	
Grand Totals :		8.00	4145.35	0.00	

Legend : Sale Qty is exclusive of Void Transactions.

----- End Of Report -----

Open the Report and make a note of the value in the **Sale - Value** column.

In Tally ERP 9;

Go to **Display > Accounts Books > Sales Register**

The Voucher Register is displayed.

Date	Particulars	Voucher Type	Vch No.	Quantity	Rate	Amount	Gross Total	CUR_maste- r_master	CUR_dc1- 50_dc150	CUR_gv25- 0_gv250	CUR_ST- E04_Sal- es 4%	CUR_- STA04- Output Tax 4%
15-Jul-2009	CUR_G006_Cash A/c	Sales	1			971.850		(-)121.850	(-)150.000	(-)250.000	932.500	39.350
15-Jul-2009	CUR_G006_Cash A/c	Sales	2			1,023.000			(-)150.000	(-)250.000	983.650	39.350
15-Jul-2009	CUR_G006_Cash A/c	Sales	3			995.500		(-)395.500	(-)150.000	(-)250.000	957.210	38.290
15-Jul-2009	CUR_G006_Cash A/c	Sales	4			1,155.000		(-)555.000	(-)150.000	(-)250.000	1,110.580	44.420
<i>Grand Total</i>							4,145.350	(-)1,072.350	(-)600.000	(-)1,000.000	3,983.940	161.410

Enter the date range and F5 Columnar (Gross Total + Round off)

Compare the value in the **Sale - Value** column of the **Item Wise Sales Summary Report** displayed in Shoper 9 with the **Gross Total** of the Voucher Register in Tally.

**2. To compare the Sales Return:**

In Shoper 9;

Go to **Reports > Sales Reports > Returned Bills**

The Returned Bill Report is displayed.

Returned Bill Report

100% 1 of 1

Preview

Bills Return Report - Date Wise  
Report taken from 15/07/2009 To 15/07/2009

Page No : 1  
Print Date : 15/07/2009  
Shoper Date : 15/07/2009

Bill Type	Prefix / No	Original Bill Prefix / No	Qty	Bill Value	Discount
<b>15/07/2009</b>					
Cash	SR9- 1	SC9- 5	1.00	511.50	
Total For 15/07/2009			1.00	511.50	0.00
<b>Grand Total :</b>			<b>1.00</b>	<b>511.50</b>	<b>0.00</b>

Make a note of the value in the **Bill Value** column.

In Tally;

Go to **Display > DayBook**

The Day Book is displayed.

Tally.ERP 9																																	
P: Print		E: Export		M: E-Mail		O: Upload		G: Language		K: Keyboard		C: Control Centre		H: Support Centre		H: Help																	
Day Book										TEST CURR		Ctrl + M																					
List of Credit Note Vouchers										For 15-Jul-2009																							
Date	Particulars	Vch No.	Quantity	Rate	Amount	Gross Total	CUR_- STE04- _Sales 4%	CUR_- STA0- 4_Out- put Tax 4%																									
15-Jul-2009	CUR Walk In Customer A/c Walk In Customer A/c	1				511.500	491.830	19.670																									
<i>Grand Total</i>						511.500	491.830	19.670																									
Q: Quit										Enter: Alter		D: Delete		X: Cancel		2: Duplicate		A: Add Vch		I: Insert Vch		R: Remove Line		U: Restore Line		U: Restore All		Space: Select		Space: Select All		Ctrl + N	
Tally MAIN --> Gateway of Tally --> Display Menu --> Day Book										(c) Tally Solutions Pvt. Ltd., 1988-2009 (Wed, 15 Jul, 2009 16:04:54																							

Change Vch > (Credit Note) > Columner F5 (Value + Gross Total + Round off)

Compare the value in the **Bill Value column** from the **Returned Bill Report** with that of the **Gross Total** of the Day Book in Tally.

3. To compare Sales Tax:

In Shoper 9;

Go to **Reports > Sales > Tax Register**

The Sales Tax Register Summary is displayed.

Sales Tax Register  
Sales Tax Register Summary Taken for the Period 15/07/2009 to 15/07/2009

Product Tax	Tax %	Tax Description	Sale Value	Discount	vat
04	4.00%	04	4,035.09	51.15	161.41
Total :			4,035.09	51.15	161.41

Check the **VAT** column and make a note of the value displayed.

In Tally;

Go to **Display > Statutory Reports > VAT Reports > VAT Computation**

The VAT Computation is displayed.

Tally.ERP 9													
P: Print		E: Export		M: E-Mail		O: Upload		G: Language		K: Keyboard	K: Control Centre	H: Support Centre	H: Help
Day Book TEST CURR Ctrl + M													
List of Credit Note Vouchers For 15-Jul-2009													
Date	Particulars	Vch No.	Quantity	Rate	Amount	Gross Total	CUR.- STE04- Sales 4%	CUR.- STA0- 4_Out- put Tax 4%					
15-Jul-2009	CUR Walk In Customer A/c Walk In Customer A/c	1				511.500	491.830	19.670					
<i>Grand Total</i>						511.500	491.830	19.670					

Compare the value of the **VAT** Column from the Sales Tax Register Summary of Shoper 9 with the **Tax Amount** of **VAT Computation** in Tally.

# Multiple taxes usage in PO generation

Significance of Common Tax/Duty (%) field in Purchase Order/Indent Generation option in Shoper 9. A user can enter different tax rates in the PO Generation tab at the item level. If the user has entered a tax rate in the Common Tax/Duty (%) field, this rate will be applicable to all items entered thereafter until the value in the field is changed.

**Generation**      Other Details

Purchase / Indent Document Details

Type: Purchase Order  
 Prefix: PO9  
 Number: 2  
 Date: 22/06/2009

Supplier: AHW:AHW  
 Bill to: govinda  
 Delivery Date: 01/08/2009    Lead Time: 40  
 Delivery Location: govinda

Picture

Configure    Common Tax / Duty (%)    12.5

	Stock Number	Rate	Order Qty	Total Value	Tax/Duty		Net Value	Delivery Date
					Per (%)	Amount		
1	000069A-Z	7000.00	2.00	14000.00			14000.00	01/08/2009
2	000070b+c+d	7000.00	1.00	7000.00	4.00	280.00	7280.00	01/08/2009
3	000071k:L%M#	7000.00	1.00	7000.00	12.50	875.00	7875.00	01/08/2009
4	000073t#D	7000.00	1.00	7000.00	12.50	875.00	7875.00	01/08/2009
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Total:    Qty: 5.00    Gross Value: 35000.00    Net Value: 37030.00

F2 - Browse, F4 - Delete Row, F5 - Enter Qty, F6 - Copy Previous Row, F7 - Copy Previous Value    Next    Clear

Add    Edit    View    Load    Exit

Start    192.168.1.64 - Remote ...    Domain Controller (gane...    Purchase Order/Inde...    11:49 AM

# How to register exe and dlls of Shoper?

If you want to register an exe and dll file in Shoper 9, please execute the following steps.

1. Click Start on the Task Bar of the Desktop.
2. Click Run.
3. Type cmd against Open: in the Run window.
4. Go to the Shoper 9 application folder.
5. In the Shoper 9 application folder, type REGS.bat.
6. Press Enter.

**Note:** Shoper 9 POS Release 1.4 is enhanced to automatically register the exes and dlls.

# Stock take text file loading format

The normal format of data in a stock take file is:

Stock Number, Quantity- Here comma (,) is the delimiter.

If you want to change the delimiter, then configure the parameter Physical Stock Loading Delimiter Character under the Category Physical Stock with the required delimiter value (recommended delimiters in Shoper 9 are ',' (Comma) and ';' (Semi-colon)).

# Printing of a short description of a product in the Desc column of the sales bill stationery

The customer, Raymond Limited, wanted a short description of a product sold to be printed in the Desc column in the sales bill generated at their store.

**THE Raymond SHOP**

**CASH MEMO**

VAT Caption  
690, DR. RAJKUMAR ROAD,  
6TH BLOCK, RAJAJINAGAR,  
TEL: 23402996/77, BENGALURU-10

Date: 02/08/2009  
Shop No: POS9/1935  
Invoice No: 41195

Time: 18:04:00 NET

SLIP NO.	QUALITY CODE	DESC	SIZE	RATE	QUANTITY	Copy	Value		
NA/005	WXGCAP121 XMTF00500-H482F	PX Trs	G40/034 H4/034	1599.00 1599.00	1.00 1.00		1599.00 1599.00		
TOTAL					2.00		3198.00		3198.00
NET AMOUNT PAYABLE(ROUNDED)									3198.00
Tender		Cash		Rs(3198 X @1)		3198.00			
for PRESIDENT'S WEST END THANK U, VISIT AGAIN		Email : bafna@bgl.vsnl.net.in						VAT Summary Trbl. Value VAT% VAT Amount 3075.00 4.00 123.00 Total 3075.00 123.00 * - VAT EXEMPT GOODS	

*Handwritten notes:*  
 - Circle around WXGCAP121 and XMTF00500-H482F  
 - Circle around PX Trs and G40/034  
 - "Save product in Vnt, TRUNK BRIEF R-suit"  
 - "Product in Vnt, TRUNK BRIEF R-suit"  
 - "Vnt, TRUNK BRIEF R-suit"  
 - "RAYMOND" watermark

Fabric Care instructions on the reverse.  
Goods once sold cannot be taken back or exchanged.

Rate inclusive of Duties & Taxes as applicable.  
This cash memo must be produced in the event of any complaint.

**raymond** Textile Division, Marketing Department, Jekgram, Pokhran Road 1, Thane - 400 606 (Maharashtra)

## Cause

A short description of a product (Classification 1) sold is not printed in the Desc column of the bill, as it was not catalogued in the Flag column of the Product Category in the General Lookup option.

## Solution

Enter the details of the short description of the product (Classification 1) in the Flag column of the Product Category in the General Lookup option.

**Note:** The solution is specific to Raymond's billing stationery

# Multiple-step operation generated errors

Error while loading Inwards.



## Cause

The column data in **Fixed Length PT File** or **Fixed Length TT File** is not aligned correctly.

## Solution

Recreate the PT/ TT File according to your desired format and load it. You could also recreate the **PT/ TT File as per GUI with Delimiter New Format** and load it.

The customer reported that printing a sales advice slip at the Node was not possible even though it was possible at the Server

### Cause

The customer had configured the path of the temporary printing folder, GenPrnTmp, to be the local path. During the printing of the advice slip, it referred to the local path of Node instead of the Server and did not find the folder. Therefore, the sales advice slip was not being printed.

### Solution

The issue is resolved by configuring the temporary folder path as the network path in the parameter, Temporary folder to write all temp files during generalized printing, as shown in the enclosed image.

Edit System Parameters Open For 21/09/2008 - ACME APPARELS LTD

Categories	Description	Value	Att
Setup	9 Printer Supports AutoCut	0	Vari
Franchisee	10 Maximum No. of lines to be printed in a bill	33	Vari
Item Classification	11 Number of lines Used For Header and Footer	6,3	Vari
Item Master	12 Print Header and Footer details for all pages	<input checked="" type="checkbox"/>	Vari
Customer	13 No of Copies to be Printed	N#1	Vari
Tax	14 Bill Header Line#1	0-Normal	Vari
Purchase Order	15 Bill Header Line#2	0-Normal	Vari
Physical Stock	16 Bill Header Line#3	0-Normal	Vari
Inwards	17 Bill Header Line#4	0-Normal	Vari
Outwards	18 Bill Header Line#5	0-Normal	Vari
Billing	19 Bill Header Line#6	0-Normal	Vari
Slips	20 Bill Header Line#7	0-Normal	Vari
POS Device	21 Temporary folder to write all temp files during generalized printing	\\Server\shop723\GenPrnTmp	Vari
Bill - Printing	22 Bill Header Line#8	0-Normal	Vari
Reports	23 Message to print on Bill Footer Line#1	Thank U, Visit Again	Vari
Browse	24 Message to print on Bill Footer Line#2	Have a Nice Day	Vari
House Keeping	25 Message to print on Bill Footer Line#3	No Return, No Exchange	Vari
Walkin	26 Print Sales Tax Regn No on Bill	<input checked="" type="checkbox"/>	Vari
Data Sync.	27 Print Customer Name On Bill	<input checked="" type="checkbox"/>	Vari
	28 Print UserId in Bill Printing	<input type="checkbox"/>	Vari
	29 Print Salesman Id On Bill	<input type="checkbox"/>	Vari
	30 Print Customer Address Remarks And Discount in Bill	000	Vari
	31 Formation of Item Description String printed on Bill	00000010	Vari
	32 Print Stock Number in Bill	<input checked="" type="checkbox"/>	Vari
	33 Print Item Level discount On Bill	<input checked="" type="checkbox"/>	Vari
	34 Print Item Wise Tax Break	0	Vari
	35 Print Sales Tax Component	0#0#0	Vari

Apply to Database

Exit

Save Cancel

Bill - Printing Category Selected

Ctrl+F = Search in Grid | F3 = Search Next

# Error while loading PT File



## Cause

The Source Tax Type code is defined using non-numeric characters.

## Solution

By default, in **GeneralLookup** , the **Source Tax Type code** consists only of numeric characters.

Redefine the **Source Tax Type code** with a numeric value.

## Steps to check for error free loading:

1. Link the Stock Number in Item Masters to the same Tax code
2. Raise an Invoice for that Stock Number
3. Create a PT File
4. Load the PT File in **Inwards** (Normal or Size-wise Entry)

# Automation error, The specified module could not be found

Errors while printing a PO.



## Cause

The printer dll name in the application folder is not configured in the **GeneralLookup** table.

## Solution

Check the **printer dll** name at **RecId 8500** in the **GeneralLookup** table.

# How to use Posiflex cash drawer with USB in Shoper POS?

If you are using a POSI Flex Cash drawer with a USB port in Shoper 9 POS, please ensure that you configure it in the following manner.

1. Before configuring Shoper 9 POS, copy these DLL files located in C:\Windows\System32.
  - o SR535000.dll
  - o Usbcr.dll
2. Register the SR535000.dll (Command for registering: regsvr32 C:\Windows\System32\SR535000.dll)
3. Make the following configurations in the System Parameter table.

Parameter Description	Value	Remarks
Customer Display unit present	True	Can be edited in System Parameter form (click the check box)
Customer Display Type	1	
Cash Draw Present	1	1- Posiflex

4. Configure these settings in GenLookUp table.

RecId	Code	Descr	Flag	Remarks
322	1+01	SR519800.CustomerDisplay	1	-
322	1+02	1	1	

5. In CashDrawer table (RecID-323), define these configurations.

RecId	Code	Descr	Flag	Remarks
323	1+01	SR535000.OpenCashDrawerUSB	1	DLL Classname used to Open the Cash Drawer
323	1+06	7#	1	Parse String

6. In addition to the configurations explained earlier, other parameter settings like port number, port name, baud rate setting etc., are not applicable when using a USB Cash

drawer.

# Gross Margin Report

The closing balance values displayed in the Gross Margin Report are incorrect.

OR

The closing balance values displayed in the Gross Margin Report are not matching with the closing balance of the selected products.

## **Cause**

The closing balance values displayed in the Gross margin report are for the stock items sold during a selected period. So, you cannot compare this value with the current stock balance of the selected products. Since this is optional information for the Gross margin report, you can choose to deselect the option, if it does not have any value addition for the report.

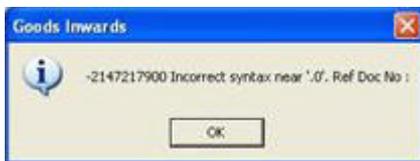
## How do you configure the fields in Goods Outwards Audit Trail for printing on DOS based printers?

Configure the values of the field parameters.

### **Steps:**

1. Go to **Setup > General > System Parameters > Categories > Outwards**
2. Select the Value of the **parameter** for configuration
3. **Configure/ select** the values and click Apply
4. Click **Save and Apply to Database**

# Error while loading PT File during Goods Inwards



## Cause

- When the PT File is sent as an attachment without zipping to a personal mail id, the file format of the attached file changes.

Or

- The option, Word Wrap may be selected for that file.

## Solution

- Open the attached file in MS Notepad and save the file. It gets saved in the correct format.

Or

- Open the PT File in MS Notepad, uncheck Format > Word Wrap.

# Data extraction at POS location or loading of data at HO is failing during synchronisation

## **Cause**

This may happen when the patch is not updated or an old live update tool is used to update the new patches. The incomplete patch updating will result in non creation of some bak tables, removal of the primary key from user tables and absence (not copying) of latest exe's leading to the failure of sync process.

## **Solution**

Check whether the patches are updated. And go through the patch updated log files to identify instances of update failure. In case patches were not updated properly, update the patch again and verify the log files.

## Page1 2904, slot 8 for text, ntext, or image node does not exist, unable to extract

During the extraction phase of manual synchronisation at POS, the system displays an error message **Page1 2904, slot 8 for text, ntext, or image node does not exist, unable to extract.**

### Cause

This happens when the DB is corrupted. The consistency of the database can be checked using the Database Utility Tool (Menu > Housekeeping > Database Tuning Utility). Any corruption in the database can be confirmed by conducting a dbcc check.

### Solution

Perform a database transfer and then execute synchronisation.

Since the database is corrupted, it is recommended to transfer the database to overcome the synchronisation problem.

To transfer the database:

1. Uninstall the Shoper company at the POS location
2. Create a new company with the same company code as the uninstalled company
3. Export the replication database for the respective company from Shoper HO.
4. Restore the replication database of the company at POS
5. Execute Manual Sync for the synchronisation process

# Data extraction at POS location is taking a longer time during synchronisation

## **Cause**

A bug was identified in builds prior to **127**, which used to extract data from **vactr 1** leading to lengthy extraction time.

## **Solution**

In case the **POS** location is running on an earlier build, update to **build 127**.

# Data sync during day end is not functioning, but auto and manual sync are functioning normally

## **Cause**

This may happen when the patch is not updated or old live update tool is used to update the new patches. The incomplete patch updating will result in non creation of some bak tables, removal of primary key from user tables and absence (not copying) of latest exe's.

## **Solution**

Check whether the patches are updated. And go through the patch update log files to identify instances of update failure. In case patches were not updated properly, update the patch again and verify the log files.

# Steps for converting customer installer from one major release to other

1. Ensure that you have the latest custom installer, LiveUpdate, custom LiveUpdate and standard Shoper 9 setup.
2. If there are major changes in the releases, ensure that you have changed the templates, installer date and versions accordingly.
3. Ensure that you have the latest custom scripts.
4. Ensure that all the Business templates are modified accordingly using template converter exe.
5. Ensure you have the latest images (logo) in the respective folders, if any.
6. Ensure that the Custom and Standard Installers is in the same CD.
7. First install the custom installer and then install the standard installation.

If you are converting from RC1 to latest release

- Install Shoper 9 (latest release) and do the migration

If you are converting from RC2 to latest release

- Update RC5
- Then update latest release using the latest LiveUpdate engine

Or

- Install Shoper 9 latest release and do the migration

If you are converting from RC5 to latest release

- Update latest release using the latest LiveUpdate engine

If you are converting from releases before RC to latest release

- Install Shoper 9 (latest release) and do the migration

# Tax classification is not selected by default during Shoper Tally interface mapping in case of Haryana State

## Cause

Tally Interface is not able to logically link the tax classifications to the tax masters in Shoper in case of Haryana State.

## Solution

Click **Preview Mapping** in the interface mapping screen and select tax classifications for tax masters.

The screenshot shows the 'Tally Synchronisation - N27 - N27\_001' window. It contains several configuration sections:

- Map Name:** N27\_001
- Tally Server IP:** localhost
- Port No.:** 9000
- Company:** N27
- Advanced Settings:** Includes checkboxes for 'Sales Ledgers with Shop Name', 'Post Inventory', 'Post Paymodes Individually', 'Post Transfers', 'Post Deductions Individually', 'Automatic Posting', 'Post Add-Ons Individually', 'Offline Posting', and 'Deactivate'. A 'Post From' dropdown is set to 07-10-2009.
- Transactions to be sent:** Includes dropdowns for Sales (Cumulative), Receipts (Bill by Bill), Sales Returns (Bill by Bill), Payments (Bill by Bill), Purchase (Bill by Bill), and Purchase Returns (Bill by Bill). A 'Post Tax' dropdown is set to VAT Regular.
- Account Names in Tally Ledger Format:** Includes a dropdown for 'MasterName' and radio buttons for 'Prefix', 'Suffix', and 'None'. The 'None' option is selected.
- Buttons:** Purchase Tax Breakup, Close Preview, Save Settings, and Exit.

Below the settings is a table with the following columns: Shoper Account Type, Tally Group Name, Tally Ledger Name, Tax Percentage, Tax Classification, Master Type, and Me Cc.

Shoper Account Type	Tally Group Name	Tally Ledger Name	Tax Percentage	Tax Classification	Master Type	Me Cc
37 Advance A/c	Sundry Debtors	Advance A/c			PMT	Adv
38 Walk In Customer A/c	Sundry Debtors	Walk In Customer A/c			PMT	Wal
39 Sales 0%	Sales Accounts	Sales 0%	0	SLE	SLE	STE
40 Output Tax 0%	Duties & Taxes	Output Tax 0%	0			
41 Sales 1%	Sales Accounts	Sales 1%	1			
42 Output Tax 1%	Duties & Taxes	Output Tax 1%	1			
43 Sales 2%	Sales Accounts	Sales 2%	2			
44 Output Tax 2%	Duties & Taxes	Output Tax 2%	2			
45 Sales 3%	Sales Accounts	Sales 3%	3		SLE	STE
46 Output Tax 3%	Duties & Taxes	Output Tax 3%	3		STA	STA
47 Sales 4%	Sales Accounts	Sales 4%	4		SLE	STE
48 Output Tax 4%	Duties & Taxes	Output Tax 4%	4		STA	STA

A tooltip is visible over the 'Tax Classification' column for rows 45-48, listing options such as 'Sale in the Course of Export Out of India - 5(1)', 'Sale in the Course of Export Out of India - 5(3)', 'Sale in the Course of Import Into India', 'Sale in the Course of Inter-State Trade', and 'Sale of Goods at Lower Rate of Tax - 4%'. The 'SLE' and 'STA' options are selected in the dropdown.

At the bottom of the window, a status bar reads: **All credit sales are posted bill-by-bill**



The field, Against CreditNote is disabled when the value for Credit Note in the Reason Code under the Cash Payouts option is selected

**Cause**

The field, Against CreditNote is disabled because the code for Credit Note in the General Lookup is not in the uppercase.

**Solution**

Please ensure that the reason code for Credit Note in General Lookup under the category, Reasons for Cash Pay-out is in uppercase letters.

## No data for specific selection

While generating the Size-wise Stock report, the error message No data for specific selection is displayed.

### **Cause**

Size group does not exist for that specific product and brand.

### **Solution**

Update Size Group and integrate with sizes.

# Incorrect values are displayed in the Stock Report

## **Cause**

Item master contains negative values

## **Solution**

Fix the cost in Setup > Supervisory Functions > Cost price Variance Fixing

# After reinstallation, unable to print barcodes

## **Cause**

Barcode script is missing.

## **Solution**

Update/ correct the barcode script. This can be done by the barcode vendor.

**Note:** Ensure correct backup of scripts before reinstallation

# RTE: 2147467259 Error Occurred cannot open database requested by login fails

While opening Shoper 9 the following Run Time Error occurs, **RTE: 2147467259 Error Occurred cannot open database requested by login fails.**

## Cause

Database is in suspect mode because the MDF and LDF files are not accessible.

## Observations

When a query dbcc checkdb is run from the backend using the SQL query analyzer, the following result is displayed:

**Check statement aborted. The database could not be checked as a database snapshot could not be created and the database or table could not be locked. See Books Online for details of when this behavior is expected and what workarounds exist. Also see previous errors for more details.**

## Solution

Create a new company and transfer the data from old company to new company, then rename the databases.

**Note:** For more information refer KB **How to solve Data Corruptions or Table corruptions in the database in Shoper ver 7.2/9**

# Error message, "Unable to bind the field data member compcode" while opening Shoper

While opening Shoper an error message "**Unable to bind the field data member compcode**" is displayed.

Or

While opening MSDE an error message "**Can't initialize the data binding**" is displayed.

## Reason

The supporting dlls may have been corrupted or they are not present in the system32 folder.

## Solution

**If the dll's are present then, register the following dll's.**

```
Regsvr32 C:\windows\system32\Msbind.dll
```

```
Regsvr32 C:\windows\system32\Msstdfmt.dll
```

**If the dll's are not present then, copy the dll's from your machine to the client machine and register them in the following path.**

```
Regsvr32 C:\windows\system32\Msbind.dll
```

```
Regsvr32 C:\windows\system32\Msstdfmt.dll
```

# How can I Re-install Shoper 9 POS on my own?

The step by step re-installation process is explained in the document Shoper 9 Series A Release 1.0 Installation Guide available at <http://www.tallysolutions.com/> > Download > Shoper 9 > Download Shoper 9 > Select Shoper 9 Series A Release 1.0 Installation Guide

For more information you can refer to Shoper 9 POS Re-installation PPS available at <http://www.tallysolutions.com/> > Product > Shoper 9 > Implementation Guides > Shoper 9 POS Re-installation

# Error during Physical Stock Management, if the scope selected is Partial

## **Cause**

Items selected are partial in item classification 1 and 2 (Product and Brand combination) and in all items in sub classifications.

## **Solution**

Select only super classification and item classification 1 and 2.

## **Example**

Filter only Product and Brand combination (item classification 1 and 2) and if necessary, further filter the required Style, Shade, Size, etc., (sub classifications).

# How do I configure the string display in a Pole Display Unit?

## **String displayed in a Pole Display Unit:**

The details of the item selected for sale in a bill are displayed in two lines on a pole display device. The first line contains stock related information while the second line the value information.

On scanning/entry of the item for sale in the billing screen, the details are displayed on the unit.

## **Steps to configure the string in a Pole Display Unit:**

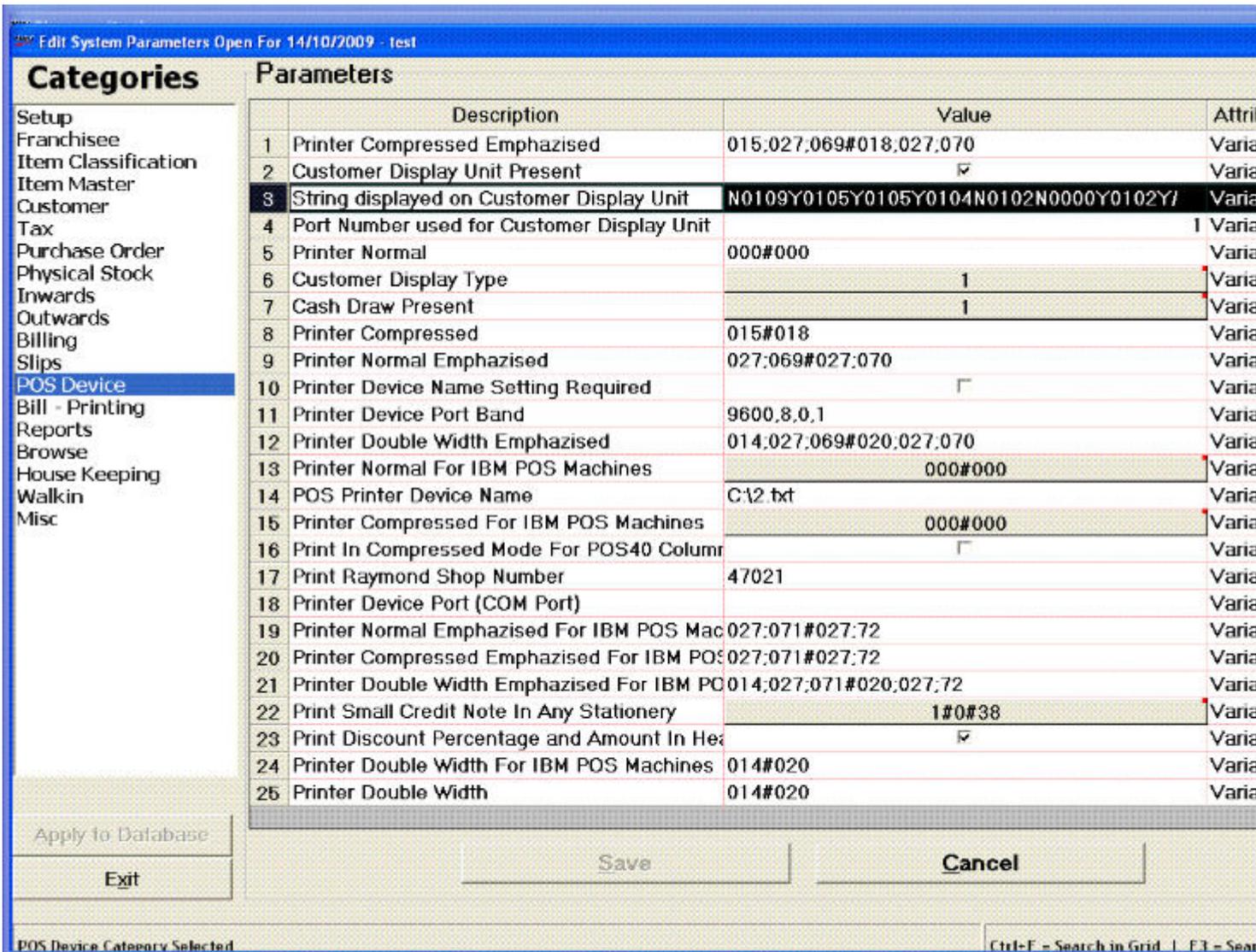
Go to **Setup > General > System Parameters** in **Shoper 9 POS**

Select **POS Device** under **Categories**

Select the parameter, **String displayed on Customer Display Unit**

Configure its **Value** as required

The following image shows the selection of the parameter with its defined value.



Consider the value as shown in the image above.

**N0109Y0105Y0105Y0104N0102N0000Y0102Y/**

Configuration value	Field
N0109	Stockno
Y0105	Item description
Y0105	Item classification 1
Y0104	Item classification 2
N0102	Item sub-classification 1

N0000	Item sub-classification 2
Y0102	Size code
Y/	Separator '/' between the details

## Key to configuration value

### **N0109 Stockno**

N- Value indicates not to display the field details.

01- Start digit of the field.

09 – End digit of the field.

### **Y0105 Item description**

Y – Value indicates to display the field details

01 – Start digit of the field

05 – End digit of the field

## Areas affected by the solution

Billing

# How do we configure a cash draw and a pole display unit in Shoper 9 POS?

## A. To configure Cash Draw in Shoper 9 POS

1. Go to **Setup > General > System Parameters**
2. Select **POS Device** under Categories
3. Enable the parameter, **Cash Draw Present** (by ticking the checkbox)
4. Click **Save** and then **Apply** to Database
5. Click **Exit** to come out of the option

## B. To define an escape sequence for the Cash Draw in General Lookup

1. Go to **Catalogue > General Lookup**
2. Enter the values for **Recid 323** as shown in the table

RecId	Code	Descr	Flag	Remarks
323	1+01	SR519900.OpenCashDrawer	2	DLL Classname used to Open the Cash Drawer
323	1+06	Enter here the escape sequence for the Cash Draw, for example, 7#	1	Escape Sequence for the Cash Draw

## C. To configure a Pole Display unit in Shoper 9 POS

1. Go to **Setup > General > System Parameters**
2. Select **POS Device** under Categories
3. Enable the **parameter , Customer Display Unit Present** (by ticking the checkbox)
4. Configure the value for the parameter, **Port Number** used for **Customer Display Unit**  
If the value is **1**, it refers to the **COM1** port or if the value is **2**, it refers to the **COM2** port of the system.
5. Configure the value for the parameter, **Customer Display Type** as **1**
6. Enter the values for **Recid 322** as shown in the table

RecId	Code	Descr	Flag	Remarks
322	1+01	SR519800.	2	DLL Classname used to

		CustomerDisplay		display details in the Pole Display Unit
322	1+02	1 (If the unit is connected to the COM1 port) 2 (If the unit is connected to the COM2 port)	0	Value associated with the connecting port.
322	1+04	COM1 (If the connecting port is COM1) COM2 (If the connecting port is COM2)	1	Description of the connecting port.

### Areas affected by the problem/solution

Billing

# Run time error 76 “path not found” during Synchronisation

## **Case 1**

### **Cause**

The path given in System Parameter does not exist or the required files are not available in the given path.

### **Solution**

Change the path in System Parameter to the correct path or verify that the data files are present in the given path.

## **Case 2**

### **Cause**

The folder **Log** (under Share folder)/ **In / Out** is missing in the application directory.

### **Solution**

Create the missing folders

## **Case 3**

### **Cause**

The folder path given in Vacompany table is incorrect

### **Solution**

Update the correct path in Vacompany table

## Mismatch is found in Stock Balance and Stock as on Date Reports for one specific classification

During stock take, a mismatch is found in **Stock Balance** and **Stock as on Date** Reports for one specific classification. Additionally, when the **Stock Taking Scope** is **Partial**, the **Book Stock** in the **Physical Stock Taking screen** was displaying double the quantity.

### **Cause**

Duplicate class1cd and class2cd found in class12combo.

### **Solution**

Remove the duplicate entry from class12combo.

# Unable to connect to the Tally License Server from client machines in a multi-user environment

## Cause

The firewall is blocking the Tally License Server EXE.

## Solution

Go to **Control Panel > Windows Firewall > Exceptions Tab > Add Program > Browse > and provide exceptions** in **Server machine for Tallylicserver and Shoper exe** in the Windows firewall settings.

Additionally, in the Exceptions Tab > Click Add Port

- Enter **Name**
- Enter **Port Number** (Tally License Server Port No)
- Select **TCP**
- Click **OK**

This process would configure the port number in the Windows firewall exception list.

Then configure the client machines accordingly.

**Note:** If any system is having more than one anti-virus, then remove them accordingly and keep only one registered anti-virus.

# RTE - "String or binary data would be truncated"

While creating a PT file, the system generates a RTE - "String or binary data would be truncated". How do I solve this?

## **Cause**

Fields (string) in the item master table contains digits more than the specified length for that field.

## **Solution**

Edit the item master and insert the correct data in the field.

## **Areas affected by the problem/solution**

**Housekeeping** and **Stock modules**

# Path not found while opening Goods Inwards



## Cause

In the Security database (**tspsysdb**), the directory path for **DbInDir** and **DbOutDir** is incorrect / path not mentioned.

## Solution

Check the directory path in security database for **DbInDir** and **DbOutDir** and update the correct path.

# Unable to update the new item details (GIR)

Goods Receipt - Open For 28/08/2009 - govinda

Transaction Type: Purchase    Supplier Id: Sw501    Aditya Bala Nuvo Limited     Cost Price Inclusive of Tax

Rel./Dc No: KA00062865    Dc Date: 05/06/2009

Doc Remarks:    Doc Prefix: PG    Doc Number: 1

Stock No.	Item Description	Doc Qty	Act Qty	Selling Price	Current Cost	Value	Discount Rate	Discount Amount	VAT Rate	VAT Amount	Add-on Before Tax	Add-on After Tax	Deduction Before Tax
9	8903309398316 LP/T/LT209P0043/BD/092	2.00	2.00	1499.00	1046.01	2092.02			4.00	0.00			
10	8903309417277 LP/T/LT209P0221/ND/082	2.00	2.00	1799.00	1255.35	2510.70			4.00	0.00			
11	8903309417291 LP/T/LT209P0221/ND/086	1.00	1.00	1799.00	1255.35	1255.35			4.00	0.00			
12	8903404156569 LP/T/LT209P1031/ND/082	1.00	1.00	1399.00	976.23	976.23			4.00	0.00			
13	8902919320472 LP/T/LT015/ND/092	1.00	1.00	1499.00	1046.01	1046.01			4.00	0.00			
14	8903088744328 LP/T/LTH096/M/086	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
15	8903088753054 LP/T/LT1131/M/082	1.00	1.00	1499.00	1046.01	1046.01			4.00	0.00			
16	8903201485352 LP/T/LTH433/BD/082	2.00	2.00	1599.00	1115.79	2231.58			4.00	0.00			
17	8903201507748 LP/T/LTH520/ND/092	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
18	8903201474897 LP/T/LTH552/ND/092	1.00	1.00	1599.00	1115.79	1115.79			4.00	0.00			
19	8903088802851 LP/T/LTL025/NM/096	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
20	890308882565 LP/T/LTL098/ND/096	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
21	8903088833282 LP/T/LTL145/BD/086	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
22	8903088872816 LP/T/LTL224/ND/092	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
23	8903088814359 LP/T/LTL303/ML/096	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
24	8903201537875 LP/T/LTL577/ND/086	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
25	8903202127914 LP/T/LTN179/BD/092	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
26	8903202182876 LP/T/LTP031/GY/082	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
27	8903202507297 LP/T/LTP080/M/092	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
28	8903304863901 LP/T/LTRR766/GY/086	1.00	1.00	1399.00	976.23	976.23			4.00	0.00			
29	8903304863932 LP/T/LTRR766/GY/096	1.00	1.00	1399.00	976.23	976.23			4.00	0.00			
30	8902999228989 LP/T/LT18302/BD/096	1.00	1.00	1699.00	1185.57	1185.57			4.00	0.00			
31	8903202755971 LP/T/LT2538/ND/102	1.00	1.00	2750.00	1918.95	1918.95			4.00	0.00			
32									0.00	0.00			

Updating New Item Details Not Completed!!

## Cause

When the same style and shade (sub classification1 and 2) are repeated for multiple products and brands (Classification 1 and 2), the parameter settings does not permit the repetition.

## Solution

- Go to **Shoper > Setup > General > System Parameters > Categories > Item Classification** .
- Uncheck** the parameters
  - Sub-classification1 (Style) unique across Classification1 (Product) and Classification2 (Brand)
 and
  - Sub-classification2(Shade) Unique across Classification1 (Product) and Classification2 (Brand)

## Tally posting Information

The Manage Missing Vouchers option displays the map name and document prefix along with the document number in the Voucher No. column. But when posted to Tally, as per the map setting in Shoper, the document prefix and document number alone will be posted to Tally.

# Tally Interface

## **Information**

Only the Masters used in a transaction in Shoper (Vendor information) is posted to Tally. Non-transacted vendor information will not be posted.

# After POS was updated to Gold release, synchronisation with HO is failing

## **Cause 1**

System failed to copy the latest sync exe's during the patch updation (data extraction exe, data import exe, etc.).

## **Solution**

Remove the updated patch details and re-update the patch using the latest patch update engine.

## **Cause 2**

During patch updation, the system failed to update the latest script files due to the presence of an old patch engine (updater).

## **Solution**

Repeat the update of the patch using the latest patch engine (updater)

# Failure to extract data at Shoper9 POS during synchronisation

Failure to extract data at POS during synchronisation or the file received from POS is not loading at HO. At the same time the log file displays the message 'resync expected from dd/mm/yyyy'

## **Reason**

HO is expecting Resync data from the POS location. Reason for sync failure is displayed in the log file. Additionally, user can find the Resync message in the remarks field of LogDataExtractSummary table.

## **Solution**

Depending on resync date given in the log file, roll back POS data at HO using **Rollback Showroom Transactions** menu option and Resync.

# Synchronisation through FTP is failing at the time of exporting data from POS to HO

## Cause

Exporting of data during synchronisation may fail due to the presence of an older version of uploading exe / unavailability of files to be uploaded / exe is looking for files with a different naming convention.

## Solution

Verify the following to confirm the reasons for sync failure:

1. Open upload.log file and identify the file names being uploaded
2. Open experror.log file and verify the file names created

The naming convention and file name in both the above files need to be the same for proper uploading. In case, where the file names differ, verify and change the extraction exe. In case, where the file names are same and sync is failing continue to next step.

3. Verify the version of Uploading exe and copy the latest version

While doing Tally Interface I am getting a message "critical error contact Shoper support error number 2147217873 error violation of primary key constraint pk\_tally masterinfo cannot insert duplicate key in object dbo tally master info"

During Tally Interface mapping a message critical error contact Shoper support **error number 2147217873 error violation of primary key constraint pk\_tally masterinfo cannot insert duplicate key in object dbo tally master info** is displayed and interface mapping fails in Shoper 9 HO.

### **Cause**

This happens when masters are configured to be posted with master names only without any prefix or suffix or code.

### **Solution**

This issue has been fixed in Shoper 9 HO Release 1.11.

# Unable to import data at HO

## Cause

The vacompany table in the security database DBInDr field does not end with '\

## Solution

Update the field DBInDr in the vacompany table of security database using the database manager.

1. Open the database manager and use Shoper HO database
2. Run the following query
3. Update the VAcompany set dbindir = dbindir+'\

## Unable to load Data at HO

One of the reasons that prevents data loading is incorrect details of the showroom master details in replication database. Check whether the fields dbname, dbusername, dbpasswd, dbserver, schemaname are set correctly in showroom master table.

### **Solution**

Using the database manager, set details in these fields in the Showroommaster table to match with showroom data and then reload the data.

# Unable to perform Online sync

## **Cause**

This may happen when enough rights are not given to virtual folder (polling folder) due to which files are not able to load into replication database.

## **Solution**

Delete polling folder in the Internet Information System(IIS) and recreate the folder manually or using IIS configuration setup provided with Shoper cd.

# Sales Promotion-Fixed Discount-Item Level – Buy X Get Discount on X+1th item

In a retail business scenario, discount schemes can be defined such as:

Buy 1 No of shirt of Brand A, get a second shirt on 5 % discount

A new feature incorporating an item level discount on buying X quantity of items has been introduced in Shoper 9. It states that an item level fixed discount (percentage/amount) is provided on the MRP of the (X+1)th item based on the lowest or highest price.

To define a promotion with this condition, execute the following steps:

1. Go to Catalogue > Define Sales Promotions in Shoper 9 POS/Distributor
2. Select Discount in Definition type under Scheme Details
3. Select Item Level in Definition Level
4. Select Fixed in Fixed/Variable
5. Select BUY X GET DISCOUNT ON [X+1] in Discount type
6. Type the required value in Priority Number
7. Select Lowest priced item/Highest Priced item in Apply Discount on
8. Click Next to move to Item details tab
9. Select the required values in Product-Brand/Style/Shade/Size/Stockno to populate the grid in Buy Group – Select Item(s)
10. Click Next to move to Discount details tab
11. The selected items displays in the grid of the Selected Item Details tab.
12. Select Percentage/Amount in Discount entered in terms of as required
13. The grid, BUY X GET DISCOUNT ON [X+1]TH is displayed.
14. Type the value against Buy
15. Type the value of discount in Percentage/Amount
16. Click Save to record the sales promotion definition

# Sales Promotion Information

In a retail business scenario, discount schemes can be defined, such as:

- Buy 1 shirt of Brand A **and** 1 trouser of Brand B **and** 1 tie of Brand A. Get a 10% discount on this combination of three items.
- Buy 1 pair of shoes of Brand A **or** 1 pair of shoes of Brand B **and** 1 pair of white socks. Get a 5 % discount on either of the combinations, i.e. to get the discount you have to either buy 1 pair of shoes of Brand A **and** 1 pair of white socks **Or** 1 pair of shoes of Brand B and 1 pair of white socks.

A new feature incorporating the **AND** condition in defining a sales promotion at the item level with a fixed discount has been introduced in Shoper 9 POS/Distributor.

**To define the promotion with 'AND' condition, execute the following steps:**

- Go to **Catalogue > Define Sales Promotions** in **Shoper 9 POS/Distributor**
- Select **Discount** in Definition type under Scheme Details
- Select **Item Level** in **Definition Level**
- Select **Fixed** in **Fixed/Variable**
- Select **Percentage/Amount** in **Discount type**
- Type the required value in **Priority Number**
- Select **Discount based on item quantity**
- Select **Lowest priced item/Highest Priced item** in **Apply Discount** on Click **Next** to move to Item details tab
- Select the required values in **Product-Brand/Style/Shade/Size/Stockno** to populate the grid in Buy Group "C Select item(s)
- Click **Next** to move to Discount details tab
- The selected items are displayed in the grid, Selected **Item Details**, in the tab.
- Select Create item combinations to display the grids for selecting **item classifications** and to **define the discount scheme**
- Select **Product/Brand/Style/Shade/Size/Stockno**
- Click Apply if you have selected more than one classification in the Item details tab

For example, if you select **Product + Brand and Style** in the Item details tab, then in the Discount details tab you can select Style in addition to **Product** and **Brand** and click **Apply** to

display the details of **Product +Brand+ Style** in the grid.

- Type the value in **Qty** and select **And/Or** in **Condition** for the selected item details in the grid
- Select End to complete defining the **discount scheme**
- Select **Percentage/Amount in Discount entered in terms** of as required

Note: You can select the option Re-arrange rows to arrange the rows displayed in the discount grid by clicking the down  $\downarrow$  and up  $\uparrow$  arrows.

The total number of items that are bought is displayed in **Quantity >= under Buy Item** .

- Type the value of discount in **Percentage/Amount** under **Get Discount**
- Type the value of discount in **Percentage/Amount** in under **Subject to Max. Discount Allowed**
- Click **Save** to record the **sales promotion definition**

### **Areas affected by the problem/solution**

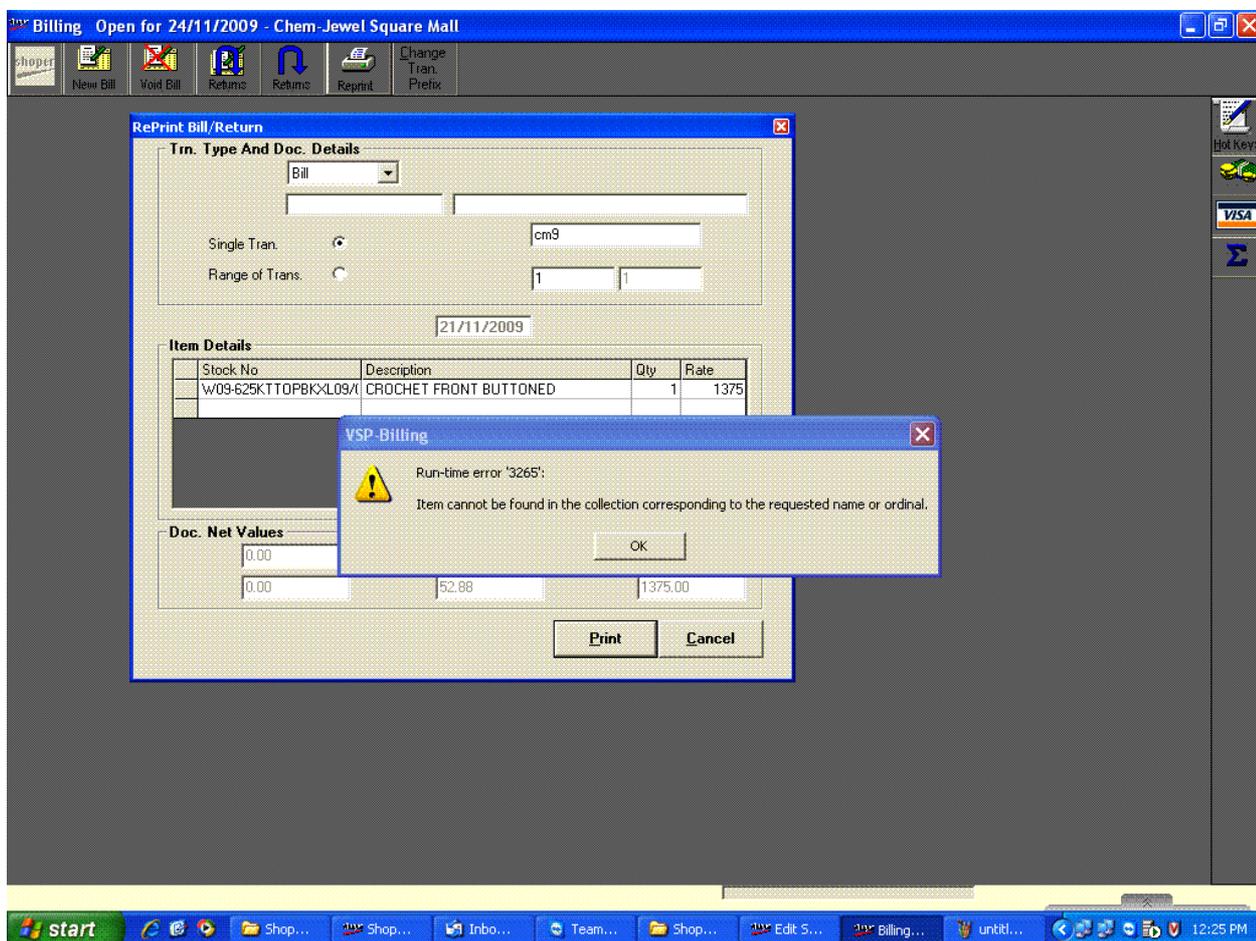
Sales Promotion and Billing

# Run-time error 3265: Item cannot be found in the collection corresponding to the requested name or ordinal

A run-time error message was displayed when trying to print a bill-' **Run-time error 3265: Item cannot be found in the collection corresponding to the requested name or ordinal** '

## Cause

The error message was displayed due to the absence of the required printing exe file in the Shoper application folder.



## Solution

To solve this issue, follow these steps:

1. Go to **Setup > General > System Parameters**

2. Select **Bill- Printing** under Categories
3. Ascertain the value assigned to the parameter, **Billing Stationery Type**
4. Click **Exit** to close the screen

Login to the SQL backend and execute the commands mentioned below.

5. use **Shoperdatabase**
6. Select \* from **genlookup** where recid=320

The table containing the details of the executable files for the required **Recid** is displayed. Find the details of the executable file (exe) corresponding to the value configured for the parameter, **Billing Stationery Type** in **Sysparam** (refer step 3 above).

Copy the appropriate exe file in the **Shoper application path** to ensure printing of the bill.

### **Areas affected by the problem/solution**

Billing, Bill Printing

# How to shrink/truncate the database in Shoper 9

Go to **Housekeeping** > **DB Tuning Utility** > select the option shrinking of the database.

**Note:** If shoper is not opening, from the backend you can run the following query for shrinking the database

```
dbcc shrinkdatabase (database_name,truncateonly)
```

# How do we print the company logo/picture on the sales bill?

To print your company logo/picture on the sales bill, execute the following steps:

## 1. **Solution**

To print your company logo/picture on the sales bill, execute the following steps:

- a. Click and open the Bill Template Designer
- b. In the designer, right click to open a drop down window
- c. Select Choose other details > Picture, The file selection window will be displayed.
- d. Select the required logo/picture file
- e. Click Open to complete the selection
- f. Position and resize the selected logo/picture on the template designer

**Note:** Please ensure that you comply with the following requirements:

- The picture or logo format should be either .bmp or .tif
- The picture/logo file should be available in the path, Application Folder\Bill Templates\Images, for example, C:\Shoper9\BillTemplates\Images

## On selecting the Supplier Id "Wrong Supplier Id displayed"

On selecting the Supplier Id and clicking Ok in the Supplier Browse during Goods Inwards, Goods Outwards or Physical Verification, wrong Supplier Id is displayed.

### **Cause**

The correct Supplier Id is not selected when Ok is clicked using Mouse.

### **Solution**

Select the Supplier Id in the Supplier Browse and press Enter or Ctrl+O or double click on the selected Supplier Id.

**Note:** This issue has been noticed in Release 1.11 and will be fixed shortly.

During synchronisation Shoper 9 HO is not able to upload the data after extraction.  
How do I overcome the problem?

**Cause**

This happens when the upload folder does not have sufficient access rights or when the antivirus is blocking access to upload folder. The reason can be ascertained by examining the file **DataExport.Log** available in <**Shoper 9 HO application folder**>\Share\Log folder.

**Solution**

Depending on the reasons for failure to upload, either give appropriate rights to the upload folder or configure the anti-virus program to exclude Shoper data files.

During synchronisation, Shoper 9 POS is not able to upload the data after extraction. How do I overcome the problem?

**Cause**

This happens when the upload folder does not have sufficient access rights or when the antivirus is blocking access to upload folder. The reason can be ascertained by examining the file **CCCUUpload.LOG** available in **<Shoper 9 POS application folder>ShareLog** folder.

**Solution**

Depending on the reasons for failure to upload, either give appropriate rights to the upload folder or configure the anti-virus program to exclude Shoper data files.

## Run time error - Permission denied

When I use the option Synchronise Manually in Shoper 9 POS, configured to synchronise data through FTP, a run time error message Permission denied is displayed. How do I avoid this error and synchronise data using FTP?

### Cause

This happens when the **TempFTP** folder available in the share folder of **Shoper** application folder does not have read/write permissions.

### Solution

Remove **TempFTP** folder from <Shoper Application folder>\share folder and then use the **Synchronise Manually** option. This will create the folder **TempFTP** afresh with all the rights and **synchronisation** will function without any error.

# Required file not found in application path

An error message **required file not found in application path** is displayed in Shoper 9 POS. How do I overcome the error and complete synchronisation?

## Cause

Sync process internally calls many exes and when the required exe is not present or is corrupted, Shoper 9 POS displays this error message.

## Solution

- To overcome this problem, take back up of the data and **reupdate** the patch
- Check if all the exe names listed as active in the **AgentActivity** table are available in the application path

## During synchronisation using Mail as mode of communication, the system displays a message Authentication required

This error occurs when the mail client configured in the system where Shoper 9 POS is installed and the default mail client in Internet settings are different. That is, system is configured to use Outlook Express when the default mail client selected in Internet settings is Microsoft Outlook.

### **Solution**

Since the system in which Shoper 9 POS installed is configured to use Outlook Express, change the default mail client in Internet Settings to Outlook Express.

# loading is not successful, because of db error

Online sync fails at POS and the log file displays the error '**loading is not successful, because of db error**'

## Case 1:

### Cause

Data is extracted at the showroom but loading at Shoper 9 HO fails due to corrupted AST database. The reason for failure can be ascertained by examining the log file DataLoadingMMDD.LOG available in **<Shoper 9 HO application folder>\Share\Log** folder. Browse through the entries to find the reason for loading failure.

### Solution

Drop the corrupted database at HO and restore the database using backup file from respective POS location. Then use Create ID / IM Data from Replication (**Shoper 9 HO >Menu > Housekeeping** ) menu option to fix ID/IM components.

## Case 2:

### Reason

Primary key assigned to few tables at Shoper 9 POS but not present in AST database. The reason for failure can be ascertained by examining the log file DataLoadingMMDD.LOG available in **<Shoper 9 HO application folder>\Share\Log** folder. Browse through the entries to find the reason for loading failure.

### Solution

Inconsistency in primary key of tables at HO and POS can be overcome by reupdating the patch at POS location. Take back up of data and reupdate the patch.

## Case 3:

### Reason

Few tables (BAK or Main) may be missing in AST database. The reason for failure can be ascertained by examining the log file DataLoadingMMDD.LOG available in **<Shoper 9 HO application folder>\Share\Log** folder. Browse through the entries to find the reason for loading failure.

### Solution

The problem with missing tables in AST database can be overcome by reupdating the patch at POS location. Take back up of data and reupdate the patch.

# Master for an Item is not present in the database

During Physical Stock Take process, if it is found that the master for an Item is not present in the database, those missing masters have to be imported or created. To consider these new masters during Physical Stock Take process, they have to be included or defined in the Stock Take Scope.

## Solution

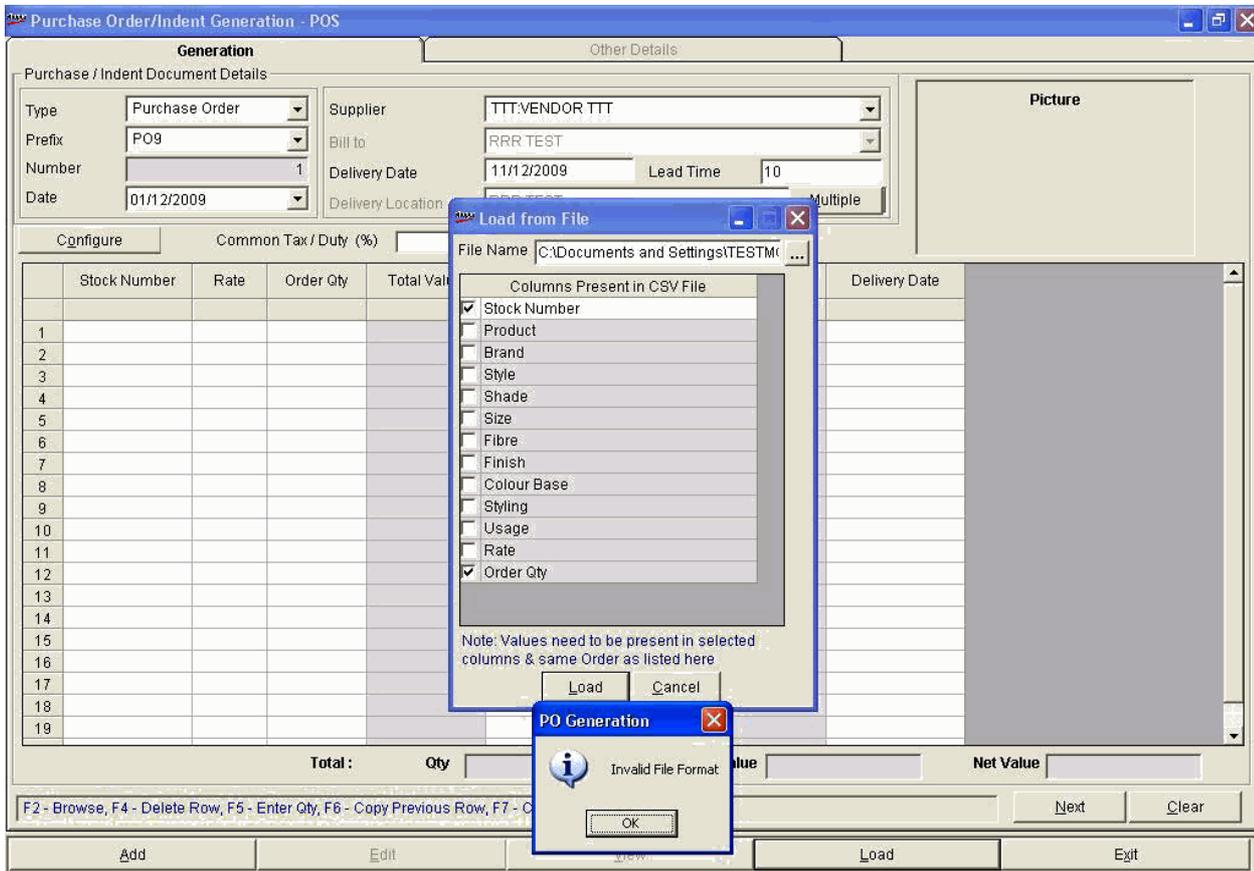
After importing/ creating the new masters, to add these items to the Stock Taking Scope during Physical Stock Take process,

1. Click **Cancel Process**
2. In the message screen Cancel **Physical Stock Taking Scope**, click No
3. To add or take the new Item into account, click **Refresh** against **Stock Taking Scope**
4. Click Record to continue with the **Physical Stock Take process**

**Note:** To create new item masters, **Catalogue > Item Master**, To import item masters, **Housekeeping > Data Import > Item Master**

# Invalid File Format

An error message **Invalid File Format** is displayed while loading a **CSV File** during Purchase Order/ Indent generation.



## Cause

The first line is blank in the CSV file.

## Solution

Delete the blank line in the CSV file and load the same again.

# The stock quantities displayed by Stock as on Date report and Stock Aging report are not matching

The stock quantities displayed by Stock as on Date report and Stock Aging report are not matching.

## **Environment**

Shoper 9 POS, Reports, SQL Server

## **Reason**

The stock quantities displayed by Stock as on date report and Stock Aging report are meant for different purposes and thus show different values. The Stock as on Date report gives the stock quantity as on the specified date, whereas the Stock Aging report gives the stock quantity for different aging periods. You may encounter a mismatch in the stock quantities displayed by these reports when you are generating the Stock aging report for a date previous to the Shoper date and the current stock quantity of the selected item is zero. The reason for this is that the Stock aging report will not show any item whose current quantity is nil, even if you are generating the report for a date on which there was some stock quantity of the selected item.

## **Solution**

First of all, the stock quantities displayed by these reports need not be the same. But if you generate these reports for the current Shoper date, you may see that the stock quantities of the selected items, displayed by both the reports are the same.

## **Areas affected by the Problem/ Solution**

No direct impact on any other areas.

# The sale values displayed by the Bill wise sales report and Stock Analysis report are not matching

The sale values displayed by the Bill wise sales report and Stock Analysis report are not matching.

## **Solution**

The sale values displayed by Bill wise sales report and Stock analysis report do not match, because the calculation of sale value in both the reports are based on different factors. In the Bill wise report, retail price of the items are considered for the calculation of sale value, whereas in the case of Stock analysis report, cost price of the items are considered for the sale value calculation.

## **Areas affected by the Problem/ Solution**

No direct impact on any other areas.

**Note:** The Stock analysis report is used to identify the closing stock for the selected items/ combination of items, whereas Bill wise sales report is used to identify the bill wise sales details. So, you cannot compare these two reports expecting to get the same sale value for any stock items.

# How to activate additional site licenses

Additional site licenses can be activated using below steps

- Install Shoper 9
- Open Shoper 9 and click Manage License
- Select the option Activation of an additional site for your organization
- In the Serial Number and Activation Key fields, enter the serial number and activation key provided with Shoper 9 CD, respectively
- Enter the Account ID provided by your HO
- Enter a unique Site ID of your choice
- In the E-Mail ID of Administrator field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator)
- Click Submit to send the activation request
- The Manage License screen now displays the option Unlock License
- You will receive an e-mail with the unlock key
- Select the option Unlock License
- In the Unlock Key field, enter the unlock key that you received by e-mail
- Click Submit to activate the Shoper 9 License

# How do I activate a single site license for Shoper 9 Silver/Gold/Diamond?

To activate a Shoper 9 license, execute the following steps:

1. Install Shoper 9
2. Open Shoper 9 and click **Manage License**
3. Select the option First time activation for your organization
4. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key provided with Shoper 9 CD, respectively
5. In the field **E-Mail ID of Administrator** , enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator)
6. Click **Submit** to send the activation request
7. The Manage License screen now displays the option **Unlock License**
8. You will receive an e-mail with the **Unlock Key**
9. Select the option Unlock License
10. In the Unlock Key field, enter the unlock key that you received by e-mail
11. Click **Submit** to activate the Shoper 9 License

## How do I configure a license for Terminal(s) in Shoper 9 Gold/ Diamond?

By default the License configuration takes place during the installation process.

In case the configuration does not happen:

- Open Shoper 9 and click Manage License
- Select Configure License
- Enter the IP Address/Host Name and Port number of the license server
- Click Submit

Our Company had purchased Shoper 7.2 Silver and is using it on two machines. Can we upgrade to Shoper 9 Silver and use it on two machines?

To use same license on two machines, follow below steps

- Install the server and activate the license
- Send the request for additional site activation to **Tally Solutions Pvt. Ltd.**
- On approval, install Shoper Full client and activate the same
- For additional site activation provide the same Serial Number and Activation Key
- Provide different Site Id's with different Site Admin E-mail ids

# License Server is running on the server but Shoper shows Unable to get the license from the License Server

Unable to get the license from the License Server,Check If Tally License Server Service is running

## **Solution**

To check if the Tally License Server Service is running:

In the Internet explorer address bar, enter <http://servername:portno> or <http://ipaddress:portno>

Example: <http://server:9999>

If the License service is not running, then start the License Server service using Tally Admin tool or windows services

**To start the License Server service:**

Open Tally Admin Tool (**Start >Programs > Tally License Server > Tally Admin**)

Go to **License Service > Click Install**

**Environment**

Shoper 9, OS Windows

**Note:** Using Tally Admin Tool you can Install, Uninstall and Restart the service.

# License Server is running on the server but Shoper shows Unable to get the license from the License Server

Unable to get the license from the License Server. Check Windows Firewall exceptions options

## **Cause**

License Server exceptions not provided in Windows Firewall.

## **Solution**

Go to Control Panel > Windows Firewall > Exceptions

Enable License Server exceptions

**Note:** You need to provide exceptions in anti-virus and other third party firewalls too.

# Unable to get the license from the License Server when proxy is enabled

## Cause

Shoper 9 is installed on a Proxy configured system and the License Server is running on another machine, but Shoper shows a message Unable to get the license from the License Server. Proxy exception is not enabled on the system

## Solution

Enable proxy exception on your system.

To Enable proxy exception:

1. Open Internet Explorer
2. **Go to Tools > Internet Options > Connections > LAN Settings > Advanced Under Exceptions** and provide <http://servername:portno> or <http://ipaddress:portno>

E.g.: <http://server:9999>

# During License activation, sometimes the License will go to off-line mode even if internet connectivity is available

## Cause

This happens when certain anti virus or Firewall is enabled

## Solution

To activating the License:

Go to **Activate/ Re-activate License** form

Provide necessary details

1. Click **Submit**
2. **A** message Unable to send activation request is displayed
3. Click **OK**
4. A confirmation message is displayed to continue activation in the offline mode.
5. Click **OK** to create the activation request file
6. Activation request file **Shoper\_req.lic** is created in the application folder
7. Copy the **Shoper\_req.lic** to the application folder of another system with an active internet connection
8. Start **Shoper 9** and Go to the **Manage License** screen
9. A new option **Send External Request** is displayed
10. Select **Send External Request**
11. Click **Continue**
12. **A** response file is created in the Shoper 9 folder and the unlock key is sent to the e-mail Id given in the request file
13. Transfer the response file back to the Shoper 9 application folder that has to be activated
14. Go to **Unlock License** screen
15. Enter unlock key received by e-mail
16. Click **Submit**
17. **An** activation successful message is displayed
18. Click **OK**

**Note:** You can also use Tally Admin tool for activation/ re-activation of the license.

## How do I change the status of the license from Pending for Confirmation to Active?

- Once the license is activated ensure that the status is changed from **Pending for Confirmation** to **Active**
- If you are not doing this process, then after 15 days your license will go to evaluation mode
- Login as **Account Admin** in **Control Centre**
- Select the **Serial number**
- Go to **Actions**
- Click **Confirm**
- Enter the comments
- **Submit**

## Tips for Shoper 9 Licensing

If you activate/ re-activate the licenses more than 25 times without formatting the system, you may not be able to activate the license again. Contact Tally Solutions Pvt. Ltd., our support executive will assist you.

Before re-installing Shoper 9 it is advised to surrender the license through Shoper 9 or from the Control Centre.

For License Activation /Re-activation you can use Shoper 9 > Manage License or Tally Admin tool. Use the latest version of the Tally License Server for compatibility with latest version of Shoper 9.

# Time Out Expired during the day end

## **Cause 1:**

Due to table's indexing issues data would not retrieving

## **Solution**

Open Shoper > Housekeeping > DB Tuning Utility > Do the Re-index for Master and Transaction tables.

## **Cause 2:**

Reason: Master or transaction tables May corrupt

## **Solution**

Open Shoper > Housekeeping > DB Tuning Utility > Check the Database consistency and verify the output which tables has been corrupted

Based on the results provide the solution

# Dealer price is not being updated while loading PT File

## Cause

In the Distributor scenario, if the system parameter, **Retail Price Alternation** in **Goods Inwards** is not set to **1**, the revised dealer price will not get updated.

## Solution

- Go to **Setup > System Parameters > Categories > Inwards**
- Change the settings in the system parameter **Retail Price Alternation in Goods Inwards** to **1**

# Stock number cannot be blank, while copying from excel to itemmaster

On copying the data from an MS Excel sheet, pasting it in the item master grid and subsequently saving new item details in the item master, a warning message Stock number cannot be blank is displayed even when the stock number was available.

## **Cause**

This problem arises if the stock number is user assigned and Class1 (Product) and Class2 (Brand) fields are selected as the common fields while creating the item master.

## **Solution**

Do not select Class1 (Product) and Class2 (Brand) fields as the common fields while creating item master.

# How to correct the negative values in cost prices for stock items

## Cause

When the Outward cost price is more than the item master (inward) cost price, the difference was being taken as a negative value. (This is applicable for versions earlier than Shoper 9 Gold)

## Solution

To correct the values, perform a cost price fixing process.

In Shoper 9 POS,

1. Click Setup > Supervisory Functions > Cost price Variance Fixing. This will open the User Authentication window
2. Enter the details against User Name, Password and Company. This will then open the Cost Price Variance Fixing window
3. Uncheck the default option Cost Price >= Retail Price
4. Select Cur.Stock and the values, Qty = 0 and Val < 0
5. Click List matching masters
6. The stock items having zero quantity balance with negative values are displayed in the grid.
7. Enter the values of cost price in Revise Cost-Price for the stock items
8. Click Save to display the corrected values
9. You will find the values for Quantity and Value under Current Stock Balance as zero.

# POS is unable to upload files to online polling folder during synchronisation

## Cause

Uploading of extracted files to online polling folder fails when incorrect server name or format is entered during POS-HO Synchronise configuration at POS.

## Solution

Verify the server name and format given in POS – HO Synchronise configuration option. Modify the incorrect name/format of the server.

The correct format for server name is <http://servername#/pollingfoldername> . For example:  
**http://acmeserver#/polling** or **http://127.0.0.1#/polling** .

# FTP Connection failed during synchronization

A message ftp connection failed is displayed during synchronisation.

## **Cause**

The firewall of the antivirus program is denying access to the FTP folder.

## **Solution**

Create an exception list in the antivirus program to allow access to FTP folder.

# Automation error, specified module could not be located

AST Import error **rte-53**, file not found displayed during synchronisation.

## Cause

The reason for AST import error can be ascertained by examining the log file. In case the log file displays an error message **automation error, specified module could not be located**, the error is caused by dll files.

## Solution

1. Check if, dll files are present in system directory, the files are registered and are of the latest version.
2. Run the dll files **dao350.dll** and **dao360.dll** using the **scripten.exe** utility
3. **Re-start** the computer and then login to Shoper.

# Error message, "Time Out Expired" displayed during item master import

Error message "**Time Out Expired**" displayed during item master import in Shoper 7.2

## **Reason**

This error occurs when the item master import exe is of an older version

## **Solution**

Update the downloaded patch files once again.

# Invalid property or value – RTE – 380

When the Manual sync process is executed, system displays an error message **invalid property or value – RTE – 380** and the process fails

## Cause

The run time error 380 occurs when company code of HO to which data is synchronized is wrong in the **Agentactivity** table.

## Solution

Update the HO company code in **Agentactivity** table

- Use the database manager to update HO company code

or

- Type the script in a notepad, create a dbs file and run the file using scriptupdatation.exe.

During the billing of sales of stock items, you can control their range of rates and quantities sold by enabling or disabling the values

S No.	Stock No	Item Description	Rate	Qty	Value	Disc Code	Disc Qty	Disc. %	Disc.Amt	Total	SalesStaff
1											
2											
3											
4											
5											
6											
7											
8											
9											
S No.	Stock No	Item Description	Rate	Qty	Value	Disc Code	Disc Qty	Disc. %	Disc.Amt	Total	SalesStaff
	000006	Arthur SHIRT	2000.00	101.00							

Total No. of Items	Total Qty.	Sales Value	Item Level Discount	Bill Discount	Total Tax	Total Addons	Total Deductions	Net Amount

## Solution

To set up this control in billing, enable or disable the system parameter, **Validate Quantity and Rate Range In Billing** under the Billing Category.

1. Go to **Setup > General > System Parameters** in Shoper 9 POS
2. Select **Billing** under **Categories**
3. Select the system parameter, **Validate Quantity and Rate Range In Billing**
4. Click the button against the selected parameter to open the **Validate Quantity and Rate Range In Billing** main window
5. Click **Quantity Range/Rate Range**

- If you click **Quantity Range** , the **Quantity Range** window opens
  - Select **Y: Enable/N : Disable** under **Enable** , enter the values for lower limit under **Range From** and for upper limit under **Range To**
  - Click **Apply** in the window
  - If you click **Rate Range** , the **Rate Range** window opens
  - Select **Y: Enable/ N: Disable** under **Enable** , enter values for lower limit under **Range From** and for upper limit under **Range To**
  - Click **Apply** in the window
6. Finally click **Apply** in the **Validate Quantity and Rate Range In Billing** main window
  7. Click **Save & Apply to Database** to save the configuration
  8. Click **Exit** to close the system parameters screen

#### Example

If you want to control the quantity of billing at the sales counter as a value within the range 1 to 100, configure the values under Quantity Range as required. When the billing clerk enters/scans values below the lower limit or above the higher limit, then the billing option prevents the sale by displaying an appropriate message.

A similar configuration is possible to control the values in rate range of items sold.

# Error message, "ctivex Component cannot create object" displayed during sales bill

A Shoper 7.2 POS customer used customised executable (Exe) files to print sales bills. After the product was upgraded to Shoper 9 POS through migration, an error message, "**Activex Component cannot create object**", was displayed during printing and the operation was terminated.

## Reason

Shoper 9 POS does not support customised bill printing and the value configured for the system parameter, Billing Stationery type was not 21, which is the value for a generalised printing. Hence, the error message was being displayed.

## Solution

When you upgrade Shoper 7.2 to Shoper 9 POS, only normal/generalised printing of bills is possible, as customised executables (Exes) files of Shoper 7.2 are not supported. The value of the system parameter, Billing Stationery type, for a generalised printing of bills is 21.

**Note:** You can develop customised printing executable files in Shoper 9 too to meet your requirements.

## Areas affected by the problem/solution

Billing

# Overflow (run time error) error

Unable to view the Sales Promotions Listing, A stack overflow (run time error) error was displayed while generating the report.

## **Cause**

Error occurred when the customer selected class1, class2 and subclass1 categories to view the sales promotions listing.

## **Investigation**

Examined the backup loaded on the FTP site.

## **Solution**

The customer was informed that the issue will be rectified in the upcoming Rel 1.3.

## **Module affected**

Sales Promotion

# String or binary Data would be truncated

Run time error reported by customer in the Bill-wise Item List.

An error message, " **String or binary Data would be truncated** " was displayed and the process terminated.

## **Cause**

When additional options, like style description, etc. other than the default selections are selected, this error occurs.

## **Investigation**

The customer database was analysed for the cause of the problem.

## **Solution**

A solution was provided to the customer requesting them not to select style description option, etc. while viewing the reports. This issue will be resolved in the forthcoming Release 1.3.

# HO is unable to load POS data due to the negative value of milliseconds in the extracted data

## **Cause**

It is noticed that when a new record is inserted by POS synchronisation process in any table (having timestamp) at a particular moment of time i.e. 59th second of a minute with milliseconds reading past 500, extracting the respective data will enter invalid value against milliseconds in the extracted data. Due to this HO is unable to load data received from POS. This is happening with locations that have upgraded to release 1.2.

## **Solution**

The issue has been rectified in release 1.21.

The Credit Note Status Report did not display details of a credit note generated in a sales return bill even though the customer received a refund for the return

The Credit Note Status Report did not display details of a credit note generated in a sales return bill even though the customer received a refund for the return.

### **Investigation**

Examined the backup of the customer data uploaded in the FTP site and found the date format in the two tables **Poscashtran** and **Saletrnhdr** was wrongly updated as **mm/dd/yy** instead of **dd/mm/yy** .

### **Cause**

The showroom was using Shoper 1.12 release and the date format in **Poscashtran** and **Saletrnhdr** tables was interchanged.

### **Solution**

This issue has been fixed under Release 1.2. The showroom was advised to update the product to the current version, Release 1.2.

### **Module affected**

Reports (Sales), Sales Return option

# Run time error 94 - Invalid use of null

Customer was unable to print an invoice or reprint an existing one.

## **Symptom**

An error message, "Run time error 94 - Invalid use of null", was displayed when a new invoice was printed or while reprinting an existing invoice.

## **Investigation**

Examined the data of the customer.

## **Cause**

The showroom was using a customized exe developed by a Partner to print invoices. The customised printing program compulsorily required the capturing of mobile phone numbers of customers in the Customer Catalogue. However in this instance the mobile phone information was not captured.

## **Solution**

The Customer was advised to update the mobile phone number details in Customer Catalogue and the invoice was printed.

## **Module affected**

Bill Printing, Customer Catalogue

## **Environment:**

Shoper 9 POS, Bill Printing

# Unable to access first record

Customer is unable to generate the Item-wise Sales report in Shoper 9 POS.

## **Symptom**

A run time error message, "Unable to access first record" is displayed while generating the report in Crystal Report.

## **Investigation**

Analysed the data backup uploaded in the FTP site for resolving the problem.

## **Cause**

This issue was identified as Shoper 9 being incompatible with Windows 7 OS.

## **Solution**

Customer has been informed that the issue would be resolved in Rel 1.3.

## **Areas affected by the problem/solution:**

Reports (Sales)

Note: This issue is resolved in Release 1.3.

## Could not allocate space for object 'in database 'Shoper9S01' because the 'PRIMARY' file group is full"

The customer is unable to bill a sale transaction due to an error message, "Could not allocate space for object 'in database 'Shoper9S01' because the 'PRIMARY' file group is full".

### **Cause**

Checked the database management system used. The customer used an older version of MSDE database which has a size limitation of 2 GB, thereby new transactions were not being saved in the database.

### **Solution**

The customer has been advised to compact the database, remove the log files and upgrade to a higher version of MSDE Express database, having a capacity to store 5 GB of data.

# Value figures in Showroom Performance Report has no relation with Qty in the report

The customer reported that the Value figures in the Showroom Performance Report was not clear and had no relation to the Qty figures.

## **Cause**

The Value figures had to be multiplied by 1000 to gather information from the report. Only then a meaningful relationship can be established with the Qty figures in the report.

## **Solution**

The customer has been advised to multiply the Value figures by 1000 to arrive at a meaningful relationship with the Qty figures. The report has to be enhanced to provide meaningful information.

# How to activate Shoper 9 Silver License in Windows Server 2003 and Windows XP

To activate Shoper 9 Silver license, execute the following steps:

1. Install Shoper 9 Silver
2. Open Shoper 9 and click on **Manage License**
3. The Manage License screen is displayed
4. Select the option **Activation of an additional site for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key provided with the Shoper 9 CD, respectively
6. Enter the **Account ID** provided by your HO.
7. Enter a unique **Site ID** of your choice.
8. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
9. Click **Submit** to send the activation request.
10. The Manage License screen now displays the option **Unlock License**
11. You will receive an e-mail with the unlock Key
12. Select the option Unlock License
13. In the **Unlock Key** field, enter the unlock key that you received by e-mail
14. Click **Submit** to activate the Shoper 9 License

# Mismatch between Shoper HO and Shoper POS reports

The customer reported differences in qty. and values of item sales between the Showroomwise Sales and the Bill-wise Sales Report. These differences existed for all showrooms of the retail network.

## **Cause**

Mismatch between the Showroomwise Sales Report and the Bill-wise Sales Report. There were differences in values between the HO and Replication databases.

## **Solution**

The customer has been advised to run the option, Create ID / IM Data from Replication to import data from the Replication database into the ID / IM tables.

# Unable to open the nodes in Shoper 9 because a license is not available

After updating to the latest version, while opening Shoper 9 HO at the nodes, an error message, Client system is not directly connected to the same LAN where License server is connected. License Server cannot serve license for this client is displayed.

Check if the Shoper 9 Server and Nodes (Clients) are installed on the same network.

## **Cause**

Shoper 9 server and nodes (clients) are installed on different networks. Tally License Server does not allow the server and the nodes (clients) to function across different networks.

## **Solution**

Install Shoper 9 server and nodes (clients) in the same network.

# Posting of data to Tally.ERP 9 fails and an error message for difference in paise is displayed

Tally posting fails and displays an error message for difference in paise.

When addons and deductions and round off options are selected during mapping, Tally interface fails to post cumulative transactions but posts bill by bill entries successfully. The transactions with addons and deductions are considered as cumulative during data posting, which is not the expected behaviour.

## **Cause**

The expected behavior of not considering transactions with addons and deductions as cumulative bills (even when cumulative posting is selected) is failing in this case.

## **Solution**

This issue has been identified as a bug and will be rectified in the forthcoming release.

Currently, select the option bill by bill for Transactions to be sent in the mapping manager.

# Not able to connect to Tally/Tally is not open

## **Cause**

Tally Interface fails to post data to Tally.ERP 9 and displays a message (both in Shoper Tally Interface Status window and log file) not able to connect to Tally/Tally is not open.

A message not able to connect to Tally/ Tally is not open is displayed when shoper fails to post data to Tally. It was noticed in past posting failure issues that this particular message is displayed when there is a problem with the Tally port number, TCP file or connectivity to Tally.

In the current issue, Tally server was running on the given IP and the TCP file was also of the latest version. Verified the port number entered in Shoper mapping and current port number in Tally.ERP 9 and found them to be different.

Tally port number has changed after updating to latest version.

## **Solution**

Modify the Tally port number in Shoper mapping.

Use Change Company Information utility to modify the port number.

Or

Change the port number in Tally.ERP 9

# When the reports are generated in Tally there is difference in totals in summary and detailed modes of Sales register

The summary and detailed mode of sales register in Tally.ERP 9 displays a difference in total for the data posted from Shoper 7.2 POS

## **Investigation**

In Detailed mode it is noticed that few vouchers have reverse entries updated in Tally.ERP 9.

## **Cause**

The sales discount ledger and cash ledger are interchanged and updated in a few vouchers in Tally.ERP 9. This reversal causes a difference in sales register total values when viewed in summary and detailed mode.

## **Solution**

Drill down to the voucher level of the transaction updated incorrectly and reverse the entries manually.

## **Areas affected by the problem/solution**

Sales Register, Trail balance, Cash and Sales account in Tally.ERP 9

# Monthly sales report (Shoper 9 HO)

The figures reported in the monthly sales report (Shoper 9 HO) generated by the customer were without decimals.

There was no separate column for units of measure for different types of stock items in the reports generated in Shoper 9 POS by the customer.

## Symptom

1. The figures in the monthly sales report were round offs (whole figures).
2. It was not possible for the customer to know the units of measures for different types of stock items in the reports as the figures were displayed together without any differentiation.

## Investigation

The issues raised were studied and clarified to the customer through a mail.

## Solution

1. In the future release of Shoper 9 HO the monthly sales report would display figures with decimal places.
2. To introduce a column for Unit of Measure in POS reports was not feasible, but the Attribute wise reports for Sales, Stocks and MIS in future release will display segregated information for different types of stock items. This will be useful to the customer as like items will be grouped together.

## Environment

Shoper 9 HO, Win XP & MSSQL Server 2005

Shoper 9 POS, Win XP, MSDE Exp Edition

## Areas affected by the problem/solution

Reports- Sales (Shoper 9 HO)

Reports- Sales, Stocks and MIS (Shoper 9 POS)

# Unable to re-activate the Site License

A message Tally.NET ID mentioned by you as Administrator is incorrect. Please provide correct Tally.NET ID and proceed.

## **Cause**

In BSS, site admin flag is disabled

## **Solution**

Contact Tally Solutions Pvt. Ltd.

The site admin flag has to be enabled in BSS. Then the site can be re-activated.

# First time activation for your organization

During the process of updating the site license, one of the site administrators selected the option "**First time activation for your organization.**" How can I make the site as part of the group?

Please contact **Tally Solutions Pvt. Ltd.**, our support executive will assist you.

# Unable to open Shoper, Automation error is displayed

When you try to open Shoper, Automation error is displayed.

## Cause

- Check registry values in the server system. Registry values could have been corrupted in the server system.
- Shoper application is unable to access the registry values in the system.
- Certain anti virus or other processes run on the system is deleting the exes, dlls and folders automatically.

Hence, Shoper application is not getting invoked.

## Solution

Contact Shoper Support for further guidance.

# Billing is not possible due to an error while scanning an item

That same item's stock number is not displayed in the Stock Balance Normal Report.

After executing an inward, the transaction is accounted and displayed in Transaction-wise Goods Register but not in Stock Balance Normal Report.

## **Cause**

The records are not inserted in Stock Master

## **Investigation**

Test using **Shoper 9 Diagnostic Tool (DT)**

## **Solution**

Export Item Master and import the exported item master into the same company in Shoper 9. Take a backup and rebuild the database. After rebuild, check stock reports.

## **Areas affected by the problem/solution**

Stock reports, Billing, Transfer Out

## **Environment**

Shoper POS, 9, Rel 1.2, Goods Inwards, XP/Vista/Window7, MS SQL Server

# Unable to open Shoper 9 after updating latest patches

Shoper 9 does not open and an error message Warning! You've now reached the maximum limit permissible for evaluation version is displayed.

Investigation. Check if Tally.ERP 9 and Shoper 9 is installed on the same machine. Check the location of the License server installation.

## **Cause**

Tally.ERP 9 and Shoper 9 is installed on the same machine. When Tally.ERP 9 is upgraded to latest release, Shoper 9 does not open and when Shoper 9 is upgraded, Tally.ERP 9 does not open.

This problem arises when the license server is not configured for multiple Tally Products.

## **Solution**

Surrender the license and re-activate the license in Shoper 9. During License server installation Enable "Do you want to use common License Server for more than one Tally products?" option

# Unable to connect to the Licensing server

Unable to open Shoper 9 after updating Shoper 9 Release 1.2 patch

## Investigation

Check if the License Server is the latest installation (4.0).

## Cause

During patch updation of **Shoper 9 Release 1.2**, the **latest License Server (4.0)** has not got installed.

## Solution

Disable the old License Server (3.0) service and install the Tally License Server (4.0). Check the server and the nodes.

## Areas affected by the problem

Shoper HO Licensing

# Unable to re-activate license, after using rental license and then purchasing Shoper 9 POS Silver license

While re-activating the Shoper 9 license an error message License server has the single user license. Cannot serve this license is displayed.

During Rental license activation in Shoper 9 multi user is installed by default. If the process of converting license from Rental to Regular Silver is followed then this error would not occur.

## **Cause**

This error occurs when the Rental license is converted to Regular silver license in offline process.

## **Solution**

Rename the shoper.ini and re-activate the license.

# Unable to Close Day

## **Cause**

Check if day end exe is available in the application folder. The day end exe is not available in the application folder. It would have been removed manually or by third party application.

## **Solution**

Copy the day end exe and then check the day end process.

# Unable to run Shoper 9 POS/ HO Rel 1.21 applications in Windows 7 OS

## Query

Unable to run Shoper 9 POS/ HO Rel 1.21 applications in Windows 7 OS

## Reason

Shoper 9 compatibility with Windows 7 OS

## Solution

Go to Control Panel > User Accounts and Family Safety > Change User Accounts Control settings

- Disable UAC

To Configure Windows 7 OS to Shoper 9:

1. Open the **Shoper 9** application folder
2. Select either **Shoper.exe** or **ShoperHO.exe**
3. Right click on the file and select Properties
4. Click **Compatibility**
5. Select Run this program in compatibility mode for: under **Compatibility mode**
6. Select **Windows XP** (Service Pack 2)
7. Click **Apply**
8. Click **OK** to save the changes

Similarly, select the Compatibility for **ShoperPU.exe** , **ShoperLU.exe** and other sync related exes.

**Note:** The solution offered is a workaround and this will be fixed in Shoper 9 Release 1.3.

## Areas affected by the problem/ solution

Shoper 9 POS/ HO

# Unable to open the nodes in Shoper 9 after updating the patches using the latest LiveUpdate

When you click OK on Shoper 9 splash screen, Login screen does not appear

## Cause

Check if the updation of patches is done even at the nodes. The patch updation using the latest LiveUpdate is done only at the Server. It is not done at the nodes.

## Solution

Update the patches using the latest LiveUpdate at the nodes.

**Note:** LiveUpdate at the Node is required only if the node is a thick client. Thin Client node installation does not require LiveUpdation.

The sales value in the two reports, Daily Sales Summary and Monthly Sales Report, differed on a day when there was a sales return

**Investigation**

The data in the tables sent by the customer were examined to ascertain the reason(s) for the problem.

**Cause**

The program considered the first character of the document prefix and displayed the amount of the first record in the database.

**Solution**

This difference in the sales value in the two reports occurred due to a bug in the product, for which an issue was added in the TCM (ID: 40252).

**Areas affected by the problem/solution**

Reports (Sales)

# How to Display Computed Stock While Stock Recording?

The computed stock can be displayed during the recording of Physical Stock.

## **Solution**

Select the parameter, Display Computed Stock While Stock Recording under Physical Stock in the System Parameters.

During recording of Physical Stock, the computed stock is displayed in a separate column.

# Can we import delimited file in Physical Stock Take?

A file containing values separated by a delimiter can be imported during Physical Stock Take.

## **Solution**

To import a file containing values separated by a delimiter during recording of Physical Stock, configure (select) the parameter, Allow Physical Stock Loading with Delimiter under Setup > General > System Parameters > Physical Stock.

If the file does not contain delimiter separated values, reconfigure (deselect) the parameter. In Import Physical Stock window (Stock Take process), enter the positions and number of digits for Stock Number and Quantity.

# The day open (on the month beginning) process was terminated

The day opening process on the beginning of the month did not function.

## **Investigation**

The database of the customer was analysed to ascertain the reason for the problem.

## **Cause**

The stock number field in the tables, **stktrndtls** and **stocktrnsummry** , contained blank values. However in the tables, **stockmaster** and **itemamster** , the stock number field did not contain blanks.

## **Solution**

For a particular bill with 7 items the **stktrndtls** and **stocktrnsummry** tables had 8 items, one of which was a blank with zero value. The blank record was removed in both tables and the day open process was completed.

## **Areas affected by the problem/solution**

Housekeeping, Open Day

# Shoper 9 POS fails to synchronise data and displays an error message “string or binary data would be truncated”

## **Cause**

It was found that in spite of the error displayed during sync at POS, data files were created. The same files when transferred manually to HO were loaded successfully. Customer was using FTP mode of communication and POS upload folder in FTP server was full with old data files. The Large number of old files in POS upload folder was causing this error.

## **Solution**

Delete the old files in the POS upload folder in FTP server.

# Shoper 9 HO is unable to load data received from Shoper 9 POS (files in old format)

## **Cause**

The files created and exported by Shoper 9 POS were in the old format (pre Shoper 9 POS format). This happens when patch updating is unsuccessful and results in retention of old parameters related to day end. These retained components lead to creation of files in old format during data extraction.

## **Solution**

Download the latest live update exe and update the patches in Shoper 9 POS. To maintain version consistency update the patches at Shoper 9 HO.

Shoper 9 POS is unable to extract data to create files during synchronisation and log file displays the message saletrnhdr and stktrnhdr count failed

**Cause**

Checked for count mismatch in **saletrnhdr** and **stktrnhdr** tables and discovered that date format was wrongly updated in one transaction.

**Solution**

This issue has been resolved in release 1.2. Please update to release 1.2.

# Run time error 3021 and fails to synchronise data

Shoper 9 POS displays a message run time error 3021 and fails to synchronise data

## **Cause**

It was discovered that HO was not catalogued at POS location. Due to the absence of destination location (HO), synchronisation process is failing in Shoper 9 POS

## **Solution**

Catalogue HO in Shoper 9 POS using the option **Configure HO Synchronise** (Go to **Housekeeping > POS-HO Synchronise > Configure HO Synchronise** )

# Explain how to enter and print remarks in a sales bill

In Shoper 9 POS, you can enter remarks on a sales bill and print them. To enable the entry of remarks:

- a. Configure the system parameter, Print Customer Address Remarks and Discount in Bill under Bill Printing, with the value 1 for the three components of the information, viz. Address, Remarks to be entered in the bill and the Discount offered.
- b. In the sales bill, press F6 and enter the remarks under Document Remarks. Save the bill as per the usual process.
- c. To enable the printing of the bill with the remarks entered, select either of the fields in the Bill Designer module.

- Doc Reason

OR

- Doc Remarks & Reason Code with Caption

OR

- Doc Remarks & Reason Code without Caption

- 

Now you can print the bill with the remarks entered during the generation stage.

The customer reported that a credit note generated on an earlier date was not saved but a subsequent credit note transaction with the same number was saved and displayed in the report

### **Query**

The customer reported that a credit note generated on an earlier date was not saved but a subsequent credit note transaction with the same number was saved and displayed in the report.

### **Symptom**

The earlier credit note transaction for the return made was not saved and did not display in the report. However, the customer had printed a hard copy of the credit note.

### **Investigation**

The StkTrnDtIs table in the customer's database was analysed to ascertain the reason for the problem.

### **Reason**

The problem was due to an error in the restore process of the backup data. Due to this problem the earlier transaction was not restored and the subsequent credit note transaction was assigned the same document number.

### **Solution**

The customer was advised to keep a track of the transactions whenever a data restore was performed.

### **Areas affected by the problem/solution**

Return, Credit Note Status Report

# The customer was unable to print the sales bills in the condensed mode in the pre-printed stationery

## **Cause**

The output printed in the bills was in the normal mode. The images sent by the customer were analysed for providing a solution. The configuration of the printer settings of the printer was not correctly set.

## **Solution**

The customer was guided on how to configure the printer settings to print the sales bills in the condensed mode.

# Purchase Order Print

## Information

The system parameter,

Purchase Order **Stockno,class1cd,class2cd,subclass1cd,subclass2cd,sizecd to Print under the category Purchase Order** is used to select the fields to be displayed/ printed in **PO**.

1. Click Value against the parameter, The **Purchase Order Stockno,class1cd,class2cd,subclass1cd,subclass2cd,sizecd to Print** window is displayed.
2. To print a field, select **1**, else select **0**
3. Click **Apply**

## Environment

Shoper 9 POS, Windows XP/Vista/7, SQL Server

## Areas affected

Purchase order printing

# How to appropriate Cost price in Goods Inwards

To appropriate Cost price with add-ons/ deductions in Goods Inwards, Current Cost has to be enabled. If Last Purchase Price is enabled in Goods Inwards, the Cost price does not get appropriated.

# Temporary License - Unlock Key not received

In case you misplace/ do not receive the unlock key, you can use Shoper 9 in Temporary license mode for seven days.

To activate temporary license,

1. From Shoper 9 splash screen, select Manage License
2. Select Temporary License
3. Select Work in Temporary License mode

# The printing of details on the Delivery Challan (DC) was not proper

## **Problem**

The printing of details on the Delivery Challan (DC) was not proper.

## **Environment**

Shoper 9 POS

## **Symptom**

The header details occupied a major part and the transaction details were printed on the balance part of the Delivery Challan page.

## **Investigation**

The customer's DC printout was examined to ascertain the reason for the problem.

## **Reason**

The improper printing was due to problems in the printing exe.

## **Solution**

The customer was assured that the exe problem would be fixed in the future release.

## **Areas affected by the problem/solution**

DC Printing

**Note:** This issue is resolved in Release 1.31

# The customer could not generate invoices

## **Cause**

For some stock items, the customer was unable to generate invoices. Verify the detailed pending transactions report of the customer's data to find if any pending DCs are blocking the raising of the bills.

The customer had been generating a large number of Sales DC transactions and this blocked some stocks from being invoiced.

## **Solution**

The customer was advised to convert all Sales DC transactions to invoices and later try to invoice the stock items, which were causing the problem.

# Error message, "Error encountered while updating Physical Stock" or "Invalid column name 'StkTakeMode'" displayed in Physical Stock Take

While doing a Physical Stock Take, error displays, "**Error encountered while updating Physical Stock**" or "**Invalid column name 'StkTakeMode'**"



## Environment

Shoper POS, 9, Rel 1.2, Windows XP/ Vista/ 7, MS SQL Server

## Symptom

Error encountered on updating Release 1.2 patch when Physical Stock Take is in progress.

## Reason

The latest patch does not update the new table structure when Physical Stock Take is in progress.

## Solution

Cancel the **Physical Stock Take** process; do live update and Commence Physical Stoke Take again.

## Areas affected by the problem/solution

Physical Stock Management

**Note:** This issue is resolved in the next Release.

# When Shoper 9 HO is reinstalled and replication is restored using POS backup, it is not able to load data received from Shoper 9 POS

## **Cause**

The tables **VersionwiseTblScript** & **BakVersionwiseTblScript** were missing in the replication database. An error message is displayed in the log file.

## **Solution**

This issue has been identified as a bug and will be rectified in forthcoming release.

For an immediate solution, identify the release in which these tables were added to the database and reupdate all patches starting from that release. Now try to load data received from Shoper 9 POS.

**Tip:** It is suggested to take data backup before re-updating the patch.

# The customer's sales bill was incomplete

## **Cause**

During the design stage, the relevant description field ID was incorrectly selected and therefore the description was not printed on the bills.

## **Symptom**

The descriptions of the items sold were not printed on the sales bills.

## **Investigation**

The customer's template was loaded in the bill designer and the description field ID was checked for correctness.

## **Solution**

The description field ID was corrected to FLIM0054 from FLCom480 and the relevant printing parameter was configured in Sysparam to enable printing of the item description.

## **Areas affected by the problem/solution**

Bill Designer

## **Environment**

Shoper 9 POS, MSDE, WinXP

# Shoper 9 HO fails to post showroom data to Tally.ERP 9

Shoper 9 HO having showroom level mapping configuration fails to post data to Tally.ERP 9 for a particular showroom.

## **Investigation**

Examining the log files showed an entry for missing masters as the reason for failure of posting. Searched AST database of the particular showroom and found masters missing in Currency Catalogue.

## **Cause**

It was found that the data extraction process at Shoper 9 POS was unable to extract complete data. Therefore the data synchronised to Shoper 9 HO was incomplete, causing failure in Tally Interface posting.

## **Solution**

Update the Currency Catalogue in AST database manually and then post data to Tally.ERP 9.

## **Areas affected by the problem/solution**

Shoper Tally Interface, Data Synchronisation, Catalogues

# Shoper 9 HO was exporting all masters except tax masters to few showrooms

## **Cause**

Discovered that the showroom to which tax masters were not exported had incorrect geographical classification. The Zone selected for the showroom was incorrect making tax masters inapplicable to the respective showroom.

## **Solution**

Modify the geographical classification (zone) in the showroom master catalogue.

# RTE 3255 item can't be found in collection corresponding to the requested name or ordinal

A message **RTE 3255 item can't be found in collection corresponding to the requested name or ordinal** is displayed and Shoper 9 POS fails to create Tally Interface mapping.

## **Cause**

The TCP file version updated in system parameters was very old. Upon enquiry it was discovered that latest patch was updated but an old backup file was restored. Since an old backup was restored the latest scripts were not applicable to the data components.

## **Solution**

Re-update the **patch** using the latest **LiveUpdate** tool.

# Incorrect syntax near '09

Shoper 9 POS fails to **synchronise** using mail mode of communication and displays a run time error **Incorrect syntax near '09**.

## Cause

One of the zip files received from HO had a special character (') due to which the file was not loaded and successive files also failed to load.

## Solution

Move the old unloaded zip files from Inbox to a sub folder and then load the data using **Synchronise Manually menu** option. Shoper 9 POS will download the zip file from the Inbox and load the data.

**Note:** Shoper 9 POS will be using old masters as the updates from HO are not uploaded.

# Error message, "RTE 52: Bad file name or number" displayed while importing AST file

Shoper 9 POS displays an error, "**RTE 52: Bad file name or number**" as it fails to import AST file

## **Environment**

Shoper 9 POS, Windows XP, MSDE

## **Investigation**

Verified the path in the application database and tried to import AST files manually using the menu option. The process failed and the same error was displayed. Found that Shoper 9 POS used was of version 1.13 and the user was unable to update to later patches.

## **Reason**

The live update process was failing to update patches resulting in Shoper 9 POS continuing in Release 1.13

## **Solution**

Re-update patch from release 1.0 to the latest version using the latest LiveUpdate engine.

## **Areas affected by the problem/solution**

All the components are updated to the latest version

# Shoper 9 POS is unable to download files received from Shoper 9 HO through mail and displays a run time error

## **Cause**

The error occurs when any mail attachment has a special character in the file name. On searching the **Inbox**, it was discovered that one mail attachment had a special character in the file name.

## **Solution**

Move the particular mail from Inbox to a sub folder and then load the data using **Synchronise Manually** menu option. **Shoper 9 POS** will download the zip file from the **Inbox** and load the data.

# Shoper 9 POS is unable to extract data during synchronisation and log file displays an error message count failed in Stktrnhdr

## **Cause**

Examined the table mentioned in the error message and other transaction tables (saletrnhdr and poscashtrn) for abnormal entries. There was a date mismatch (incorrect date format) in a transaction entered on an earlier date before updating Shoper 9 to the latest version.

## **Solution**

This issue has been resolved in release 1.2.

When the problem occurs due to transactions entered prior to release 1.2, identify the transactions that have a date mismatch and modify the date manually to the accepted format.

# Batch file received with different control number

Shoper 9 HO is unable to load data received from Shoper 9 POS and log file displays an error as **Batch file received with different control no**

## **Cause**

Shoper 9 POS data was restored due to which the batch number created at POS during sync was not in sequence with the HO batch number. The current file number was older than the last batch number loaded in HO.

## **Solution**

Changed the **batch number** at POS to the last loaded number at HO and did a manual sync to create an **incremented batch number** that can be loaded at HO.

# The customer could not print the cash receipt

The customer was experiencing a problem in cash receipt printing.

## Investigation

The scenario was tested in another database.

## Cause

The problem occurred in the customer's place who, was using a customised printing exe and had configured the Billing Stationery type parameter with the value 60 and the cash receipt printing looks for a parameter with a value of 21.

**Note:** There is a limitation in the current printing exe as it looks for the billing stationery with value 21. In the coming release the problem will be solved and the cash receipt printing will be independent of the billing stationery type value.

## Solution

The customer was advised to run these scripts to solve the problem,

1. update genlookup set descr = (select descr from genlookup where recid=320 and code='60+01') where recid=320 and code='21+01'
2. update sysparam set intg=21 where id='000150'

## Areas affected by the problem/solution

Cash Receipt printing

**Note:** This issue has been resolved in Rel 1.4

# The VAT details displayed under VAT Summary in a bill were incomplete

## Query

The VAT details displayed under VAT Summary in a bill were incomplete.

## Symptom

The details of the 0% VAT stock items did not display under the VAT Summary in the footer area of the sales bill. However, details of other VAT percentages were displayed under the VAT Summary.

## Investigation

Simulated the same scenario in another database. The problem was due to a wrong configuration.

## Reason

The customer had selected the bill printing system parameter, Print Tax Breakup on Bill. Therefore, the details of the 0% VAT were not displayed.

## Solution

The customer was advised to unselect the system parameter, Print Tax Breakup on Bill to enable the display of the 0%VAT details in the bill.

## Areas affected by the problem/solution

Bill Printing

# String or Binary Data would be truncated

The customer could not confirm the sales return transaction.

## Symptom

Display of error message, "String or Binary Data would be truncated", in the sales return transaction.

## Investigation

To know the reason for the problem, the temporary table, "xtmpPOSCASHAdmin000000080001", was examined.

## Cause

The length of the value entered in the field, "DocNoPrefix", was nine characters while the length defined in the table was 8 characters long. The insertion of the value did not happen due to this reason.

## Solution

The document prefix value's length was modified to be within the defined length in the database/table. The issue was resolved thereafter.

## Areas affected by the problem/solution

Sales Return, Bill Prefix

# Unable to install node. Error message Provide correct details is displayed

While installing Shoper 9 node, after providing the server application path, SQL authentication details window appears. After entering the required details, when Next is clicked, the message Provide correct details is displayed.

## Cause

Checked SQL client configuration. If SQL client configuration is not correct apply the below solution.

## Solution

Go to **Control Panel > Administrative Tools > Data Sources (ODBC)**

- In User DSN click Add
- Select SQL Server
- Click Finish

Then create a New Data Source to SQL Server screen is displayed.

- Enter Name, Description
- Enter **<System\_name>\SQLexpress** in **Server Name as field**
- Click Next
- Select SQL Server authentication
- Click Client Configuration
- Edit Network Library Configuration screen is displayed
- Select Named Pipes under Network libraries
- Enter **\\System\_name\pipe\MSSQL\$sqlexpress\sql\query** in Pipe name field
- Click Ok
- Enter **SQL Server Login ID and Password**
- Click Next, two times
- Click Finish
- Click Test Data Source

The message TESTS COMPLETED SUCCESSFULLY! is displayed

- Click OK

Now you can continue with your Shoper Node installation process

# No of lines in PosActivityLogHdr not matching with VSP Files

Shoper 9 POS is unable to extract data during synchronisation and log file displays the error message **No of lines in PosActivityLogHdr not matching with VSP Files**

## Cause

A new line character **SqlDumpExceptionHandler: Process 58 generated fatal exception c0000005 EXCEPTION\_ACCESS\_VIOLATION. SQL** Server is terminating this process is updated in Remarks column of **PosActivityLogHdr** table. Due to the presence of new line character, POS was unable to extract data from this table and in turn failed to create data files.

## Solution

This issue has been resolved in release 1.41. Please, update to latest release for a permanent solution.

For temporary solution, remove the new line character in the remarks column using the following query:

```
Update PosActivityLogHdr set remarks = replace(remarks,char(13) , '')
```

# Synchronization Run time error 13 Type Mismatch

After reinstallation Shoper 9 POS fails to synchronise using FTP and displays an run time error 13 Type Mismatch

## **Cause**

It was discovered that details of FTP provided in sync configuration option was not as per standards. The path entered was ftp:192.168.4.237:12500 without //, which is not the standard format used to write a ftp server path.

## **Solution**

Modify the FTP server path to the accepted format using the Configure HO Synchronise (Housekeeping > POS-HO Synchronise > Configure HO Synchronise) option in Shoper 9 POS. For example: ftp://192.168.4.237:12500.

# RTE: 5 Invalid procedure call or argument

Shoper 9 HO fails to load data received from Shoper 9 POS and displays a message **RTE: 5 Invalid procedure call or argument**

## **Cause**

The **In** folder of Shoper 9 HO application folder had an external file, that had only three characters as file name and did not have a file extension. The presence of this file was causing the error.

## **Solution**

This issue has been resolved in release 1.3. Please, update to latest release for a permanent solution.

To load the file manually, remove the file (three characters long file name) that is causing the error, from the respective folder and use Import (Data Sync. > Import > Showroom Transactions) option.

# Mismatch between the Current Stock Balance-Normal and Stock Balance Report as on Date

## Cause

Found the value **No** in **Inventory column** under Item Details of Item Master. The items with the value **No** are not displayed in the **Stock Balance-Normal**

## Solution

Change the **Inventory** value to **Yes** and repeat the Stock Take for the same item.

# Run-time error 430: Class does not support Automation or does not support expected interface

## Environment

Shoper POS, 9, Windows XP/ Vista, SQL Server

## Symptom

Run-time error 430: Class does not support Automation or does not support expected interface

## Problem/Information

Error occurs while opening or saving Goods Inwards.

## Investigation

The file, **SR526900.dll** found in Windows System 32 and/or System folder(s).

## Reason

The file, **SR526900.dll** which is to be present only in Shoper 9 application folder was also found in other location, resulting in error.

## Solution

Deleted the wrongly located SR526900.dll file from Windows System and System 32 folders and registered the same from Shoper 9 application folder.

## Areas affected by the problem/solution

Goods Inwards

# Timeout expired: inserting into stktrndtls

Shoper 9 HO displays an error message **Timeout expired: inserting into stktrndtls** and fails to load data received from POS location

## Cause

The loading process is timed out when there is a problem with data. It was discovered that the POS location had an issue in vactra updation due to which it was extracting all data in place of incremental data.

## Solution

You can fix the vactr updation issue using the tool VACTR fix utility. This tool can be availed from Shoper PMD and PD team.

Run this tool at POS location to fix the vactr updation issue and then export the data to HO.

**Note:** Vactr is updated across the transactions, Sysparams and Genlookup

# Shoper 9 POS displays a message same batch with different creation date during synchronisation and fails to create data files

## Cause

The error occurs if database is restored at POS location. When database restored is suspected at POS Location, HO does not load the data and records the error in File not loaded page of dashboard report. This error message is sent to POS. During the next synchronisation process, POS reads this message and fails to extract data to synchronise.

In general POS reads the acknowledgement from HO for data received then proceeds to extract data.

## Solution

At HO, unload the data for the respective POS location till the last successful loaded date given in Dashboard report. Use the menu option Rollback Showroom Transactions (Go to **Housekeeping > Rollback Showroom Transactions** ) to unload the POS data. A request file to send data from data mentioned in Rollback Showroom Transactions option is sent to POS location.

Run the Synchronise Manually option at POS location, it will consume the request file sent from HO and extract data from the date mentioned in the file.

# Shoper 9 POS is unable to post data to Tally.ERP 9 (tcp file with older version)

## Cause

The TCP file version update in Shoper system parameters is different from the TCP file loaded in Tally.ERP 9.

## Symptom

An error message **tdl file loaded in tally is of tcp verson nnn you require a file with tcp verson nnn** is displayed.

## Investigation

The error gives clear message on the reason for posting failure. All we had to do was to check the Shoper application folder for the latest TCP file. The newer versions of tcp file are downloaded during live update.

## Solution

Copy the latest TCP file from Shoper application folder to Tally.ERP 9 folder. Start Tally.ERP 9 and verify that the TCP file version loaded is same as the version updated in Shoper System parameters.

## Areas affected by the problem/solution

No other areas are affected

## Environment

Shoper 9 POS, MSDE, Windows XP

# Shoper 9 POS is unable to create data files during synchronisation and displays a message saletrnhdr & stktrnhdr count failed

## Cause

Examined saletrnhdr and stktrnhdr tables for irregular entries, some old transactions had latest vactr assigned. There was a problem with vactr updation.

## Solution

You can fix the vactr updation issue using the tool VACTR fix utility. This tool can be availed from Shoper PMD and PD team.

Run this tool at POS location to fix the vactr updation issue and then export the data to HO.

**Note:** Vactr is updated across the transactions, Sysparams and Genlookup

# Invalid object name class 12 combo

Shoper 9 POS is unable to synchronise after reinstallation and displays a message Invalid object name class 12 combo

## Cause

Secondary database was missing

## Solution

This issue has been resolved in 1.41. Please, update to latest release for a permanent solution.

Alternatively, create a new secondary database using the menu option **Setup > Create Secondary Database** . Once the database is created restore the secondary database backup.

Now, synchronise with HO.

**Note:** Secondary database is used to store unused masters; Shoper 9 POS has access to these masters once secondary database is recreated.

# Shoper 9 POS is unable to download or upload files during manual synchronisation

## **Cause**

Company code for HO was not configured in Shoper 9 POS. Hence, the extracted file had HHH in place of HO code.

## **Symptom**

Shoper 9 POS was creating data files but was not able to upload the created files

## **Solution**

Configure HO company code using the option Configure Synchronisation (Go to **Menu > Housekeeping > POS-HO Synchronise > Configure Synchronisation** )

# Print Shoper POS location address in multiple lines

Shoper 9 POS is printing POS location address in a Transfer Out transaction in a single line instead of multiple lines. The transaction was exported from HO, where it was printing in the correct format.

## Cause

When Showroom Master details are edited in HO, the updated details should be exported to POS location based on date of modification. Instead, Shoper 9 POS was received edited showroom master details based on date of insertion.

## Solution

This issue has been resolved in release 1.3. Please, update to latest release for a permanent solution. Alternatively, change the date of insertion as date of modification in Shoper 9 HO, export the altered data to Shoper 9 POS. And then print the Transfer Out transaction to get address printed in multiple lines.

**Note:** All details related to Showroom Master are updated as of date of insertion, this will be changed to update based on date of modification.

# Value in Tally.ERP 9 was not matching with the reports in Shoper 9 POS

Data for a particular date was deleted/missing in Tally

## **Solution**

To ascertain if some transaction posted from Shoper are deleted/missing in Tally, use the utility Manage Missing Vouchers. Go to Menu > Setup > General > Tally Interface Utilities > Manage Missing Vouchers

1. Select the Map Name using which data was posted to Tally
2. Click Ok
3. Enter the range for which value in Tally are not matching with Shoper in the From Date and To Date fields
4. Click Show Vouchers
5. All the transactions posted for the given period are displayed in the grid.
6. Click Compare Vouchers
7. All the vouchers that were posted from Shoper but are currently missing in Tally are highlighted.
8. Click Select All, to select the highlighted vouchers
9. You can also select other vouchers using the option box in the Re-post column or deselected a voucher.
10. Click Apply to repost the selected vouchers to Tally
11. Using this option only the missing vouchers are posted to Tally.

# Incorrect syntax near 10

Shoper 9 POS fails to synchronise through mail and displays an error message incorrect syntax near 10 both during manual synchronisation and day end.

## **Cause**

It was found that Inbox in Outlook Express had large number of mails and quite a few of them had attachments.

## **Solution**

Move all the mails from Inbox to Sub folder retaining only the recent mails. In case a mail retained in the Inbox has an attachment, ensure that the attached file has no special characters in its filename.

Now, execute manual synchronisation or run day end process to synchronise data.

# How do we view the image of a stock item during sales billing?

## **Environment**

Shoper 9 POS

## **Solution**

Scan the stock item and accept it to display in the Details grid. Select the stock item entry in the Details grid and click Alt+S. A window opens to display the stock item details and its image.

## **Areas affected by the problem/solution**

Billing

# The complete name of product (product description) is not visible in the report

## **Symptom**

Incomplete display of name of products in the report, **Stock Balance & Sales Report - Quantity**

## **Cause**

This is due to the limited width/ space constraint in Crystal Reports.

## **Solution**

Select View in **Spreadsheet** format in the report,

**Shoper HO Report > Sales and Stock: Brand + Category –Summary.**

## **Areas affected by the problem/solution**

Sales and Stock reports

## **Environment**

Shoper HO, 9, Windows XP/ Vista, SQL Server

# Run time error '383': 'Text' property is read-only

The message **Run time error '383': 'Text' property is read-only** is displayed.

## **Problem**

Error message is displayed on selecting Monthly Opening Balance in Current Stock Balance.

The report does not display the monthly opening balance for previous financial years.

## **Cause**

This report displays the monthly opening balance only for the current financial year.

The period selected for the report may not belong to the current financial year.

## **Solution**

To view the monthly opening balance for previous financial years, go to **Reports > Stock > Balance as on Date**.

# Closing balance values displayed in the Gross Margin Report

The closing balance values displayed in the Gross Margin Report are incorrect.

OR

The closing balance values displayed in the Gross Margin Report are not matching with the closing balance of the selected products.

## **Cause**

The closing balance values displayed in the Gross margin report are for the stock items sold during a selected period. So, you cannot compare this value with the current stock balance of the selected products. Since this is optional information for the Gross margin report, you can choose to deselect the option, if it does not have any value addition for the report.

# The manufacturing date in the item master catalogue is not saved

## Cause

The manufacturing date field in the item master accepts the date in the **MM-DD-YYYY** format. Therefore, if you enter the manufacturing date in any other format, for example **DD-MM-YYYY**, the date does not get saved correctly.

## Solution

You have to enter the manufacturing date in the **MM-DD-YYYY** format in the Item Master. This solution is applicable for the **Expiry Date** field as well, since this field also accepts the date in the **MM-DD-YYYY** format.

**Note:** If the item master is created by copying the information from an MS Excel sheet, you may face the same problem even after setting the Date format to **MM-DD-YYYY** in the MS Excel sheet. To make sure that the date copied is in the **MM-DD-YYYY** format, you can do any one of the following in the MS Excel sheet before copying the information:

Enter the date in the **MM-DD-YYYY** format using Text qualifier, for example, if the manufacturing date is 23-apr-2009, enter it as **04-23-2009**

Set the cell category as Text and enter the date in **MM-DD-YYYY** format, for example, if the manufacturing date is 23-Apr-2009, enter it as **04-23-2009**

## Environment

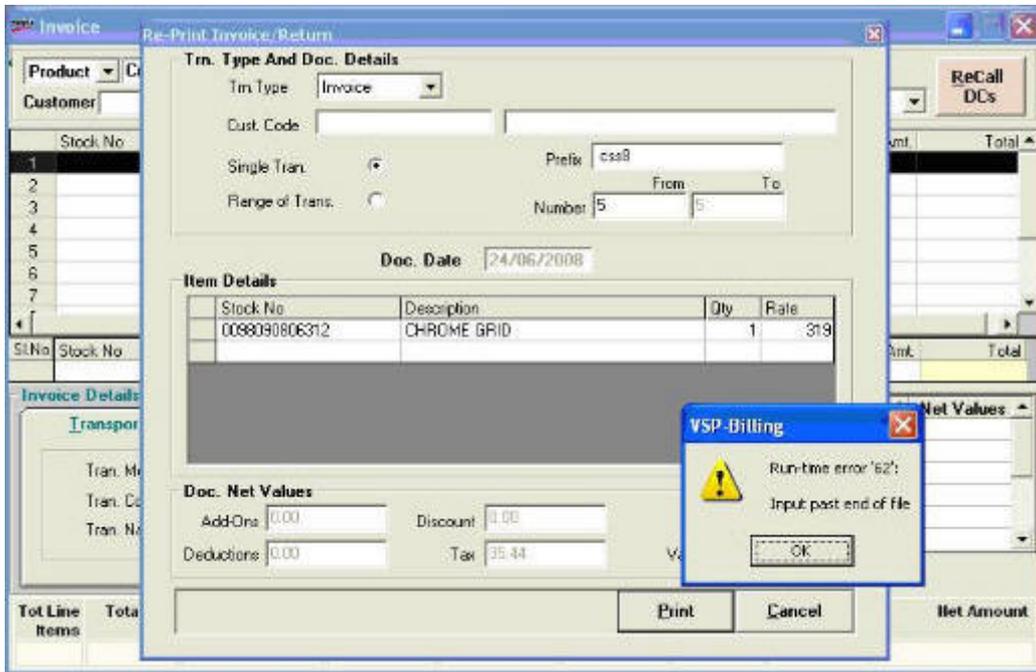
Shoper HO 7.2, Shoper POS 7.2, Shoper 9 HO, Shoper 9 POS, Catalogue, SQL Server

## Areas affected by the problem/solution

No direct impact on any other areas.

## Run-time error '62', Input past end of file

The error message "Run-time error '62', Input past end of file" is displayed during the printing of an invoice in Shoper Distributor configuration.



### Cause

The content of the file, **Invrms.ini**, is blank or does not contain any text or characters. Therefore the invoice is not printed.

### Solution

Type any character/ or press the spacebar, in the **Invrms.ini** file to continue with the invoice printing.

# Item Master Entry screen, the data of some of the columns are not copied properly

## Problem / Symptom

When you are creating an item master in Shoper POS by copying the data from an MS Excel sheet and then pasting it in the **item master grid** of the Item Master Entry screen, the data of some of the columns are not copied properly. You will encounter this problem even if the order of data columns (fields) in both the MS Excel sheet and the **Item Details** grid are the same.

## Cause

Though the data columns (fields) in both the MS Excel sheet and the **Item Details** grid are the same, you need to check whether you have selected any common fields for this **item master** creation. If any common fields are selected, then these fields will be hidden in the **Item Details** grid. So when you are copying the data to the **Item Details** grid, the values that appear after the common fields will get copied incorrectly.

## Solution

The order of the data columns (fields) under **Selected Fields** should be set by considering the common fields also. The order of the data columns in both the MS Excel sheet and the **Item Details** grid should be exactly the same.

## Areas affected by the Problem/ Solution

No direct impact on any other areas.

## Environment

Shoper POS 7.2, Shoper 9 POS, Catalogue, SQL Server

# RTE: 2147467259 Error Occurred cannot open database requested by login fails

While opening Shoper 9 the following Run Time Error occurs, RTE: 2147467259 Error Occurred cannot open database requested by login fails.

## Cause

Database is in suspect mode because the **MDF** and **LDF** files are not accessible.

## Observations

When a query dbcc checkdb is run from the backend using the SQL query analyzer, the following result is displayed:

**Check statement aborted. The database could not be checked as a database snapshot could not be created and the database or table could not be locked. See Books Online for details of when this behavior is expected and what workarounds exist. Also see previous errors for more details.**

## Solution

Create a new company and transfer the data from old company to new company, then rename the databases.

**Note:** For more information refer **KB How to solve Data Corruptions or Table corruptions in the database in Shoper ver 7.2/9**

# Goods received are updated in the Item Master with incorrect codes

The Product and Brand codes of items are catalogued incorrectly. So the goods received against these items are updated in the Item Master with these incorrect codes.

## Examples

1. In Shoper POS, we have catalogued items under the Product code **Sport** instead of **Sports** and have already received goods against this Product code. Can we update the Product code of these items to the correct product code **Sports** without recreating the items in the Item Master?
2. In Shoper HO, we have catalogued items under the Product code **Sport** instead of **Sports**. Item Master for these items is populated to the stores against which the goods are received.

## Cause

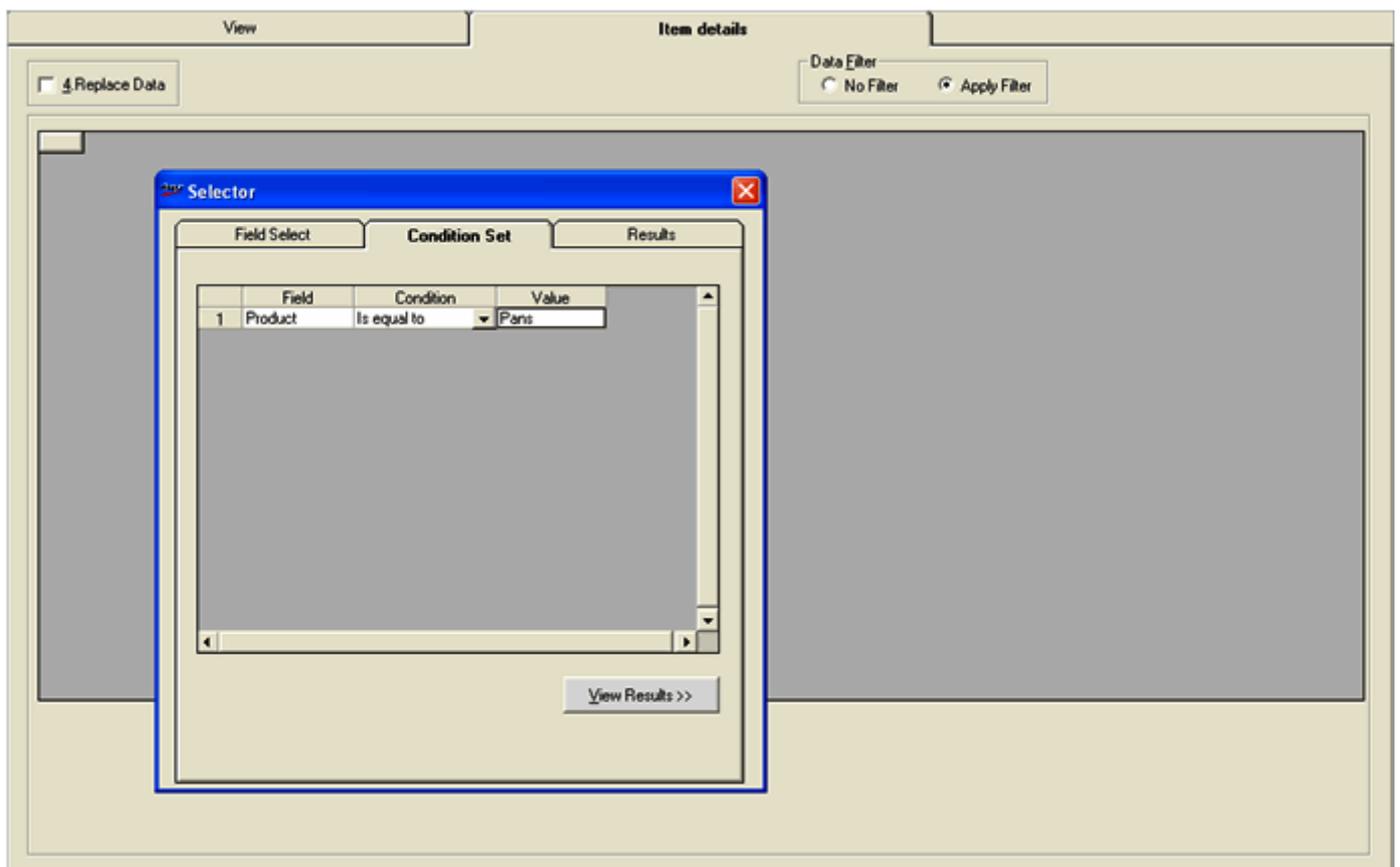
The Product/ Brand codes are created incorrectly in General Lookup catalogue and then the Item Classifications (Class12Cobmo) are created without noticing the incorrect codes. When the goods are received against the incorrect codes, the same is updated in the Item Master.

## Solution

### Example

Supposing there are 50 items created with the Product code as **Pans** instead of **Pants** and the **Brands** available are **Brand1**, **Brand2** and **Brand3**.

- a. Create the required/ correct Item Classification1 code (**Pants**), i.e., Product code, at **Catalogue > General Lookup**
- b. Create all the Item Classifications (i.e., Pants + Brand1, Pants + Brand2 and Pants + Brand3) at **Catalogue > Item Classification**
- c. Run **Catalogue > Item Master** and select **Edit** option in **Item Master Entry window**
- d. Select the **Item Details** tab in **Grid View**
- e. Select Apply Filter and specify the filter criteria as **Product** (Field), Is equal to (Condition) and **Pans** (Value)
- f. The Selector window with the filter criteria is displayed as shown.



- g. Select View Results to view the **items** recorded under the Product code **Pans** in the Selector window
- h. Select **Send Results** and the details of these items are displayed in the **Item Master Entry** window
- i. Click **Replace Data** and the Replace Data screen pops up
- j. Select the field as **Product** and **Pants** in the field **Replace Data With**
- k. Select **Apply** to **save** the records

View Item details

Replace Data Data Filter  
 No Filter  Apply Filter

**Replace Data**

- BatchSrNo
- Product
- Brand
- Style
- Shade
- Size
- L.S.Q
- Product Tax
- Source Tax
- Inventory (Y/N)
- Tax Incl (Y/N)
- Item Description
- ExtDescPresent

#	Field Name	Replace Data With
1	Product	<div style="border: 1px solid black; padding: 2px;"> <ul style="list-style-type: none"> <li>Pants</li> <li>MTV</li> <li>MWSuit1</li> <li>MWSuit2</li> <li>NIKE</li> <li>NP</li> <li>Pants</li> </ul> </div>

Note: The procedure followed to replace the incorrect Product code can be adopted, if you have to change any incorrect Brand code as well. If you are creating an Item Master at the head office for all the chain stores, then export the revised masters for the items under consideration to all the stores. Once these masters are imported at the stores, the stock shown previously against incorrect Product code will be shown against the corrected Product code.

## Areas affected by the Problem/ Solution

No direct impact on any other areas.

## Environment

Shoper HO 7.2, Shoper POS 7.2, Shoper 9 HO, Shoper 9 POS, Catalogue, Item classification, Item Master, SQL Server

The time taken while updating counter in Sysparam/ Genlookup during the Day End process is more

Update Latest Patches and Goto **Housekeeping** > **DB Tuning Utility** > then do the **re-indexing of master** and **transaction tables**.

# Unable to download Custom Patches after updating Shoper 9 Release 1.3

The new LiveUpdate (Ver 1.3) engine is referring to the new dat file (Shoper9\_POS\_XXXXX.dat) but the custom patch location consists of old dat file (PatchInfo\_POS\_XXXXX.dat). Hence, downloading custom patches was not happening.

## **Solution**

Add new dat file (Shoper9\_POS\_XXXXX.dat) at custom location. Then the user will be able to download the custom patches.

Automation error: The specified module could not be found while opening Shoper

Or

**Run time error 424, object required while updating the patches**

Or

**Automation error Class not registered while opening Shoper**

#### **Cause**

- The Data Access Object library is not properly referenced
- The Data Access Object files are either missing, damaged, or improperly registered

#### **Solution**

1. Copy the **dao350.dll** , **dao360.dll** , **scrrun.dll** and **Mdac2** from the setup CD.
2. Run the **scripten.exe** .
3. **Restart** the computer.
4. Register the **dlls** and **exes** in the Shoper 9 application.

This will resolve the issue.



## **Solution**

Type any character/ or press the spacebar, in the **Invrnks.ini** file to continue with the invoice printing.

Error message, "Error on saved details", is displayed on saving the sales promotion scheme.

Customer is unable to define a sales promotion.

### **Investigation**

The customer's database is checked to ascertain the cause of the problem.

### **Cause**

Defining a sales promotion is not possible due missing tables in the Shoper Database.

### **Solution**

The customer is advised to update Shoper with the latest patch with the new live update engine to solve the problem.

### **Areas affected by the problem/solution**

Sales Promotion

# Error message, "RTE: 94 Invalid use of Null" displayed while creating showroomwise mapping

Error message "**RTE: 94 Invalid use of Null**" is being displayed while creating showroomwise mapping in Shoper 9 HO

## **Reason**

It was discovered that in the showroommaster table, the schemaname column for the respective showroom was updated as NULL.

## **Solution**

Update the schemaname for the respective showroom in the showroommaster table with the schema name used for the showroom or as blank. Then create showroom wise mapping in Shoper 9 HO.

# Shoper 9 POS fails to post data due to a missing ledger alias name in Tally.ERP 9

## **Cause**

The Tally.ERP 9 Info Bar displayed a message for missing alias, subsequently discovered that a ledger posted from Shoper 9 POS did not have an alias (missing/deleted).

## **Solution**

Update the master information using the Change Masters utility in Shoper 9 POS.

**Go to Menu > Setup > General > Tally Interface Utilities > Manage Master Changes**

# Required file missing in application path

Manual Synchronisation fails and error message Required file missing in application path is displayed in Shoper 9 POS

## Cause

Synchronisation related exes were missing in the application path. It was also discovered that no log files were being created for synchronisation.

## Solution

Many exes including synchronisation related exes were deleted from application path. Replacing the exes will not help in restoring the system completely. Hence, reinstall Shoper 9 POS.

**Note** : Absence of exes will affect all processes

# Shoper 9 HO is unable to export values for a style code to showroom locations

## Cause

In the Showroom Master catalogue, the applicable flag was not selected for masters with the style code in question. Hence, the values for the style code were not being exported to showrooms.

## Symptom

Values for a particular style code were not updated at showroom locations even after multiple exports from Shoper 9 HO

## Investigation

During investigation it was found that all the other details were exported from HO and imported successfully at showroom locations. Multiple attempts to export the details failed, examined item master and showroom masters to identify the cause of the problem.

## Solution

To export the values for the style code to any showroom, select the **Applicable Flag** for the masters with the style code.

To Select the Applicable Flag;

1. Go to **Menu > Masters > Supply Chain** Network
2. Select the **location type** of the showroom
3. In the Showroom Details window, select the respective **showroom** in the Code field
4. Click **Accounting** tab
5. Select the **Masters** with **style code** to be exported in the **Applicable Flag** column
6. Click **Modify** to update **Showroom Master information**

During data export to this showroom all details of masters with Applicable Flag will be transferred.

## Areas affected by the problem/solution

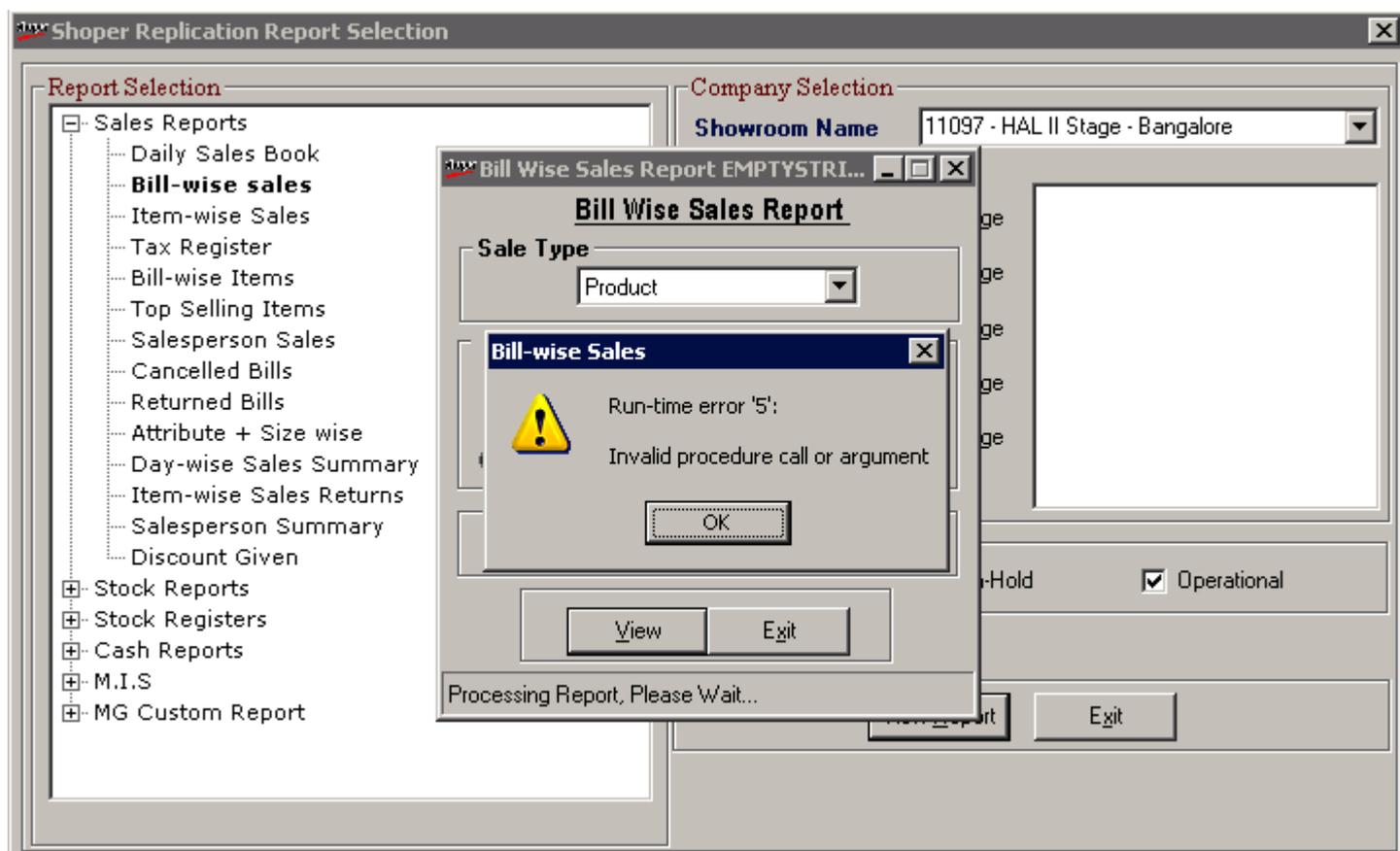
No other areas are affected

# Run-time error '5': Invalid procedure call or argument

Shoper 9 HO is not able to generate replication reports (Run-time error '5': Invalid procedure call or argument)

## Symptom

Run-time error '5': Invalid procedure call or argument



## Investigation

Investigating the reason for this run time error involved examining every component related to replication database. In course it was discovered that some records were missing from the list of system parameters.

## Cause

Missing sysparam records

## Solution

Update System parameter records in Replication Database, to do so;

- Delete the records from exportsysparam table in Shoper 9 POS

- Run the manual synchronisation option to transfer the data from Shoper 9 POS to Shoper 9 HO

New and complete set of sysparam records will be updated in replication database.

**Areas affected by the problem/solution**

Replication reports, replication database

## rte-2147217833 (80040e57) string or binary data could be truncated

Shoper 9 POS fails to synchronise using FTP mode and displays an error message **rte-2147217833 (80040e57) string or binary data could be truncated**

### **Cause**

FTP folder was not opening due to insufficient access rights

### **Solution**

Set appropriate permission rights to enable access to FTP folder

# Process to unlock Shoper 9 POS / HO license

If you do not receive the Unlock Key by E-mail for activating Shoper 9 within 9 minutes of requesting for it, then you can get it from the Tally web site.

1. Execute these steps to get the Unlock Key from the Tally web site:
2. Click Support on right hand side of the Home page of Tally web site to display the Support page
3. Click Self Support to display the Self Support page
4. Click Get Unlock Key to display the Unlock Key Service page
5. Enter the product serial number against Serial Number
6. Click Get Unlock Key to receive the Unlock Key details

**Note:** The Unlock Key details will be available on the web site for the next 36 hours and also sent to the E-mail ID provided by you.

# Shoper 9 POS creates data files with huge size during synchronisation due to which loading is slow in Shoper 9 HO

## Cause

The mode of communication configured in Shoper 9 POS Shoper 9 HO was different. The mode of communication selected in Shoper 9 POS was FTP, whereas in the showroom master in Shoper 9 HO the option Email was selected. Hence, Shoper 9 HO was sending the acknowledgement file through Email which Shoper 9 POS was not able to consume. Since, no acknowledgment file was received POS was extracting all data based on the last acknowledgement details.

## Solution

Ensure that the mode of communication used by Shoper 9 POS is activated in Shoper 9 HO and the same is selected in the Showroom master of the respective showroom.

In this case;

1. Enable **FTP** mode of communication in Shoper 9 HO system parameters and select the same in showroom master of the particular showroom.
2. Reload the data file received from the showroom, Shoper 9 HO will consume it and send the acknowledgement file through the new mode of communication.
3. Use the option Manual Sync at showroom location, Shoper 9 POS will consume the acknowledgement file and extract incremental data.
  - Select Mail as the mode of communication in **Shoper 9 POS** and configure **HO Email Id** to receive data and acknowledgement from **Shoper 9 HO**.

# Shoper 9 POS is switching to evaluation mode when the computer is restarted

## **Cause**

The antivirus installed on the computer would be causing the problem.

## **Solution**

- Provide exceptions for Shoper License folder in the anti virus software.
- Reactivate Shoper 9 license.
- Restart the computer and ensure that the problem is resolved.

## **Environment**

Shoper 9 POS, Windows XP, SQL Server 2005 Express Edition

## **Areas affected by the problem**

Shoper 9 POS Licensing

# Class does not support Automation or does not support expected interface

## **Cause**

A Run Time Error 430 was displayed along with the message, "Class does not support Automation or does not support expected interface.

Firstly the registering of DLLs was done and later checked for their versions.

The DLL SR530100 was of the older version

## **Solution**

The latest version of the DLL SR530100 was copied in the application path. The customer was able to open the sales bill screen.

# The customer was unable to select the credit option in the exchange billing screen

The customer had not enabled the system parameter, Re-Call Transaction (Slips) Loading Present In Billing under the Billing category.

## **Solution**

The customer was asked to select the above parameter to enable the selection of the credit option in exchange billing.

# Unable to establish the connection with database

Shoper 9 POS displays an error **Unable to establish the connection with database** during synchronisation.

## **Cause**

Data extraction was failing when the application path is a network path.

## **Solution**

This issue has been resolved in the product. Please update to latest release for a permanent solution.

# Retail Price not printed in Transfer Out Audit Trail

## Cause

The setting in the System Parameters was incorrect.

## Solution

To print Retail Price and Total Amount (Quantity \* MRP) during **Transfer Out Audit Trail**,

1. Go to **System Parameters > Outwards > Fields to be printed in Goods Outwards Audit Trail 4**
2. Change the value for Print against **MRP** to **Y** and **AMT(Qty\*MRP)** to **Y**

## Areas affected by the problem/solution

Transfer Out Audit Trail

## Environment

Shoper POS, 9, Windows XP/ Vista, SQL Server

# Error message, "Invalid values found in Flat File, New masters cannot be created"

Error message displayed while loading PT file, "**Invalid values found in Flat File, New masters cannot be created**"

## Reason

Some columns were missing in the data table, **StkTrnDtls** due to which data could not be inserted in the table. This can be due to patches didn't get updated properly.

## Solution

- If the latest patch is not updated, update the latest patch.
- If the patch updated is latest but still gives error, remove the patch and update the latest patch again.

## Areas affected by the problem/solution

Goods Inward

# Shoper 9 HO fails to transfer data using Online mode of communication and the log has an entry Offline in place of the Static IP address

## Cause

- The IIS was stopped
- The polling folder path was not entered consistently

## Symptom

Synchronisation fails and log has an entry Offline for Static IP address.

## Investigation

From the message in the log file it is learned that the Online mode setup is not functioning. Check whether the following components are in place and functioning.

- ISS is configured and working
- The address for polling folder is consistent in System parameters and Showroom master of the POS location
- Anti-virus or firewall is blocking access to polling folder

## Solution

Ensure that Online mode setup is functioning as required.

- Start the ISS service
- Enter the polling folder path in System parameters and Showroom master of the POS location consistently.

## Areas affected by the problem/solution

No major impact on other areas

## Environment

Shoper 9 HO, SQL Server 2000/2005,

# Shoper 9 HO fails to transfer data using Online mode of communication. The log has an entry file not uploading

## Symptom

Files are created but not transferred and log has an **entry file not uploading** .

## Investigation

1. From the message in the log file it is learned that system is unable to upload the data files. Check whether the following components are in place and functioning.
2. The address for Online polling folder path is correct.
3. Check whether the ASP files related to data uploading are present in polling folder.

## Reason

The **fileupload.asp** file was missing.

## Solution

Get the **fileupload.asp** file, it is available in the ShoperSetup folder of installation cd. Copy the file to the polling folder and then start data export.

All other ASP files required for Online mode of communication are available in ShoperSetup folder.

# Error message, "3151 odbc connection to ast test fail" displayed during manual synchronisation

A message "**3151 odbc connection to ast test fail**" is displayed as Manual Sync process fails in Shoper 9 POS.

## **Reason**

There was no ODBC connection with the database source. Shoper 9 POS by default adds an ODBC connection to database source by the name ASTTEST. In case this ODBC component is deleted or not functioning you can create database source connection with the same name or using a different name.

## **Solution**

Create a new ODBC connection for the database source from Administrative Tools in Control Panel and test the connection.

In case an ODBC connection exists but not functioning, configure the connectivity and test the connection.

# Shoper 9 HO transfers images of all stock items every time master data is exported to POS locations

## **Cause**

Images being exported was updated incorrectly leading to Shoper 9 HO exporting the complete set on all occasions.

## **Environment**

Shoper 9 HO, SQL Server 2000/2005

## **Symptom**

Data extraction is slow and Shoper 9 POS receives images of all stock items every time master data is sent.

## **Investigation**

This was a bug identified in one of the earlier releases.

## **Solution**

This issue has been resolved in the product. Please update to the latest release for a permanent solution.

## **Areas affected by the problem/solution**

No major impact on other areas

# Error message 'Transaction not saved' in Outwards

Goods Outwards Open For 15/06/2010 - goods outwards

Transaction Type: Miscellaneous Issue Doc No Prefix: M19 Doc No: 13  
Reason Code: ISSUED TO MEGAM Party Code: LIMGM SaleMan Cd:   
Purchase Prefix: Purchase Doc No:   
Doc Remarks:   
1 Load from PDT File  
2 Load Inward to Outward  
3 View Dispatch Advice  
4 Size-wise Entry

	Stock No	Item Description	Current Cost	Quantity	Current Cost	Value	Discount Rate	Discount Amount	Tax Rate	Tax Amount	Addons Before Tax	Add After
1	SRELJUH00005	Maroon colour	11500.00	1.00	11500.00	11500.00						
2	FBRLJUH00134	Fabric-134	200.00	0.00	200.00	0.00						
3												

Total Quantity: 1.00 Doc Level: Item Level: 0  
Total Value: 11500.00 Tax:   
Rate - Discount: Before Tax: After Tax:   
Rate - Deduction: Before Tax: After Tax:   
Rate - Addon: Before Tax: After Tax:   
Doc. Total: 11500.00

Ok Cancel  
Add Edit Delete Reprint Exit

## Cause

The transaction cannot be saved. Quantity for some items in Goods Outwards is displayed as zero. The Least Salable Quantity (LSQ) was found as zero. Checked the LSQ in the Item Master and found it as zero.. The Quantity is always a multiple of the LSQ.

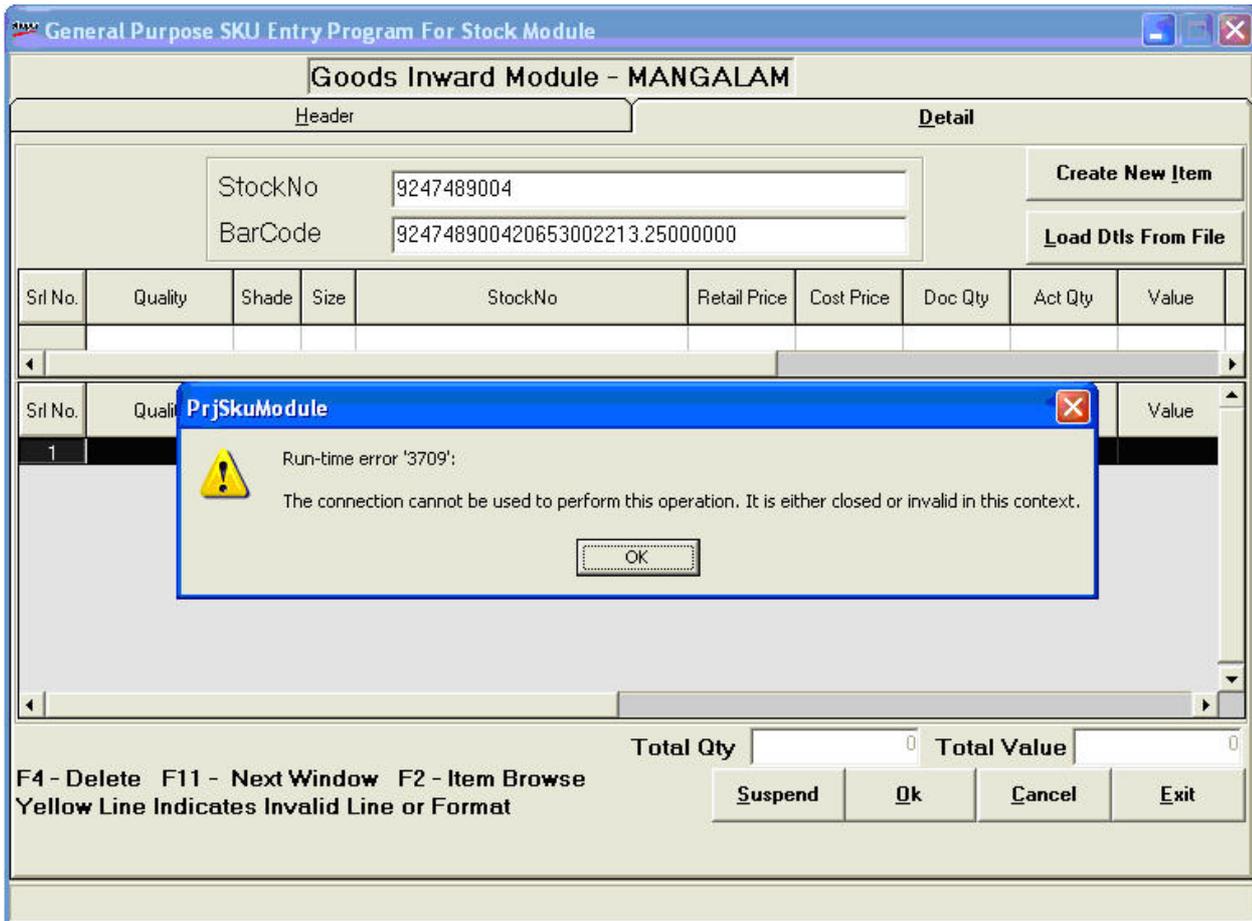
The LSQ was wrongly set as zero.

## Solution

Set/ enter the correct LSQ in Item Master.

# Run-time error '3709': The connection cannot be used to perform this operation. It is either closed or invalid in this context

An error message, Run-time error '3709': The connection cannot be used to perform this operation. It is either closed or invalid in this context is displayed during Physical Verification.



## Investigation

Checked the value set for Dbinfo in VAMenu since the error message displayed was The **connection cannot be used to perform this operation** .

## Cause

The Physical Verification EXE could not connect to the Secondary DB.

## **Solution**

Update VAMenu by setting Dbinfo = (0 + 1) in the Physical verification EXE existing in the Security Database.

## **Areas affected by the problem/solution**

Physical Verification

# Run-time error `76`: Path not found. is displayed during suspension of Physical Verification

The error message Run-time error `76`: Path not found. is displayed during suspension of Physical Verification. Error encountered during suspension of Physical Verification

Checked the path setting in System Parameters

## **Cause**

Wrong setting in the option, Web Server Setting for Download File under House Keeping in System Parameters

## **Solution**

Enter the correct path for the option, Web Server Setting for Download File

# The Cost Price for some stock numbers was found different in POS and Distributor

## **Query**

The Cost Price for some stock numbers was found different in POS and Distributor

## **Investigation**

The Cost Price at POS and the Cost Price at Distributor was checked and also the value in the column, **DocEntRate** in the table **StkTrnDtIs** at POS

## **Reason**

The Cost Price entered for some stock numbers during Inwards was different in POS

## **Solution**

Corrected the Cost Price wherever entries did not match

## **Areas affected by the problem/solution**

Stock Reports

# The error Invalid use of null is displayed during Reprint in Purchase Returns

## **Cause**

Error during Reprint of Purchase Returns. Error encountered in converted database. Checked the values of the fields in the related tables. Null found in the column, DiscRate.

In the table, StkTrnDtIs, the value in the column, DiscRate was null for many transactions.

## **Solution**

Update the StkTrnDtIs table by setting DiscRate value as 0 against Null.

# Unable to open the menu option Send Flat Files to HO in Shoper 9 POS

A message Sync. to Head Office details not catalogued is displayed as you try to open Send Flat Files to HO menu option.

- a. Check whether Shoper 9 POS is configured to synchronise with Shoper 7.2 HO.
- b. Verify, if Shoper 7.2 HO is catalogued and also the option Is shoper ver 7.2 or lower is selected in Configure Synchronisation window.
- c. Configuration to synchronise with Shoper 7.2 HO was not catalogued in Shoper 9 POS.

## Solution

Use the menu option Configure Synchronisation to catalogue Shoper 7.2 HO for data transfer.

1. Go to Housekeeping > POS-HO Synchronisation > Configure Synchronisation.
2. Click Add to catalogue a new HO
3. In the Code and Name fields, enter HO code and name respectively
4. Select Is shoper ver 7.2 or lower

This option will enable data transfer to Shoper 7.2 HO by allowing transfer of data in 7.2 format.

5. Under Mode, select the mode of communication from the options given
6. Enter the details related to selected mode of communication in the relevant fields
7. Click Apply
8. Shoper 7.2 HO is catalogued and the mode of communication to transfer data is also configured in this process. Now, use the option Send Flat Files to HO to transfer data.

# Run-time error 3709: The connection cannot be used to perform this operation. It is either closed or invalid in this context

The message: Run-time error 3709: **The connection cannot be used to perform this operation. It is either closed or invalid in this context** is displayed and manual synchronisation process fails in Shoper 9 POS.

## Cause

There was no ODBC connection with the database source. Also, the files in the application folder could not be accessed as they were blocked by anti-virus program.

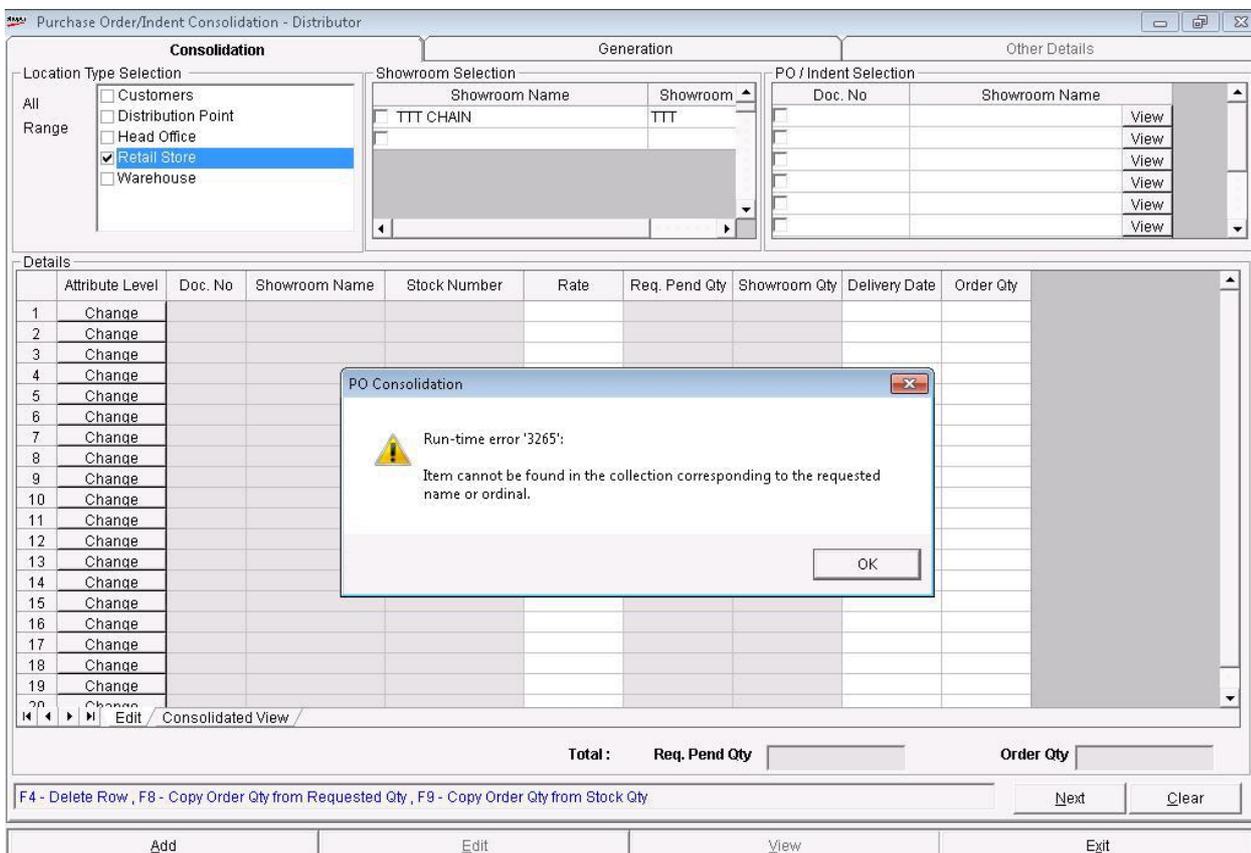
## Solution

1. Create a new ODBC connection for the database source from Administrative Tools in Control Panel and test the connection.
2. Provide read/write rights to Shoper application folder in the anti-virus program and in firewall setup.

**Note:** Shoper 9 POS by default adds an ODBC connection to database source by the name ASTTEST. In case this ODBC component is deleted or not functioning you can create database source connection with the same name or using a different name.

# Error message, Run-time error '3265': Item cannot be found in the collection corresponding to the requested name or ordinal displayed during consolidation of PO

The error message, "**Run-time error '3265': Item cannot be found in the collection corresponding to the requested name or ordinal**". is displayed. during consolidation of PO at Distributor. An SQL data base error was encountered.



## Reason

The Schema data implementation was not handled correctly in Release 1.3

## Solution

Update to Release 1.4

## Areas affected by the problem/solution

PO Consolidation in Distributor

The Customer was unable to generate an exchange bill for a credit transaction after processing its return/exchange with bill reference

**Cause**

The cursor was not focussed on the type of transaction, Credit for selection. The Re-Call Transaction (Slips) Loading Present In Billing, parameter was not enabled in order to select the credit type in the exchange bill.

**Solution**

The above system parameter was enabled and the exchange bill was processed.

# An over flow error message was displayed while trying to print the pay in slip document

The Customer was unable to print the pay in slip document.

## **Solution**

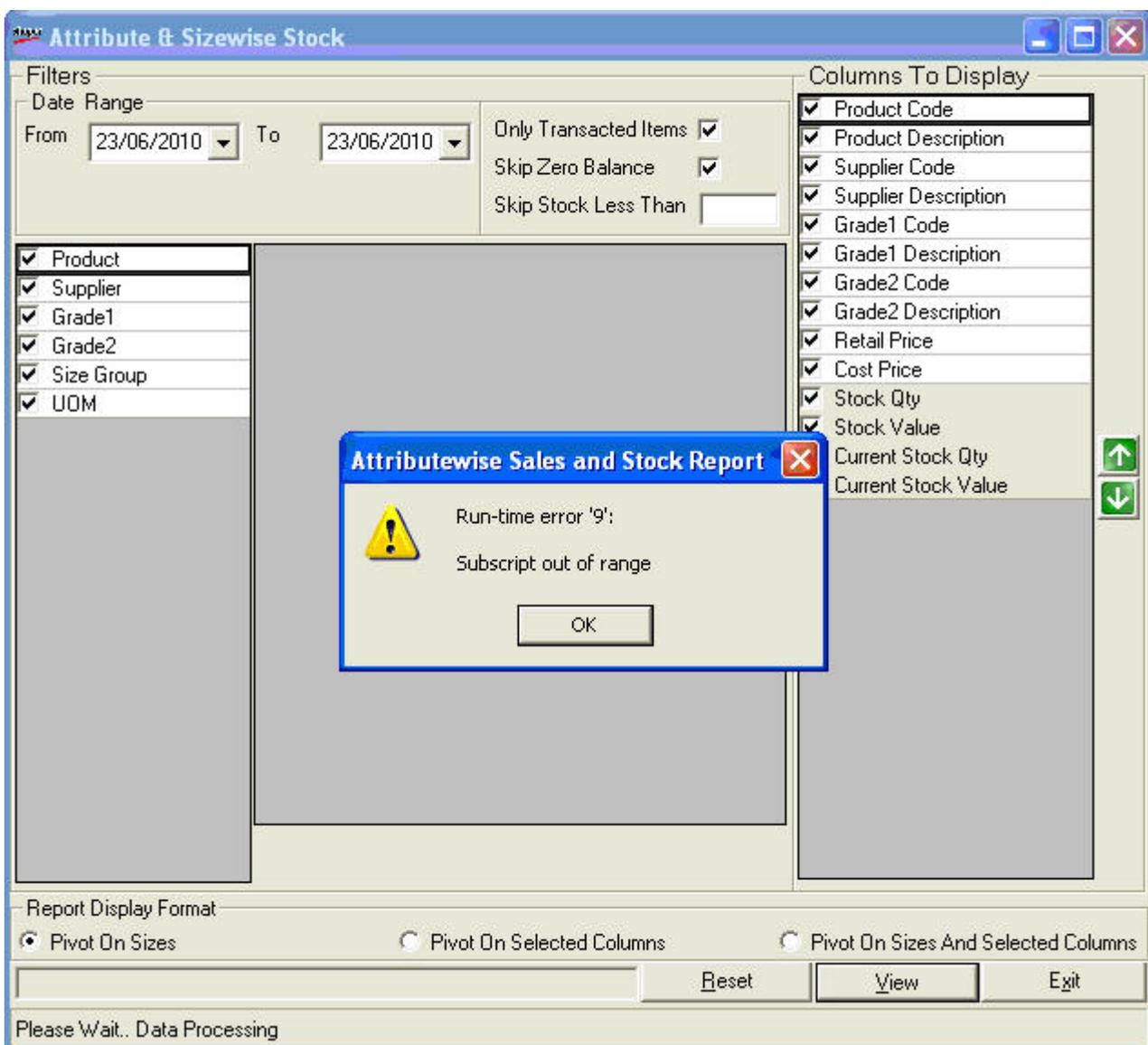
The customer was asked to update the product with the latest exe for printing the pay in slip and overcome the problem.

# Run-time error '9': Subscript out of range is displayed in the Attribute & Sizewise Stock report

The message Run-time error '9': Subscript out of range is displayed in the Attribute & Sizewise Stock report

Unable to view the Attribute + Sizewise Report

Check whether any analysis code is enabled.



## Casue

If no analysis code was enabled then the error was prompted.

**Solution**

Enable at least one analysis code and view the report.

# Run time error during replication import or synchronisation

- a. The message Error Number = 2147024769 : : Description = Automation error The specified procedure could not be found is displayed during Replication Import.
- b. The message \" rte -214702489 (80070002) automation error the system cannot find the file specified\" is displayed during Manual Synchronisation.

## Cause

The windows DLL files dao350.dll and dao360.dll were not registered.

## Solution

1. Register the DLL files using one of the following methods.
  - Using the scripten.exe utility that can be obtained from Shoper PMD
  - Execute regsvr32 dao350.dll dao360.dll from Run (Start menu) option
2. Double click Regs.bat file in the Shoper 9 application folder
3. Restart the system
4. Open Shoper 9 POS and try data transfer options

**Note** : Missing or unregistered windows DLLs will cause problem during all import process, Shoper opening, saving transactions, etc.

# Bulk insert in chainstore failed displayed during AST import

Shoper 9 POS is not able to import AST files

## Investigation

Verify the following to ascertain the reason for error:

1. Availability of free disk space for the growth of sql temp files
2. The directory path for sql files is consistent across sysparams
3. SQL Server is running
4. Check all the exes required for AST import are available in application folder and executable
5. Check, if the windows DLL, SQL Server DLL files that support data import are present and are registered

## Cause

An SQL Server DLL improv.dll (<Microsoft SQL Server application folder>\80\COM) was not registered.

## Solution

Register **improv.dll** file and then import the AST file.

# The Back-end Data import option in Shoper 9 HO fails during pricing master import

The Back-end Data import option in Shoper 9 HO fails during pricing master import

## Symptom

A message **Error in Procedure/Data** is displayed as backend import fails

## Investigation

To identify the cause of failure and find a solution, check the following:

- a. The pricing master file being imported is in standard format, with all requisite categories and appropriate values under each category
- b. Verify whether the customer was following recommended process to import pricing master through Back-end Data import option
- c. Confirm that all files, exes and database tables required for backend import are present and executable

## Reason

- The price master file had structure mismatch
  - An extra field at end of the file with NA as the value
  - The field IsRPTTaxInclusive had value as NA instead of default numeric value
- The TmpPriceMaster table was missing

## Solution

1. Correct the pricing master file to appropriate structure
2. Create TmpPriceMaster table with all the columns
3. Import the pricing master file using the Back-end Data import option

## Areas affected by the problem/solution

No major impact on other areas

# Re posting cannot be done offline file 2010019140531 is not received

Offline Interface is not creating the data file during posting in Shoper 9 POS

## Symptom

A message **re posting cannot be done offline file 2010019140531 is not received** is displayed during offline posting.

## Investigation

Verify whether acknowledgement file (offline file displayed in the message) received from Tally is available in the **<Shoper application>\In**. In case the file is not there, check if the data file created during last posting in Shoper 9 POS was posted to Tally and acknowledgement was created.

## Cause

The acknowledgement file for the last posted data was not received from Tally.

## Solution

When the acknowledgement file for the last posted data is not received, Offline interface does not post any further data. However, you can reset the offline posting information to the time last acknowledgement file was received to enable data posting (offline request file creation).

To do so,

Go to **Setup > General > Tally Interface Utilities > Offline Re-Posting**

1. Select the offline mapping for which you want to reset the posting information from the list of map id's
2. Click **Ok**

Now, try posting data for the respective offline mapping. The offline interface will create a data file (request file) in **<Shoper application>\In** folder.

# How to transfer selective data to a single or range of POS locations?

How to transfer selective data to a single or range of POS locations?

## Environment

Shoper 9 HO, SQL Server 2000/2005

## Solution

The menu option **Master data to POS** in Shoper 9 HO provides the options to transfer masters of specific stock items to only required showrooms.

Go to **Data Sync. > Exports > Master Data to POS**

1. Select the date range during which the masters to be exported were created or altered in the From and To fields respectively
2. Select Showroom location to which data has to be transferred using the given filters

By default all the masters are selected for transfer, to select specific stock items:

3. Click **Range** button in **Master/Transaction Name** grid

**Data Transfer to Shoper POS**

**Selection Criteria for Export**

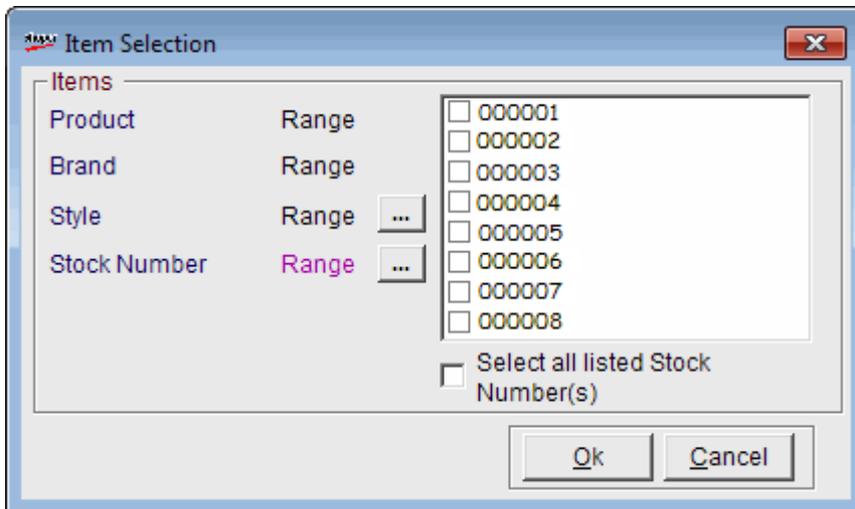
From: 30/07/2010 To: 30/07/2010

Location: All Range  
 Zone: All Range  
 State: All Range  
 Showroom: All Range

A01 : A01  
 A02 : A02  
 A03 : A03

	Master / Transaction Name	
1	<input checked="" type="checkbox"/> Item Master & Price Revision	Range
2	<input checked="" type="checkbox"/> Agency Catalogue Header	
3	<input checked="" type="checkbox"/> Agency Catalogue Details	
4	<input checked="" type="checkbox"/> Agent Activites	
5	<input checked="" type="checkbox"/> Customer Master	
6	<input checked="" type="checkbox"/> Customer Price Group	
7	<input checked="" type="checkbox"/> Currency Details	
8	<input checked="" type="checkbox"/> Expected Trn Header	

- Click the option Range against each classification category to display all values in the list and select the values to be exported



- Click **Range** against **Stock Number** to display available stock numbers in the list and select the items to be exported

List of showrooms, Style codes, Stock numbers for export can be uploaded in a .csv file format. The .... Button can be used to browse and select the file.

- Click Ok
- Click Export in the Data Transfer to Shoper POS window

A data file will be created with predefined name and format at the given path for each selected POS location. The files will be exported through defined mode of communication to the selected POS locations.

### **Areas affected by the problem/solution**

No major impact on other areas

# The value and quantity in showroom sales and stock reports at HO were not matching with replication reports

The Showroom Sales and Showroom performance — two sales reports that should have common value and quantity for a given period, but displayed variance for the respective showroom. Also, the values and quantity in these reports differed from that in replication reports for the same period.

Generate the requisite replication reports for the showroom and compare them with HO reports. Generate the reports for different time periods to verify which part of the data has the mismatch.

## **Cause**

The HO data for the particular showroom was not updated correctly.

## **Solution**

Update the ID/IM table in Shoper 9 HO database by importing data from replication database of the particular showroom. To do so,

Go to Housekeeping > Create ID / IM Data from Replication

1. Select the showrooms for which ID/ IM has to be updated using the filters
2. Select the date range for which replication data has to be imported into ID/IM tables in the From and To fields
3. Click Ok

Generate the required reports to compare the updates with replication data.

# System does not read some barcodes

## **Cause**

Unable to scan some alphanumeric barcodes. Check the font used in printing the barcode.  
Issue might be due to incompatible font used in printing barcodes.

## **Solution**

Choose Barcode Label as the Select Fields and Code39 as the Symbology while printing barcodes.

# Unable to Load the PTFile

Purchase Value not Tallying for AZZZ, Purchase Header Value: YYY, Purchase Detail Value(Qty\*Rate): XXX

## **Reason**

Check the values of Header and Details of the PT File. Mismatch found in the total purchase value between the Header and Details of the PT File.

## **Solution**

Recreate the PT File from the source using the flat file format GUI with Delimiter New Format and load the file.

# Error 429 (ActiveX component can't create object) in procedure FileValidator of XXX

The message Error 429 (ActiveX component can't create object) in procedure FileValidator of XXX is displayed.



During Goods Inwards, on selecting the option, 2.Load the PT File, the PT File information cannot be loaded in the items grid .

or

Loading error during DC Import.

## Cause

The .dll file(s) has not been registered (in the Window's registry).

## Solution

Close Shoper 9 and open again.

or

Run the batch file, RegAxEXE.bat and reopen Shoper 9 application. Close Shoper 9 and open again.

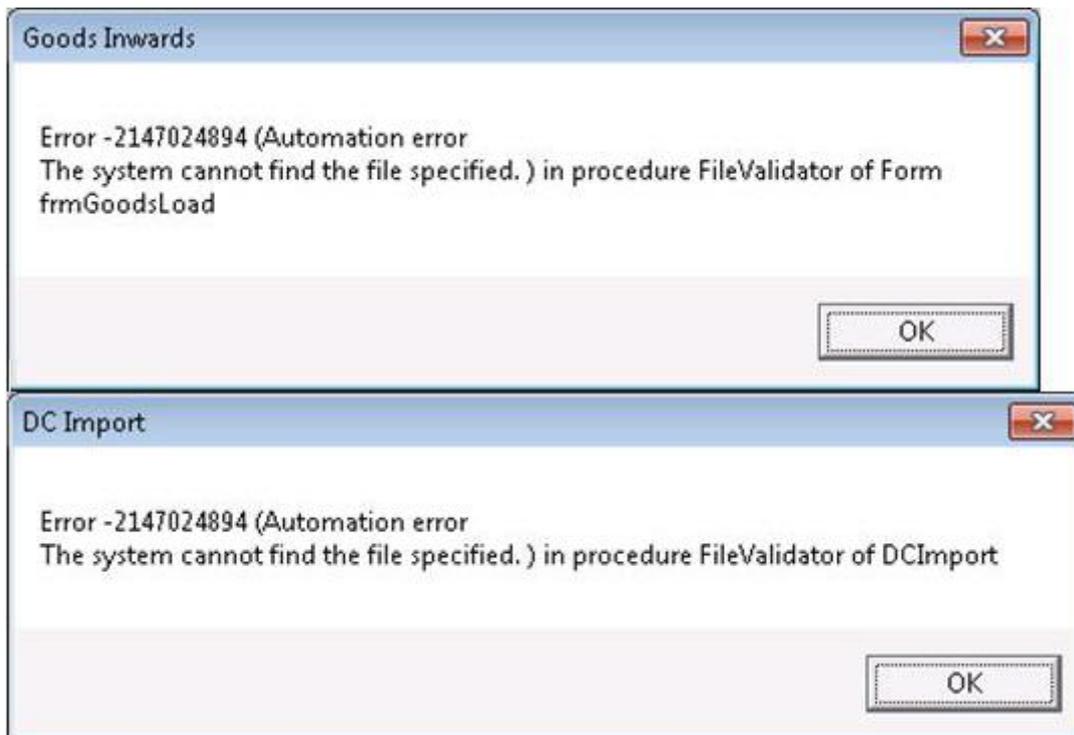
or

Update the patch.

**Note:** With Windows 7, right click on the batch file, RegAxEXE.bat and chose the option Run as administrator.

## Error 2147024894 (Automation error. The system cannot find the file specified.)

The message Error 2147024894 (Automation error. The system cannot find the file specified.) in procedure FileValidator of XXX is displayed.



### Cause

During Goods Inwards, on selecting the option, 2.Load the PT File, the PT File information cannot be loaded in the items grid.

Or

Loading error during DC Import.

Check whether required files (PTFilePreProcessor.exe and SN500100.dll) are present in Shoper 9 Application folder.

The files, PTFilePreProcessor.exe and SN500100.dll were missing in the Shoper 9 Application folder.

### Solution

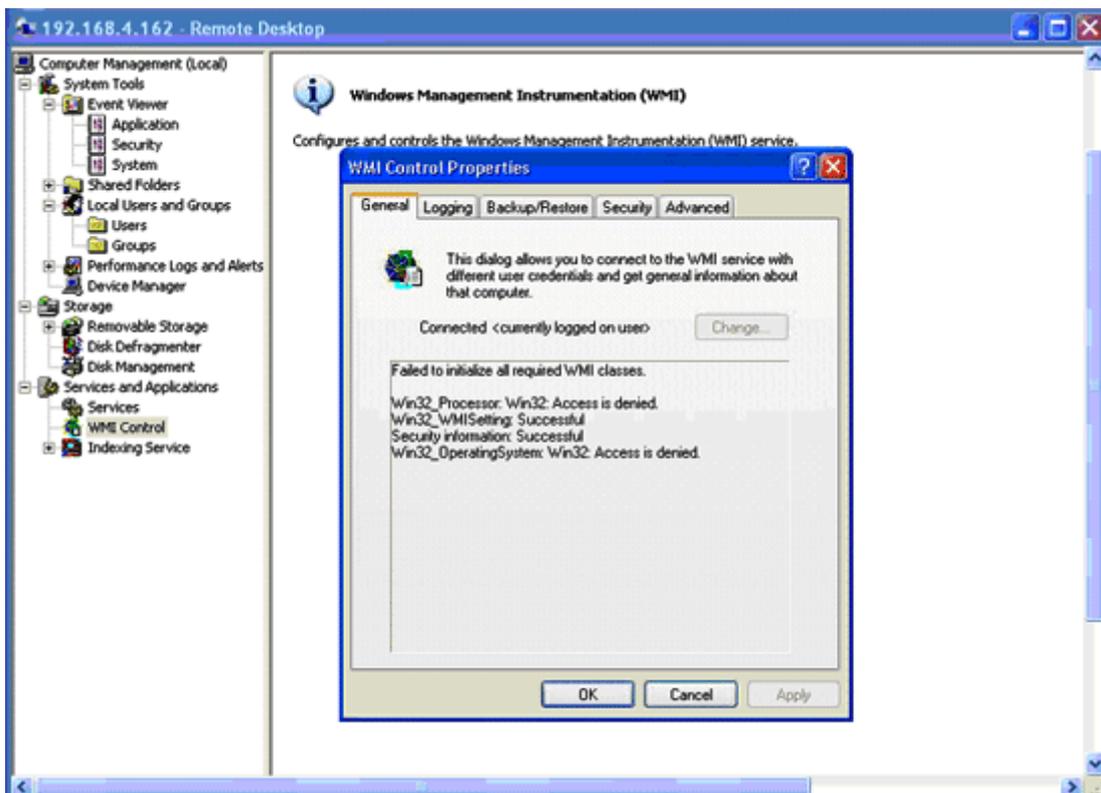
Run LiveUpdate to populate the files, PTFilePreProcessor.exe and SN500100.dll in Shoper 9 Application folder.

# RTE 70 permission denied

Manual Synchronisation process using FTP mode of communication fails in Shoper 9 POS and error message RTE 70 permission denied is displayed

## Cause

1. The folders ASTIN, ASTOUT and ASTBAK were missing from Shoper application folder
2. Some WMI classes were not initialized, the properties dialog box of WMI control displays a message Failed to initialize all required WMI classes



## Solution

- 1, Create ASTIN, ASTOUT and ASTBAK folders in Shoper application folder
2. Restart WMI Control, incase the problem persists even after restarting, contact your hardware vendor

**Note:** The absence of folders in Shoper application folder will affect all data transfer activities. WMI controls allow management and operation of data in Windows and also help in accessing remote computers.

# "\Object \~\' of Method \~\' Failed" error while synchronising data using FTP mode of communication

Shoper 9 POS displays an error message **\Object \~\' of Method \~\' Failed** and fails to synchronise data using **FTP** mode of communication

## Reason

It was discovered that the file **FtpExeCmd.Ovr** in Shoper application\share folder was infected. This FTP accessibility file is overwritten every time synchronisation exe is executed, which was not happening in this case.

## Solution

Delete the file **FtpExeCmd.Ovr** permanently and then try to synchronise.

In case the problem persists, it is due to other infected files. Uninstall Shoper 9, format your system and install Shoper 9 again.

**Note:** Infected files can lead to complete system failure.

## Error message, "Class does not support Automation or does not support expected interface" displayed while synchronising the data

Error message "**Class does not support Automation or does not support expected interface**" displayed when you execute Synchronise Manually menu option

### **Reason**

The patches are not updated correctly during LiveUpdate. You can also verify whether there is a mismatch in expected and current exe versions by checking version compatibility report. Go to **Help > About Shoper > Version Info**.

### **Solution**

Reupdate the patches and then execute the menus again.

# Shoper 9 POS is not able to post data to Tally.ERP 9

## **Cause**

Examined the mapping details and discovered that the name of the company was renamed in Tally.ERP 9 and this same was not updated in mapping.

## **Solution**

Ensure that the tally company name used in interface mapping and in Tally.ERP 9 are matching. Do one of the following.

- Open Tally.ERP 9 and rename the company to its older form

Or

- Use Tally Interface utility – Change Company Information, to update the changed company name in the existing mapping details

Now, post data using the same map Id.

# Is it possible to export item master in Excel format from Shoper 9 to edit the details?

## **Cause**

Want to export item master to Excel and edit the details.

## **Solution**

No, it is not possible to export item master in Excel format. However, you can create an item master text file using export option (**Housekeeping > Data Export Masters > Pricing Details**) and then open it in Microsoft Excel to edit the details. Copy the altered details from Excel file and paste them in item master.

## **Areas affected by the problem/solution**

No direct impact on any other area

## **Environment**

Shoper 9 POS, Shoper 9 HO,

# Multiple-step OLE DB operation generated errors

While saving customer details, a runtime error **Multiple-step OLE DB operation generated errors** was being displayed.

## **Cause**

While cataloguing customer details, the length of Transporter Code was more than 16 characters.

## **Solution**

While cataloguing customer details, make sure that codes are not longer than 16 characters in length.\

## **Areas affected by the Problem/ Solution**

No direct impact on any other areas.

## **Environment**

Shoper 9 POS, Catalogue, SQL Server.

# A message Unable to Extract is displayed and Shoper 9 POS fails to synchronise data

## Cause

The Shoper 9 POS application folder was set to read only status.

## Solution

Remove the read only attribute of Shoper 9 POS application folder. Use one the following methods to do so:

**Note:** Remember to close all files and folders related to Shoper 9 before changing the folder attributes.

1. Right click **Shoper 9 POS** application folder and select Properties from the sub menu
2. In General tab of the **Properties** dialog box, clear the **Read-only** check box
3. Click **Apply** and then click **Ok**

Or

1. Open the **command** prompt
2. Enter the command **attrib -r drive:\<path>\<foldername>**, for example **attrib -r C:\Shoper9POS**

**Note:** Read only status will restrict access to the folder leading to process failures.

## Bulk loading error etc. in table 'versionwisetblsscript'

Shoper 9 HO is not able to load data received from POS locations. Log file contains the message **bulk loading error etc. in table 'versionwisetblsscript'** .

### Cause

The log file contains a message bulk loading error etc. **in table 'versionwisetblsscript'** . On examining the data files that were not loaded, it was discovered that data for the table **versionwisetblsscript** was missing. At POS location, this table had old vacounter due to which its data was not exported.

### Solution

Update the latest vacounter in the **versionwisetblsscript** table at POS location and resend the data to Shoper 9 HO. The data file with updated **versionwisetblsscript** table can be imported at **Shoper 9 HO** .

Balance as on Date:

RTE:2147217900(80040e14) sql dump  
expectation handler process 54 generate  
fatal exception c0000005 expectation  
access evaluation.sql server is terminating  
this process

The following runtime error is displayed while opening the Stock report, Balance as on Date:  
**RTE:2147217900(80040e14) sql dump expectation handler process 54 generate  
fatal exception c0000005 expectation access evaluation.sql server is terminating this  
process**

### **Cause**

The database tables were found corrupted, when the database was checked using **DB Tuning Utility** and the line, **CHECKDB found 1 allocation errors and 1 consistency errors in database 'Shoper9ACM was displayed .**

### **Solution**

Transfer the data to a new database or repair the database. (To repair the database, refer the KB: Solving Data Corruptions or Table corruptions in the database issues in Shoper ver 7.2/9)

## Can a Distributor transfer out stock items to a new showroom valued on the selling price instead of the cost price?

Distributor can value the Transfer Out on Selling Price by setting the value of the hidden parameter, **RateDisplayedInTransferOut** to 1 in System Parameters. (The value for the parameter can be: **0-Cost Price, 1-MRP or 2-Dealer Price**).

# RTE 70, permission denied is displayed during synchronisation

An error message rte 70, permission denied is displayed during synchronisation using Direct Copy mode and Shoper 9 POS fails to download data sent from Shoper 9 HO.

## **Cause**

The upload and download folders used in Direct Copy mode of communication did not have sufficient permissions. The folder from which Shoper 9 POS downloads data did not have file sharing permission restricting data access. Check whether antivirus program or firewall is blocking access to these folders.

## **Solution**

Give file sharing permissions to the folders used for download and upload of data in Direct Copy mode and then manually synchronise data.

# Database is not compatible

While opening Shoper 9 an error message is displayed as follows:

**Cannot proceed!**

**Database is not compatible.**

**Contact your administrator to resolve this**

## **Cause**

This issue usually occurs when you try to open Shoper 9 POS application after reinstallation.

The database is in older version when compared to Shoper 9 application.

## **Solution**

Update Shoper 9 POS patches.

# Run Time Error 2004: Out of memory

During Day End a message, **Run Time Error 2004: Out of memory** , is displayed.

## **Cause**

There is no sufficient hard disk space in the drive where Shoper 9 database is residing.

## **Solution**

Check if sufficient hard disk space is available. If there is no sufficient hard disk space, create required space in the drive where Shoper 9 database is residing.

# Shoper 9 HO agent exe is not starting automatically

## Cause

The SQL Server tempdb database has become full.

This can happen when:

- Free disk space is low.
- Maximum size for database growth is set very low.

## Solution

- Stop and start SQL Server.
- Set the tempdb recovery mode to **Simple** .

Error message, "Warning you have now reached the maximum limit of permissible of the evaluation version, for continuing using Shoper you need to register your copy of the software" displayed while opening Shoper

While opening Shoper 9 the following error message is displayed. **"Warning you have now reached the maximum limit of permissible of the evaluation version, for continuing using Shoper you need to register your copy of the software "**

### **Reason**

Shoper 9 license is not activated/ reactivated.

### **Solution**

- Activate the license in case of fresh installation.
- Reactivate the license in case of reinstallation.

# The info panel on Shoper 9 main window displays Invalid License in Mode field

## Cause

This error message appears due to one of the following:

- License file is copied into multiple folders.
- After reinstallation of Shoper 9 the old license file is available in the application path.
- The license is surrendered using the Control Centre, but valid license file is available in Shoper 9 POS application folder.
- The same license is activated / reactivated in multiple machines.

## Solution

Remove all old shoper.lic file from the system and then reactivate Shoper 9 license.

To reactivate Shoper 9 license, Restart Shoper 9 POS

1. Go to Manage License screen
2. Select Reactivate License
3. Click Continue, The Reactivate License screen is displayed.
4. Enter the e-mail ID of the site administrator in the E-mail ID of Administrator field
5. Enter your Tally.NET password in the Password field
6. Click Submit, If the Site Administrator is linked to more than one site Reactivate License Resolution window is displayed.
7. Select the site to be reactivated from the list
8. Click Submit to reactivate the license

## Error message, "Column mismatch between Header and Detail records! Check the log file: .....\\Log\\Pt\_Validator.txt" displayed while loading PT file in Goods Inward

While loading PT File during Goods Inwards, the message "**Column mismatch between Header and Detail records! Check the log file: .....\\Log\\Pt\_Validator.txt** " is displayed.

### Reason

This error occurs if:

- a. The number of columns mentioned in the Header is not matching with columns in the Detail records
- b. Data in the detail records are incomplete

### Solution

Recreate the PT File at source with adequate columns and proper data and reload. If the PT File is created using third party program, correction has to be done in the program.

During Goods Receipt, the message Path not found \\SERVER\Shoper9\In is displayed

**Cause**

Check the path of the In file in **sysparm** .

**Solution**

Correct the path of the In file in **sysparm** .

# Invalid values found in Flat File, New masters cannot be created

During Goods Receipt, the message **Invalid values found in Flat File, New masters cannot be created** is displayed.

## **Solution**

- a. Check the mandatory fields in itemmaster
- b. Check all the prices in itemmaster
- c. If the pt file came from synch check the mandatory fields in Ptinvoicehdr and Ptinvoicedtl

# Incompatible version of Menu dll exists in application path

Incompatible version of Menu dll exists in application path. Please download the latest version of Menu dll or reinstall the application and try again.

## **Cause**

**Shoper.exe** is the latest one and **SR535500.dll** is older one

## **Solution**

Re-update the patches or replace the respective **SR535500.dll** and register the same

# Latest release is available in web. Update your shoper with latest release.

## **Cause**

If the Shoper application is in older version and if latest patches are available in web for downloading and updating then while opening the shoper it will show the above message

## **Solution**

Download the latest patches and update the same into Shoper 9 application

# Errors Occurred In Shoper POS – Backup Day End Processes

Errors Occurred In Shoper POS – Backup Day End Processes.

## Reason

If dayend backup is not happening then it will show the above error

## Solution

Reason	Solution
Path issue	Update the correct backup path in system parameters
Access issue	Provide necessary access for Backup folder
DB Size issue	Truncate Log and shrink the databases using DBTuning Utility
DB Corruptions	Check the database using DBTuning Utility and recover the database

The tempbackup folder has to be a valid shared path in the computer where your Database server has been installed

**Cause**

If tempbackup or share folder is not able to access then it will show the above error

**Solution**

Verify the Backup or Share folders which are accessible or not? Also verify temp backup path in Housekeek under system parameter re-configuration window. If it is wrong correct the same

# Day End Operation Completed, With Errors

Day End Operation Completed, With Errors

## Reason

If any one of the operations is failed during the dayend then user will get the above error

For example:

1. Update Counter Sysparam/Genlookup
2. Shoper POS - Backup
3. Synchronisation with HO

## Solution

If any one of the operations is failed during the dayend then user will get the above error.

Action is required based on the operations

Operations	Solutions
Shoper POS - Backup	Verify the Backup path and if wrong correct the same
Synchronisation with HO	Verify the Logs for sync and correct the same

# Barcode Template folder is not available in the Shoper application path

## **Cause**

If the Barcode folder is not available in **Shoper 9** application path then it will display the above error

## **Solution**

If folder is not available then create the same folder in application folder or uncheck the Barcode folder option in the Backup program

# License server has a single user edition with Serial Number <serial number>. Cannot connect as a Multi user client

## Cause

You have activated a **Single User license** as a multi user.

## Solution

You need to change this to a single user license. Do the following:

1. Go to Manage **License > Configure Existing License**
2. Click Continue, The **Configure Existing License** window is displayed.
3. Select **Single User**
4. Browse and select the **license file** in Location of License File field
5. Click **Submit**

This will activate the license as a single user mode.

# You need to register your copy of the software

Warning! You've now reached the maximum limit permissible for evaluation version. For continuing using SHOPER, you need to register your copy of the software.

## **Cause**

License is not Activated/Re-activated

## **Solution**

If Shoper 9 installations/Migrations from older to newer version the activate the license

If Shoper 9 re-installations then re-activate the license

## Security database is wrongly specified in the configuration file. Please correct it and login again.

While opening Shoper 9 the following error message is displayed.

**This error message appears due to one of the following:**

Reason	Solution
<p>SQL server services have stopped.</p>	<p>Try to start the SQL server services.</p> <ul style="list-style-type: none"> <li>• If the service starts then open Shoper 9.</li> <li>•</li> <li>• If unable to start service then uninstall and install SQL Server/ Express and attach the databases (Security, Application and Secondary databases).</li> </ul>
<p>SQL Express authentication has changed from <b>SQL Server and Windows Authentication mode</b> to <b>Windows Authentication</b> .</p>	<p>Change the SQL Server properties from <b>Windows Authentication</b> to <b>SQL Server and Windows Authentication mode</b></p> <p>To change,</p> <ul style="list-style-type: none"> <li>• Login into <b>Microsoft SQL Server Management Studio</b></li> <li>• Right click the instance name</li> <li>• Select <b>Properties</b></li> </ul> <p><b>Server Properties</b> window is displayed</p> <ul style="list-style-type: none"> <li>• Click <b>Security</b></li> <li>• Select t <b>SQL Server and Windows Authentication mode</b></li> <li>• Click <b>Ok</b></li> </ul>
<p>SQL Server information (SERVERID, USER-INF2 and PASSWORD) is incorrect in the configuration file</p>	<p>Go to <b>C:\Documents and Settings\All users \Application data\Tally\Shoper9</b> (for Windows XP and 2003) or <b>C:\ProgramData\Tally\Shoper9</b> (For</p>

(ShoperPOSSystem.Dat).	Windows 7) and check the SQL Server and security database information (SERVERID, USER-INF2 and PASSWORD) in the configuration file (ShoperPOSSystem.Dat) and update it with the correct values.
WMI has failed to establish connection to local computer.	Right click <b>My Computer &gt; Manage &gt; Services and Applications &gt;</b> Right click <b>WMI Control &gt; Properties</b> . The status of WMI is displayed. If the description is <b>Failed to Connect &lt;local computer&gt;</b> then contact hardware vendor for enabling WMI in Windows.
The Security database was found in Suspect mode and was corrupted	Restore an earlier Security database
The DAT file, ShoperPOSSystem in the folder, usually found in C:\ProgramData\Tally\Shoper9 (in systems with Windows 7 and later versions) and C:\Documents and Settings\All Users\Application Data\Tally\Shoper9 (in systems with Windows XP and earlier versions) contained wrong SQL credentials.	Enter the correct SQL credentials
The DAT file, ShoperPOSSystem in the folder, usually found in C:\ProgramData\Tally\Shoper9 (in systems with Windows 7 and later versions) and C:\Documents and Settings\All Users\Application Data\Tally\Shoper9 (in systems with Windows XP and earlier versions) had incorrect Security db name.	Enter the correct Security db name

# Incompatible version of Menu dll

Incompatible version of Menu dll exists in application path. Please Download the latest version of Menu dll or reinstall the application and try again.

## Cause

**Shoper.exe** is the latest one and **SR535500.dll** is older one

## Solution

Re-update the patches or replace the respective **SR535500.dll** and register the same

You don't have the permission to access the server from this machine. Contact your network administrator

**Cause**

If DBPath was wrongly specified in vacompany table under security database

**Solution**

Update correct path in DBPath field in vacompany table under security database

# Cannot Proceed! Database is not compatible. Contact your administrator to resolve this.

While opening Shoper, getting an error: **Cannot Proceed! Database is not compatible. Contact your administrator to resolve this.**

## **Reason**

A user may get this error if he is re-installing Shoper 9 with the latest installer and restoring an old Shoper 9 application database.

## **Solution**

Re-update the patches till the latest release.

# Shoper company configuration will not be installed

Shoper Company Configuration Setup is not complete. If you quit now, Shoper Company Configuration will not be installed. Do you wish to quiet Shoper Company Configuration Setup?

## **Cause**

While creating the company if a user is trying to cancel the Shoper 9 setup then above message will be appear.

The file(s) mentioned in the packing list is not available in the downloaded patch.  
Download the latest patch and update

**Cause**

Every LiveUpdate patch will have packinglist.ini file. This file contains the information about the files present in the respective patch.

If packinglist.ini file has information about some file(s) and the patch does not contain the respective file(s), then this error occurs.

This error may occur if anti-virus deletes the file(s) during patch download.

**Solution**

Download the latest patch again and update Shoper 9.

# Error Has occurred during MonthBegin Updatons

Current Stock Qty is Not Matching With Month Opening Qty or Error Has occurred during MonthBegin Updatons or Sum of Current Balance Qty is Not Matching with Opening Balance Qty displayed during day begin on the first day of a month (only).

## Reason

Mismatch in transaction tables data for previous month. The quantities in stkrndtIs, Stocktrnsummary and stock master tables may have a mismatch.

## Solution

Use the option rebuild data to identify the mismatch and balance the quantities in the required tables. The process arrives at closing balance by computing opening balance for the month with all outward and inward quantities.

In case the problem persists, contact your Shoper Partner or write to [support.shoper@tallysolutions.com](mailto:support.shoper@tallysolutions.com).

# Automatic tax inclusion or tax exclusion in the total value of an item during Billing

During Billing, it may be required to include or exclude the tax in the total value of an item.

To set the tax automatically (include/ include) while loading a PT File, set the value of the field, TXT appropriately in the parameter, PM Import and GIR - Update TAX automatically under Sysparam.

Permitted combinations:

1Y = Automatic update Tax Inclusive

1N = Automatic update Tax Exclusive

0Y = No automatic update

0N = No automatic update

**Note:** The values are 1 – Automatic update, 0 – No automatic update, Y – Tax Inclusive, N – Tax Exclusive

## During Billing, the tax is not included in the total value of the item

The PT File loaded during purchase transaction contains the value N in the column IsRPTaxInclusive.

### **Solution**

To solve this problem, the column IsRPTaxInclusive (in item master table) has to be updated as Y. Once this is done, the value in billing will be computed correctly.

For updating the column IsRPTaxInclusive with the value Y, configure the parameter PM Import and GIR - Update TAX automatically (in Sysparam table) appropriately.

**Note:** To configure the parameter, PM Import and GIR - Update TAX automatically, change the value of the field TXT to 1Y, i.e., Automatic update Tax inclusive. (1 - Automatic update, 0 - No automatic update; Y - Tax Inclusive, N - Tax Exclusive)

The information mentioned in the Packing List is not proper or corrupted. Please correct the Packing List.ini and try again.

Packinglist file in the shoper patches downloaded is not proper, re-download the patches and try again.

# Error message, "subscript out of range" displayed in Physical Stock Take

During Physical Verification, the message Error in Physical verification "**subscript out of range**" is displayed. It does not display the titles of the merchandise.

## **Reason**

A few parameters related to Physical Verification were found missing from the GenLookUp table.

## **Solution**

Check the parameters of the Recids 351,352,354,356 and 360. If any parameters are found missing against these Recids, insert them.

# Subscript out of range reference document number

While loading PT File, Shoper was throwing a run time error: subscript out of range reference document number.

## **Cause**

Mandatory fields in the data stored in PT File exceeded the maximum length. This happened in PT Files generated by an older version of Shoper like 7.2 or 9 Release 1.0 or a third party software.

## **Solution**

Correct the data containing the fields exceeding the maximum length at the source (from where it is being exported), recreate the file and send to the required destination.

# PT file loading error Header detail value mismatch

While loading the PT File in Goods Inwards, the error message Header detail value mismatch is displayed.

## **Cause**

The PT File was created in a format other than GUI with Delimiter New Format.

## **Solution**

At source check the following,

- If using Shoper, create the PT File in the format GUI with Delimiter New Format and load again.
- If not using Shoper, create the PT File with the correct values and load again.

# Run-time error `438`: Object doesn't support this property or method

During Goods Outwards, the message **Run-time error `438`: Object doesn't support this property or method** is displayed.

## Cause

If some customisation has been done on the product and if the latest customised .dll files were not found/ registered in the application folder, such an error is displayed.

## Solution

- The application folder should contain the latest customised .dll files (if any customisation has been done).
- Register the latest .dll files
- Check the values in the customised table
- Identify the older versions of .dll files and if found, delete them from the system
- The .dll files should not be renamed and retained in the system as the same may get registered while opening Shoper

"Database size has crossed 80% of manageable size. Please Truncate log, Reindex master and delete temp tables using DBTuning utility"

While doing a Day Open, getting an error "**Database size has crossed 80% of manageable size. Please Truncate log, Reindex master and delete temp tables using DBTuning utility**".

### **Reason**

The message is displayed when the size of mdf file reaches 80% of the total size allocated to the database (2GB of MSDE or 4 GB of SQL Express).

### **Solution**

A temporary solution is provided in the message i.e., to truncate log, reindex master and delete temp tables using DBTuning utility to create free space.

For permanent solution, MSDE users update to SQL Server 2000/2005 and SQL Express users to SQL Server 2005.

# An error message 'method~object~failed\' is displayed during Data Export in Shoper 9 HO

## Cause

This error occurs when Shoper application exe's are corrupted or the application folder is infected.

**Note:** Other possible reasons are – incorrect path provided in vacompany table and when SQL server is not running or does not have the required free space.

## Solution

Replace the Data Export exe and then try exporting data. In case the problem persists, it is due to other infected files.

Uninstall Shoper 9, format your system and install Shoper 9 again. It is also suggested to verify database path and check SQL server before you continue to uninstall Shoper 9.

# Another instance of SE100200.exe is running at the backend

Shoper 9 HO fails to export data and displays a message **Another instance of SE100200.exe is running at the backend.**

## **Cause**

This error occurs when the temp table is not dropped after a Data Transfer process.

## **Solution**

Drop the temp table from backend using a database manager.

# While opening Shoper 9 HO an error message, Not a Valid Shoper 9 Database, is displayed

## Cause

Login into Microsoft SQL Server Management Studio and check the Properties of Shoper 9 HO application database, the Status of the database is displayed as Shutdown, Normal. This is the cause for the error message.

## Solution

1. Login into Microsoft SQL Server Management Studio
2. Go to Databases
3. Right click the Shoper 9 HO database
4. Select Properties
5. Database Properties window is displayed
6. Click Option
7. Set Auto Close to False
8. Click Ok
9. Now you will be able to open Shoper 9 HO.

# Unable to generate Analysis reports

Cannot generate report. SIS is not accessible. Check log for more details., when generating Analysis Report. The service SIS-POS9 or SIS-HO9 is not installed.

## Solution

Install the required SIS service (SIS-POS9 for POS, SIS-HO9 for HO). To install the service:

1. Go to <Shoper 9 application folder>\SIS
2. Double click SISInst.exe

To confirm if the service is installed properly:

3. Go to service
4. Open Internet Explorer
5. In the address bar, type
  - o <http://<Computer name>:9525>, if you are using POS or
  - o <http://<Computer name>:9526>, if you are using HO

**Note:** Make sure you have updated Shoper 9 Release 1.5 to install SIServer. After updating Release 1.5, under SIS folder you will find the files SIServer.exe, SISInst.exe, SISMngr.exe, SISCore.dll, SISWrap.dll & ShoperLib.dll

# Cannot generate report. SIS is not accessible. Check log for more details., when generating Analysis Report

## **Cause**

The services SIS-POS9 or SIS-HO9 is not running.

## **Solution**

Start the required service using SIS Manager, SISMngr.exe in Shoper 9 application folder. Restart Shoper 9 and open the report.

# Cannot generate report. SIS is not accessible. Check log for more details., when generating Analysis Report.

SIS is installed on the server and is not accessible by client.

## **Solution**

Check if the Windows Firewall or Antivirus is blocking the service. Add the service name in the exception list of Windows Firewall or Antivirus. Restart Shoper 9 and open the report.

**Note:** To verify if the service is accessible, use SIS Manager, SISMngr.exe in Shoper 9 application folder.

# Unable to open Analysis reports

Error message: Unable to access the required table. Check log for more details. , when generating Analysis Report.

## **Cause**

Reports launcher refers some table in Security DB while opening the Analysis Reports. These tables are not created or not updated with proper values.

## **Solutions**

Do LiveUpdate (for Release 1.5) once again to create all the required tables. Restart Shoper 9 and open the report.

# File permission denied! Check the log file :D:\Shoper9\Share\Log\Tp\_Validator.txt

During Goods Inwards, the error message, **File permission denied! Check the log file :D:\Shoper9\Share\Log\Tp\_Validator.txt** is displayed.

## **Cause**

The PT File does not load. This is due to difficulty in accessing the PT Files (if the access to the file is restricted, if any special character exists in the file or if the file is already open).

## **Solution**

Set right the access (read/ write) to PT File, remove the special character or close the opened file as the case may be and load the PT file.

## Run-time error: 94 - Invalid use of null

The error message, **Run-time error: 94 - Invalid use of null** was displayed while reprinting earlier (older) billing transactions.

### Cause

During conversion of a database from earlier versions to Shoper 9, the data values are taken as is into the new database. Since a new field, **docremarks** has been introduced in Shoper 9, **Null** gets entered as the value, leading to error during Billing.

### Solution

Update the field **docremarks** as blank (empty) wherever it contains the value **Null**.

## Error message, "Invalid values found in Flat Files. New Masters cannot be created" displayed while loading PT files in Goods Receipt

During Goods Receipts, while loading a PT file, the message, "**Invalid values found in Flat Files. New Masters cannot be created**". is displayed.

### Reason

The table **PTInvoiceHeader** in the PT File (received from third party) contained **Null** as the value for the fields, **PtNewFmtId** and **PtRevInd**.

### Solution

Update the field **PtNewFmtId** with the value `\'SHOPERV5.OPT\'` and **PtRevInd** with `\'DEC02\'` in the table **PTInvoiceHeader** at source (third party), recreate the PT File. Import and load the PT File.

## During Goods Outwards, the error message Transaction not saved is displayed

This error occurs due to corruption of the temporary table TempStkTrnHrdsuper.

### **Solution**

Use the Database Tuning Utility to find the allocation errors and consistency errors, if any. Repair this database using Database Tuning Utility.

## RTE:6-overflow

During Goods Inwards, the message, **RTE:6-overflow** is displayed.

### **Cause**

This error appears when the <goods inwards> EXE is of an older version and other exes are of a newer version.

### **Solution**

Update the latest patch and inward the goods.

## RTE 13 - Type Mismatch

While trying to save the recorded data during Physical Stock Management, the error message **RTE 13 - Type Mismatch** was displayed.

### **Cause**

The date and time formats in the regional settings of the operating system did not match with that of Shoper 9 (Shoper 9 date format is DD/MM/YYYY).

### **Solution**

Set the same date and time formats in the operating system as used in Shoper 9.

# Goods Inwards Printing parameters are not initialize for GIR printing (930series) contact software vendor

During Goods Inward Audit Trail Printing, the error message, **Goods Inwards Printing parameters are not initialize for GIR printing (930series) contact software vendor** is displayed.

## Cause

The Outwards parameter **Goods Outwards Printing Type** was blank.

## Solution

Select appropriate value in the parameter Goods **Outwards Printing Type** to print Audit Trail.

- 1 - DOS printing
- 2 - GUI printing
- 50 - Print Engine

# Mismatch in the closing balances when the period selected is Current Month or Current Calendar Year

In **Sales and Stock** report displaying the **Product + Brand Summary** , the closing date being the same, mismatch was found in the closing balances when the period selected is **Current Month** or **Current Calendar Year** .

## Reason

While creating the showroom master catalogue for the POS location, the **Opening Date** was incorrect/wrongly entered.

## Solution

Modify the showroom master (**Company Showroom Details** ) and correct the **Opening Date** .

Go to **Masters > Supply Chain Network > Company Showroom** .

1. Select the **Code** of the showroom in the **General** tab.
2. Enter the proper **Opening Date** .
3. Click **Modify** and exit.

# Size columns are repeated in the all the Shoper 9 HO Sizewise Stock reports

## Cause

The table, **SizeCat** contained duplicate Serial Numbers for some sizes.

## Solution

Using **Size Management** , rearrange the serial numbers of the sizes.

1. Go to **Masters > Product Related > Size Management**
2. Click **Rearrange Sizes**
3. Rearrange the **Size Codes** under the **Size List** using **Move Up** and **Move Down** arrows
4. Click **Next** and **Save**

# Printing of Audit Trail was not possible in both Goods Inward and Goods Outward

Printing of Audit Trail was not possible in both Goods Inward and Goods Outward.

## **Reason**

The Bill-Printing parameter, **POS Printing ON** was not selected.

## **Solution**

Select the Bill-Printing parameter, **POS Printing ON**.

# PT file cannot be loaded during Goods Inwards

## **Cause**

On opening the PT File using **Notepad** , found the last line incomplete.

## **Solution**

Recreate the PT File at source and reload the same.

# Mismatch in the total quantities of the Stock reports, Aging and Balance

## **Cause**

The transaction document numbers of Void Transactions were duplicated in the Transaction tables.

## **Solution**

Check the tables, **StkTrnHdr** and **StkTrnDtls** . Correct the duplicate numbers to form a running sequence.

## The option, PT File Information displayed zero quantity

### **Cause**

The PT File format was incorrect.

### **Solution**

To correct the PT File format, either use the PT File Browse or open the PT File in Wordpad and save the file. With the corrected format, the PT File can be viewed using the option PT File Information.

# File Format is Wrong is displayed while trying to load PDT File during Goods Inward

The error message, **File Format is Wrong** is displayed while trying to load PDT File during Goods Inward.

## Reason

This error may be due to one of the following:

- wrong PDT file format
- the SQL collation used in creating the PDT file was different from **SQL\_Latin1\_General\_CP1\_CI\_AS**

## Solution

Create a new database using the correct SQL collation and export data to the new database. Use this new database as the default database. Now PDT file can be loaded.

# Unable to extract, connection failure, during synchronisation

The error message, Unable to extract, connection failure is displayed while trying to synchronize manually from POS to HO.

## **Cause**

DB inconsistency found in System Tables.

## **Solution**

Create a new company in Shoper and transfer the DB either through SQL queries or DB Transfer tool (available with Support Centre). Manually synchronise again.

# Version NO:910.4 Tally has not been configured to load the appropriate TDL

The message, **Version NO:910.4 Tally has not been configured to load the appropriate TDL** is displayed during offline Tally posting.

## **Cause**

Outdated TCP file found in TSbridge folder.

## **Solution**

Install the latest Tally Offline Installer and re-post the data.

# Error in importing data, Bulk inserting to promomnappcustdtls failed, operating system access denied

During AST import, the message, **Error in importing data, Bulk inserting to promomnappcustdtls failed, operating system access denied** is displayed.

## **Cause**

Insufficient user rights to Shoper folder.

## **Solution**

Provide sufficient user rights to **Shoper** folder.

## Error message, "Conversion failed when converting the varchar value '\*' to data type bit" displayed during data export

During Data Export, the message, "**Conversion failed when converting the varchar value '\*' to data type bit**" is displayed.

### **Reason**

Inappropriate data type declared for the field **ispivotalsize** in the table, **Sizecat** .

### **Solution**

Allot the correct data type (0 or 1) for the field **ispivotalsize** in the table, **Sizecat** .

# Prices were not updated even after the Price Revision was imported at POS

## **Cause**

All item masters from third party software were getting imported. Condition to import only the new item masters from third party software was not defined.

## **Solution**

Insert a condition at HO to import only new masters from third party software to HO.

## At HO, the list of Showrooms was not displayed during import of Item Master from Replication

The parameter, Item Master Import from Replication was not enabled in the Accounting tab of the menu option Masters > Supply Chain Network.

### **Solution**

Enable the parameter, Item Master Import from Replication in the Accounting tab of the menu option Masters > Supply Chain Network.

# During manual synchronisation, the message, Unable to extract is displayed

## **Cause**

Error occurs when irrelevant table titles/ names are found in the sysparam, Additional Tables to be Included During Sync. under the category, House Keeping. The table title, Compareqty was included in the sysparam.

## **Solution**

Remove all irrelevant table titles/ names found in the sysparam, Additional Tables to be Included During Sync. under the category, House Keeping.

# Slip promising delivery of items against the slip

There can be a scenario where you have made a sales order or any other slip promising delivery of items against the slip. Then, stocks need to be reserved against these documents to ensure the same items are not billed for other customers without fulfilling the earlier requests.

This can be configured using a system parameter.

1. Go to **Setup > General > System Parameters > Billing**
2. Click **Additional Transactions Considered For Stock Check Along With Stock Master In Billing/Slips**
3. In the window that pops up, select 1 against the transactions for which you want to reserve stock

	Sales Advice Slip	Sales Order	Service Order	Sales DC	Approval Issue DC	Carton	Packing
1	0	1	0	1	0	1	1

0101011

Apply Cancel

Note: By default stock reservation is enabled only for Sales DC.

## Areas affected by the problem/solution

Billing, Sales order, Service order, Sales Advice Slips, Sales DC, Approval issue DC

# Data is not getting loaded at HO through Scheduler

The file, SR538800.dll was not correctly registered. Files were available in the folder, Shoper9HO\In\SIS but during data loading, the file did not unzip and move to IN Folder.

## **Solution**

Register the file, SR538800.dll and load the data through Scheduler.

The Itemmaster is not exported even though the period selected is correct and the Applicability Flag for the product is also selected

### **Cause**

If the value of **Non Transacted Item** is **None** in the table, **Custclass12dtls** , the **Item master** will not get exported.

### **Solution**

Update the value of the **Non Transacted Item** with the value, **Primary DB** or **Secondary DB**.

### **At HO,**

1. Go to **Masters > Supply Chain Network > Company Showroom** .
2. Select the **Code** of the **company** .
3. Click the **Accounting tab** .
4. Update the **Item Master Export** of **Non Transacted items** with the value, **Primary DB** or **Secondary DB** .

## During Data export at HO, particular items were not exported

### **Reason**

The field, Current Cost contained the value zero.

### **Solution**

Update the value of the field, Current Cost and export the master.

## At HO, the list of Showrooms was not displayed during import of Item Master from Replication

The parameter, Item Master Import from Replication was not enabled in the Accounting tab of the menu option Masters > Supply Chain Network.

### **Solution**

Enable the parameter, Item Master Import from Replication in the Accounting tab of the menu option Masters > Supply Chain Network.

# SIS server failed to start while trying to start it manually

## **Cause**

In the file, ShoperHOSystem.DAT available in C:\ProgramData\Tally\Shoper9, the value of the field, USER-INF2 was incorrect.

## **Solution**

Enter the correct value, sa against the field, USER-INF2 and restart the SIS server.

Error message, "Aborted:Access to the path \\192.168.5.99\Shopr9HO\in\M66\_Load\' is denied. at System.IO.\_\_Error.WinIOError(Int32 errorCode, String maybeFullPath)... ng.WorkerThread.Worker()" displayed while data loading

Data loading is aborted/ not possible for few showrooms and the message, "**Aborted:Access to the path \\192.168.5.99\Shopr9HO\in\M66\_Load\' is denied. at System.IO.\_\_Error.WinIOError(Int32 errorCode, String maybeFullPath)... ng.WorkerThread.Worker()**" is displayed.

### **Reason**

Insufficient access rights to the Temp folders (e.g., M66\_Load) created during data loading.

### **Solution**

Provide the required rights to the Temp folders.

# Exclude PT Files during data export from HO to showrooms

Exclude PT Files during data export from HO to showrooms

## Reason

Versions earlier to Shoper 9 were using the file, ExportTable.ini to exclude tables from the list. Now, the latest versions do not use the file, ExportTable.ini to exclude tables from the list. Instead a table, dataexportconfig is used to include the table names to be excluded during data export.

## Solution

Run the following query at HO:

```
insert into dataexportconfig(SerialNo,ExportType,TableName)  
values(46,\ExcludeTableExport\,\PTInvoiceHdr\')
```

```
insert into dataexportconfig(SerialNo,ExportType,TableName)  
values(47,\ExcludeTableExport\,\PTInvoiceDtl\')
```



## RTE: 438, object doesn't support property or method

Printing related DLLs not registered or the DLLs are of older version

### **Solution**

Replace older print engine related DLLs with latest versions and register the same by running the file RegAxEXE.bat from the application folder.

# Records missing in the Acceptdisplaydtls

## Cause

Patch update is not completed properly. Some records missing in the **Acceptdisplaydtls** table.

## Solution

There are two ways to solve the issue:

**Case 1:** Manually insert the records by running the scripts

**Case 2:** Re-update the patch

# Catalogue tolerance factor for Stock check in billing

When stock check is enforced in billing, tolerance factor specifies how much quantity can be billed without actual stock balance.

Example: if you specify a tolerance factor -5 for the items with LSQ 1, then you are allowed to bill those items, even if the quantity specified will reduce the stock balance to -5.

To configure this:

- Specify the general lookup entries mentioning the tolerance factor for selected LSQs
- Identify the slips for which tolerance factor has to be set

## **Solution:**

General Lookup Entry

1. Click Add New
2. Under Select Categories, choose Tolerance Factor for Stock Check
3. Under Code, specify the LSQ for which the tolerance factor is to be applied
4. Under Description, specify the tolerance factor allowed (a negative value)
5. Under Flag, enter 1
6. Repeat steps 3, 4 and 5 for specifying tolerance factor for other LSQs

A sample General Lookup entry with multiple LSQs is shown.

Edit Parameters - General Lookup

Select Categories: Tolerance Factor for Stock check

Parameters

	Code	Description	Flag
1	0.5	-2.5	1
2	1	-5	1

Ctrl + D = Delete a Row | Ctrl+F = Search in Grid | F3 = Find Next

### System Parameter Setting

Set the value of the hidden parameter Apply Tolerance Factor Based Stock Check as 1. (This parameter is text type)

**Note:** This configuration works only for the items which have LSQ configured. One tolerance factor would be applied for all items with the same LSQ. You can specify different tolerance factors only if the LSQs are different.

# Runtime Error:13 Type Mismatch in Billing

The Regional Settings in the OS (Control Panel) should show the following.

Format: **English** (United States).

Additional Settings:

**Under Currency :**

Currency: **Rs.**

Negative Currency Format: **Rs. -** (Example: **Rs. - 1.1**).

**Under Date :**

Short Date: **dd/MM/yyyy** or **dd\MM\yyyy** .

# Load the tcp for shoper & open the Tally Company while creating mapping

Unable to post the data to Tally and the message, Load the tcp for shoper & open the Tally Company is displayed.

## **Cause**

The TDL configuration in Tally was incorrect.

## **Solution**

Configure the TCP file path in Tally.

## **Steps:**

1. Open the company in Tally
2. Press F12 > TDL configuration
3. Press F4
4. Set Load TDLs on startup to Yes
5. Set List of TDLs to preload on Tally startup as d:shoper9shoper9\_Erp.tcp (shoper installed drive)
6. Map the configuration and post the data to Tally.

# Unable to interface with Tally – cannot post data from Shoper

## **Cause**

The posting failed as the option, Enable ODBC Server was not set to Yes in Tally.

## **Solution**

Follow the steps below :

1. Open the company in Tally
2. Press F12 > Advanced Configuration
3. Set Enable ODBC Server to Yes and save
4. Map the configuration and post the data to Tally

# A Stock number displayed negative quantity and value in Stock Balance Report

## **Cause**

The batch serial number for that stock number was not zero.

## **Solution**

Update the batch serial number as zero (0) and rebuild the data.

# Unable to print Goods Outwards Audit Trail through Print Engine

## **Cause**

The values in the Goods Outwards parameters, Fields to be Printed in Goods Outwards Audit Trail were found changed.

## **Solution**

Select/ enter the correct values for the parameters, Fields to be Printed in Goods Outwards Audit Trail.

# PT File was not loading in Goods Inwards

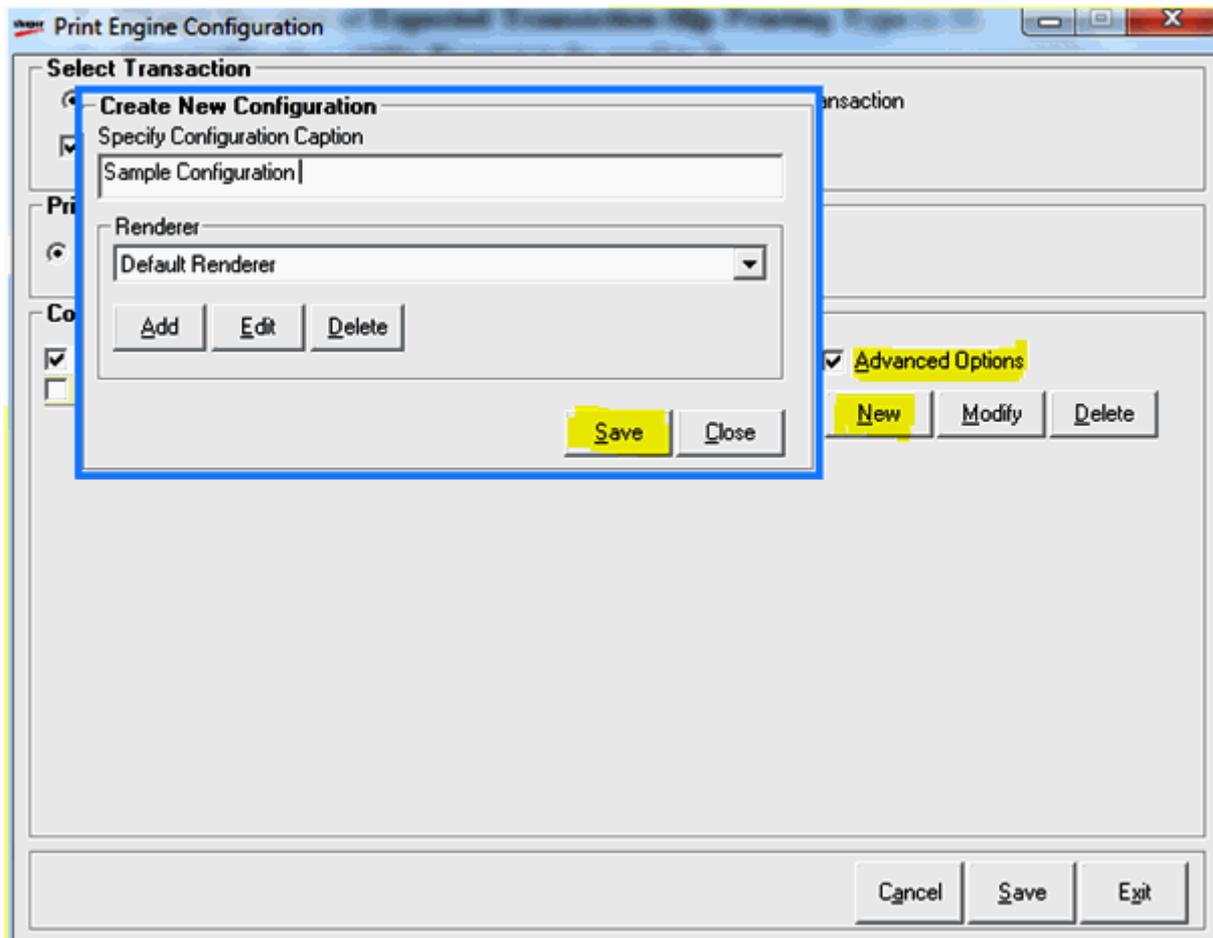
## **Cause**

Primary Key corrupted in all tables.

## **Solution**

Set right the Primary Key in the database else restore the backup data containing the correct Primary Keys in POS.





5. In Specify Configuration Caption, enter an appropriate name
6. Click Save
7. The new configuration name appears under Configuration Settings on the Print Engine Configuration window
8. Against the new configuration name, click the Parameters button
9. Set the value of the parameter Type of printing Option/Methodology to be used as 4
10. Click Save

**Print Engine Configuration**

Select Transaction  
 All Transactions       Configure Specific Transaction

SLIPS -> Sales Order

**Set parameters for: Sample Sales Order Configuration**

	Parameter Description	Parameter Value
1	No of Copies to be Printed	N#1
2	Printer/Output Device to which printing is done	<<PROMPT>>
3	Type of printing Option/Methodology to be used	4

Save    Close

## Tax Rule

Tax rates applicable to various items are as follows:

Item Rate (MRP Tax Inclusive)	Tax
< 5000	5%
>=5000	12.5%

However, the tax is calculated on the value after discount, if any.

This tax is implemented in the state of Assam.

### Solution

To apply tax based on the given slab during billing, define the required conditions while cataloguing the tax details.

To catalogue this tax in Shoper 9 POS:

1. Go to Catalogue > Tax
2. Click Add
3. In Source/ Destination (if enabled), select the required values
4. In Product Tax Group, select the required groups
5. In Tax Description, either select Same as Product Tax Group or enter a description
6. In No. of Components, enter 1
7. In Effective From, select the date from when the tax being defined is effective
8. In the grid, enter the name and description of the component
9. Under Type, select Derived
10. Press F2, to open the Derived Formula window
11. Complete the entry as shown

Derived Formula							
	Field	%Contribution	Operator	Value 1	Value 2	Join	Tax Rate
1	Value After Discount	100.00	Greater Than	0.01		And	0.00
2	MRP (Tax Inclusive)	100.00	Less Than	5000.00		Blank	5.00
3	Value After Discount	100.00	Greater Than	0.01		And	0.00
4	MRP (Tax Inclusive)	100.00	Greater Than	4999.99		Blank	12.50

1

Ok Cancel

Field Can't be Blank

12. Click **Ok**

13. Click **Ok**, on Tax Catalogue window.

**Note:** In Shoper 9 HO, tax catalogue option is at **Masters > POS > Tax Catalogue**

# Tax Rule

If the rate of the suiting material is more than or equal to Rs.500/- and the purchase quantity is between 3 and 3.5 meters, tax rate is 5% and is calculated on the value after discount, if any. Otherwise, there is no tax.

This is implemented in Delhi currently.

## Solution

To apply condition based tax during billing, define the required conditions while cataloguing the tax details.

To catalogue this tax in Shoper 9 POS:

1. Go to Catalogue > Tax
2. Click Add
3. In Source/Destination (if enabled), select the required values
4. In Product Tax Group, select the required groups
5. In Tax Description, either select Same as Product Tax Group or enter a description
6. In No. of Components, enter 1
7. In Effective From, select the date from when the tax being defined is effective
8. In the grid, enter the name and description of the component
9. Under Type, select Derived
10. Press F2, to open the Derived Formula window
11. Complete the entry as shown

	Field	%Contribution	Operator	Value 1	Value 2	Join	Tax Rate
1	Value After Discount	100.00	Greater Than	0.01		And	0.00
2	MRP (Tax Inclusive)	100.00	Greater Than	499.99		And	0.00
3	Item Quantity	100.00	Between	3.00	3.50	Blank	5.00

1

Field Can't be Blank

12. Click Ok
13. Click Ok, on Tax Catalogue window

**Note:** No separate definition is required for items with 0% tax. In Shoper 9 HO, tax

catalogue option is at **Masters > POS > Tax Catalogue**

## Error message, "Unhandled exception, smtp not configured in HO" displayed during Data Export

During Data Export, the error message, "**Unhandled exception, smtp not configured in HO**" was displayed.

### **Reason**

One of the closed showrooms had email as mode of communication and smtp was missing. Since this showroom was first in the list, during Data Export, this showroom was referred first and the configuration set for this showroom (email) was considered as the mode of communication.

### **Solution**

Change the mode of communication from email to ftp for the closed showroom in the table, DataSyncConfig available in the Replication DB.

# During Data Export, the Vendor details created at HO were not flowing to POS

## **Cause**

The Synch rule was not set at HO.

## **Solution**

Set the Synch rule at HO using the option, **Masters > Configuration >Showroom Masters Sync. Rule.**

# Day end process takes longer time/ not happening

## **Cause**

Even after completion of day end parameters (activities), the day end (CLOSE Day) process was not completing.

## **Solution**

Install windows script (Windows NT-2K-XP - for XP OS).

# Error message, "Loading is not successful, because database error - schema\_id is not recognisable function" displayed while data loading

Data loading failed and the message, "**Loading is not successful, because database error - schema\_id is not recognisable function**" was displayed.

## Reason

Incorrect Replication DB name and incorrect SQL credentials were given in the Showroom Master.

## Solution

Update the SQL credentials (**serverid** , **username** , **password** , etc) in the **Showroom Master** and rename the Replication DB.

# The CLOSE Day (Day end) process and manual synchronisation operations take longer time

The CLOSE Day (Day end) process and manual synchronisation operations take longer time.

## **Reason**

At POS, the parameter, **Sync from HO** was missing from the table, **AgentActivity** . Due to this, the download was not happening at POS. And this resulted in the acknowledgement file not being consumed at POS. Hence the data file generated was based on the last acknowledgement date and sent to HO.

## **Solution**

Insert the missing parameter, **Sync from HO** into the table, **AgentActivity** .

Error message, "Could not load file or assembly \'Ionic.Zip..... ThreadPooling. WorkerThread.Worker()" displayed while data export

Data export is aborted and the message, "**Could not load file or assembly \'Ionic.Zip..... ThreadPooling. WorkerThread.Worker()**" was written in the log file.

### **Reason**

Shoper Application folder did not contain the required file, **Ionic.zip.dll** .

### **Solution**

Copy the file, **Ionic.zip.dll** from the latest patches into the Shoper Application folder.

# Bulk insert to genlookup failed, the server could not load Dcom

During Replication Import (AST) at POS, the message, **Bulk insert to genlookup failed, the server could not load Dcom** is displayed.

## Cause

The component, Dcom was missing from the SQL server.

## Solution

Check the **Import Log** for this **error** message and the **reason** for its occurrence.

Reinstall the **SQL Server** and **restore the backup**.

# While opening Shoper, the Shoper date needs to be skipped by few days

Shoper dates could be skipped for few days using below steps

- Open SQL Management Studio
- Go to File > New > Query (Ctrl+N)
- Copy and Paste the following query
- Use Shoper9<Company Code>

**update sysparamextd set Fixed='Variable' where id='SR5-0901-0000414'**

In this query line "**Use Shoper9<Company Code>**", enter company code after Shoper9. For example, Use Shoper9001

- Open Shoper 9 POS
- Go to Setup > General > System Parameters
- Select House Keeping under Categories
- Set the value of Allow Open Date To Enter The Desired Date to 1
- Click Save
- Click Apply to Database

Now, you are able to change the date during day opening.

# The receiving party's name and address were incorrectly printed in the outward Audit Trail

## **Cause**

Mismatch was found in the mailing list serial number between the tables, Vendor/ Chainstore/ Customer and Extd Mailing List.

## **Solution**

Either delete and recreate the party or correct the mailing list serial number in the table, **Extd Mailing List**.

# While opening Shoper 9 POS an error message, Not a valid database, is displayed

## Cause

The database would be corrupted.

## Solution

Check the status of the database.

- If the status of the database is Suspect then recover data by data recovery process
- In case of chain stores get the replication data from HO, create a new company and load it.

**Note:** To know more about data recovery, search for the keyword **suspect** in the Knowledge Base.

## When two printers exist, cannot set a default/dedicated printer to print barcodes

When two printers exist, cannot set a default/dedicated printer to print barcodes.

### **Reason**

By default, only one renderer exists in Print Engine and only one default printer can be selected against each renderer.

### **Solution**

Create a new/additional renderer in Print Engine and select the required printer as default to print barcode.

## When two printers exist, cannot set a default/ dedicated printer to print barcodes

### **Reason**

By default, only one renderer exists in Print Engine and only one default printer can be selected against each renderer.

### **Solution**

Create a new/ additional renderer in Print Engine and select the required printer as default to print barcode.

# Unable to scan certain items during Stock Take Process

## **Cause**

During Commence of Stock Take Process, Partial scope was selected.

## **Solution**

Cancel the Stock Take Process. Select Full scope in Commence and continue with the Stock Take.

# Error message "The specified network name is no longer available" was displayed while data export

Data export failed when the mode of communication was Direct Copy and the message, "**The specified network name is no longer available**" was displayed.

## **Reason**

The system at HO took time to access the given network path.

## **Solution**

Provide full user rights to access the network path available in the system.

The Transfer-out transaction was posted to Tally and displayed under Sales Ledger resulting in increased turnover value

The option to post a transfer was found enabled in Tally Interface Mapping.

**Solution**

Either pass a general entry in Tally or disable the option, Post Transfer in Tally Interface Mapping.

## Data from POS was not getting loaded at HO and the error message, Violation of primary key constraint for dbo.IDTableExtd was displayed

The data from POS was not getting loaded at HO and the error message, Violation of primary key constraint for dbo.IDTableExtd was displayed.

### **Cause**

The base system parameters of higher version of Shoper 9 HO was enabled.

### **Solution**

Either update the latest patches or deactivate the base system parameter, Consolidate Extended Base System Data during Data Loading not matching with version of Shoper 9 HO and reload the data. This parameter is available under Data Sync category.

# The Replication Reports at HO did not show details even after successful data loading

## **Cause**

In the Showroom Master, two different store codes stored the same showroom name.

## **Solution**

Modify/ correct the showroom name of one store.

# Cannot export Item Master at Shoper9 POS

Cannot export Item Master at Shoper9 POS.

## **Reason**

Class1Cd and Class2Cd were not present in SubClass1Cat and Subclass2Cat tables, respectively.

## **Solution**

Insert the required/missing fields in the tables.

# Data loading is terminated while downloading mails from Outlook Express

## **Reason**

The Inbox contained unread and undelivered/failed mails.

## **Solution**

Move the unread and undelivered/failed mails to a separate folder and reload the data.

## Error in bulk load to table Chainstores, operation error, access denied

During manual synchronisation, AST import failed and the message, Error in bulk load to table Chainstores, operation error, access denied was displayed.

### **Cause**

Shoper application folder did not have sufficient rights.

### **Solution**

Create a new user, **Everyone** and give full rights.

# Sales promo import program

## Cause

Sales promo import program (that updates the **PromoMnIntermediate** table) verifies the correctness of all items under each promo, while importing new sales promotions. When the number of sales promos defined in the system is large, **PromoMnIntermediate** has large number of records (in the reported case more than 50 lakhs). Hence the verification was taking a long time and probably some connection time out problem was occurring.

The revised EXE provides an option to import only the required promo and avoid verification of existing promos.

## Solution

The import sales promotions option (SR332800.EXE) is modified and provided to the customer.

Option available at: Housekeeping > Data Import > Active Sales Promotion

In the Advanced option, a new check box has been added: "Show Active Sales Promotions before Processing". If this is enabled, user can select the promos that are not available in billing (for which no records are available in "**PromoMnIntermediate**" table). This updates the **PromoMnIntermediate** table with the required data and in billing the respective sales promo is available.

An option is also provided to avoid verification of existing promo details during import.

# Either Eof or Bof is true or current record is deleted

On clicking **New** in the billing screen, the following error message is displayed: "Either Eof or Bof is true or current record is deleted".

## Reason

In the prefixmaster table of the Application database, the prefix column for the particular transaction type has a blank space(s)

## Solution

Remove the blank space(s) from the prefix column for the particular transaction type in the prefix master table.

### Note:

1. Eof: End of File
2. Bof: Beginning of File

# "Error occurred in extension framework 018" error in bill printing

A customer has enabled a header level extension in the billing. When clicking on a new bill, or scanning an item, or while saving the transaction, the user gets the message "**Error occurred in extension framework 018**".

## Reason

1. The appropriate extension dll is not present in the Shoper 9 application folder. This usually happens after a reinstallation, or the user may not have copied the relevant dll during the deployment
2. The relevant records are missing in the genlookup table.

## Solution

1. Search for the DLL in the local system. If it is available in the local system, copy and register it in the application folder
2. If it is not available, contact the respective partner, or the respective Head Office, for getting the DLL. Then copy and register it.

**Note:** The project and class names are stored In the **Extension Information** window which pops up, under **Extension Name** .

*Example :* In the Sales module, a header level extension has been enabled, and the Extension Name is **PrjValidation.ClsValid** . Copy the **prjvalidation.dll** and paste it to the application folder. In case the dll is not found, advice the customer or partner to contact the developer team which has enabled the extension.

# When I click on view, Analysis Reports' data is not displaying

## **Cause**

Tally.exe is not present in the Shoper9 application SupportCenter folder

## **Solution**

Verify the customers' Shoper Release. Then copy the latest Tally.exe from the latest patches to the Shoper9 application SupportCenter folder.

(For example, C:\shoper9\supportcenter)

# Run Time Error: Tally launcher encountered error, while opening Analysis Report in Client's System

## Cause

1. Microsoft.net framework 2.0 not installed
2. SIS not accessible at the client's system
3. Mismatch in the server name, or unable to access the server path

## Solution

1. In the first instance, install Microsoft.net framework 2.0 from the set up.
2. In the second instance, if the SIS is not accessible, do the following:
  - Verify the Windows firewall exceptions for SIS. If it is not there, enable SIS service in the Windows firewall exception list.
  - If the SIS service access is blocked by an anti-virus, provide exceptions in the anti-virus exclusion list
3. In the third instance, run the dotnetdllaccess.bat file in the client system.

**Note:** 1. Change the server name in the dotnetdllaccess.bat file available in the Shoper application folder. For example, change from C:\Shoper9 to \\ Server Name\Shoper9. Then run the batch file. 2. Copy the caspol.bat file from ftp and change the path. Then run the batch file.

The caspol.bat file is available in ftp at the following location:  
<ftp://ftp.tallysolutions.com:12500/Bangalore/Mohan/Caspol/>

On loading the data, the size of the log, **DataloadingDDMM.log** was increasing in gb

On loading the data, the size of the log, **DataloadingDDMM.log** was increasing in gb.

**Reason**

The w3wp.exe continued writing to the log, **DataloadingDDMM.log** .

**Solution**

Kill the w3wp.exe as it not required.

Run-time error, \'-2146233078  
(8013150a) Request for the permission of  
type \'System.security. Permissions  
fileIOPermission, mscorlib.  
Version=2.0.0.0 culture=neutral.  
Publickey token=b77a5c561934e089 failed

During offline data loading, the **run-time error, \'-2146233078 (8013150a) Request for the permission of type \'System.security. Permissions fileIOPermission, mscorlib. Version=2.0.0.0 culture=neutral. Publickey token=b77a5c561934e089 failed** is displayed.

### **Cause**

The **Menu dlls** were not registered properly.

### **Solution**

1. Delete the **.ok** files from the **Shoper 9 application** folder.
2. Run the **CASPOL\_Run.bat** file (available at Support Center)
3. **Logoff** and **login** to **Shoper 9**.

# Online sync did not write acknowledgement remarks in the logdataextractsummary table

## Cause

Acknowledgement wait time was only 30sec and hence the acknowledgement remarks could not be written.

## Solution

1. Increase the acknowledgement wait time to 8min.
2. Steps to increase the time limit:
3. Start **Registry Editor**.
4. Locate the following sub-key:  
**HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings**
5. In this sub-key, right click to add a new option. Select **DWORD (32-bit)** and name the new option as Receive **Timeout**. Double click on Receive **Timeout**, select Decimal and enter the value, 480000. Click Ok to save.
6. Restart the computer.

# Error message, "Unhandled exception" displayed while data loading

Data loading failed and the error message, "**Unhandled exception**" was displayed.

## Reason

Under the **Housekeeping** option, **Reconfiguring System Parameters**, the value of **Data Sync** system parameter, **Number of Loading Instances to run in Parallel** was 1 or in the **Internet Tools** Options, the **Security level** was **high**.

## Solution

Set the value of the system parameter, Number of Loading Instances to run in Parallel to 2 or change the security level to low.

# Automated Synchronisation is not working

## **Cause**

The Schedule Service Starter was not **On**/ started at POS locations.

## **Solution**

Start the Scheduled Service Starter at the POS locations where auto sync is not working.

Go to application folder and start agent.exe - POS: SE301000.exe and HO: 600100.exe.

# How to Configure Mailing Information (E-Mail) in Communication Configuration?

1. Go to **Housekeeping** > **Communication Configuration**
2. In the Communication Configuration window, click Add
3. **Communication Type** : Select **E-Mail (SMTP)**
4. **Configuration Name** : Enter a name of your choice (For Example, Mailing)
5. **Server** : Enter the name of the server.

Some of the common server names are:

- **Gmail** : smtp.gmail.com
- **Yahoo** : smtp.mail.yahoo.com
- **Rediffmail** : smtp.rediffmail.com
- **Hotmail** : smtp.live.com
- **AOL** : smtp.aol.com
- **MSN** : smtp.email.msn.com
- **Lycos** : smtp.mail.lycos.com

If you have a private domain, enter that server name

6. **Port** : Enter the Port number

Some of the recommended port numbers are :

- **Gmail** : 465
- **Yahoo** : 25
- **Rediffmail** : 25
- **Hotmail** : 25
- **AOL** : 587
- **MSN** : 587
- **Lycos** : 25

**Note:** 25 is the common port number for SMTP

7. **User Name** : Enter the User Name
8. **Password** : Enter the Password
9. **From Mail ID** : Enter the email id from which the mail is to be sent
10. **Enable SSL** : Enable or disable SSL based on the settings done for this server in the local machine
11. **HTML Format** : Enter Yes
12. Click **Ok**

# Tally posting failed and the message, Voucher totals do not match, was displayed

Incorrect flag was applied to the parameter, Outstation in the category, Destination-wise Sales Tax Group under General Lookup Catalogue.

## **Solution**

Update flag as 1 in the parameter, Outstation in the category, Destination-wise Sales Tax Group under General Lookup Catalogue.

## Error message, "Failure sending mail. Unable to read data from the transport connection: net\_io\_connectionclosed" displayed while data export

Files were not uploading during Data Export and the SIS Job Pending Status displayed the message, "**Failure sending mail. Unable to read data from the transport connection: net\_io\_connectionclosed** "

### **Reason**

The name of the SMTP server was incorrect.

### **Solution**

Update the correct SMTP server name and re-export the data.

# Mismatch between HO Showroom Sales and Replication Bill-wise Sales Reports.

## **Cause**

The value of the decimal quantity was 0, resulting in the Sale Quantity rounding off at HO. This resulted in mismatches in the reports at HO.

## **Solution**

Update the value of decimal quantity as 2 and redo ID/ IM fixing.

# Error message, "DAO/ASTTEST failed" during Manual Synchronisation at POS

While importing Pricing Master during Manual Synch at POS, the error message, "**DAO/ASTTEST failed**" was displayed.

## **Reason**

One of the Pricing Master files contained no data (0 KB) and hence this file could not be imported.

## **Solution**

Physically delete the files with file size = 0 KB from Shoper9 IN folder at POS.

# Mismatch between HO Stock and Replication Stock Reports

## **Cause**

The data (decimal quantity) was not updating correctly at HO. This resulted in mismatches in the reports at HO.

## **Solution**

Update the value of decimal quantity as 2 in sysparam and redo ID/ IM fixing.

The following error message is displayed:  
"Error Occurred in Framework,  
Error Code=014" while opening Genlookup

**Cause**

"Error Occurred in Framework, Error Code=014" while opening Genlookup. GenLookup NameSpace should be available in the GenLookup script.

**Solution**

Update GenLookup with the proper NameSpace script.

**Sample Scripts:**

```
Insert Into GenLookup (Recid,Code,Descr,Flag) Values  
(14500,'2100+1+1','Protransaction.Clpreup',1)
```

```
Insert Into GenLookup (Recid,Code, Descr,Flag) Values (14600,'2100+1+1','N0',1)
```

**Note:** Ensure that the NameSpace script is accurate

While trying to create a Purchase Order, the message, Few items are not valid for the selected Delivery Location is displayed.

**Reason**

The Service Location was wrongly selected in Showroom Master.

**Solution**

Select the correct Service Location in the Showroom Master.

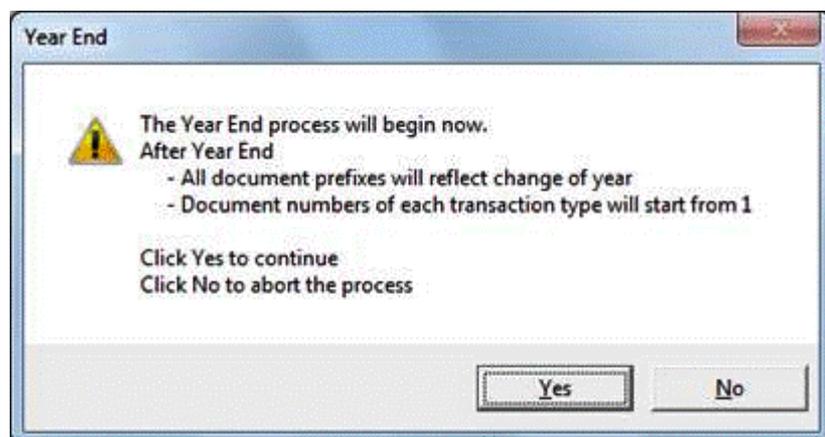
## Auto Year End process is used when you begin the financial year

This process is applicable to all customers who have updated Shoper 9 to release 1.51 or later.

### Step by step instructions for Year End process.

- Date of year end: 31st March 2012
- **Close the day** at the POS location on 31st March 2012
- **Open Day** on 1st April 2012
- Click **Start** in **Day open** window

The following screen is displayed.

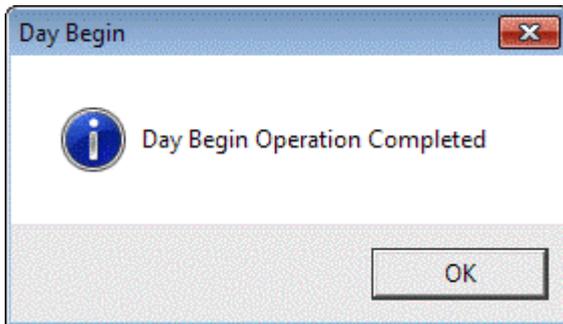


- Click Yes to begin the auto.
- year end process.

**Note:** All document suffixes will reflect change in year and all document numbers will start from 1.

On completion of **Year End** the **Open Day** process happens automatically.

**The Day Begin window is displayed as shown.**



- Click **OK** to begin the day.
- Check all transactions.

# Discount Codes appear multiple times at the time of selection in Billing

Discount Codes appear multiple times at the time of selection in Billing.

## Reason

Multiple Discount Codes present in the PromoMnIntermediate table in the database

## Solution

1. Go to **Housekeeping > Data Import > Active Sales Promotion** .
2. Click **Advanced** . Two options with check boxes are displayed.
3. Select **Delete** and **extract all active sales promotions** .
4. Click **OK**.

# Tally posting failed due to missing Customer Master

Customer Master was not present in the table, Tallymasterinfo.

## **Solution**

1. Go to Setup > General > Tally Interface Utilities > Change Company Information
2. Select the required Map name
3. Select Report Masters and click Apply
4. Post the data to Tally

# Manual sync taking longer time

## **Cause**

A TMP db which did not contain any tables existed.

## **Solution**

Delete the TMP Company.

# Cannot generate Stock Across Chain report at Shoper9 POS.

Cannot generate Stock Across Chain report at Shoper9 POS.

## **Reason**

Two Showrooms will have same Company Code in Showroom Master in Shoper9 HO.

## **Solution**

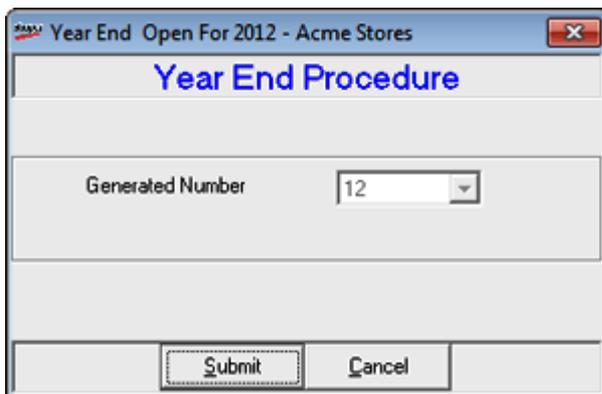
Change the Company Code for one showroom.

# Manual Year end process

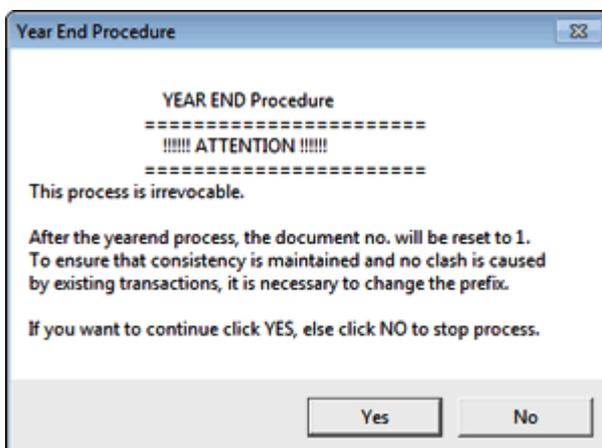
Manual Year End process is used when you begin the financial year. This process is applicable to all customers who have updated Shoper 9 to release 1.5 or earlier.

Step by step instructions for Year End process.

1. Date of year end: 31st March 2012
2. Close the day at the POS location on 31st March 2012
3. Open Day on 1st April 2012
4. A message to perform year end is displayed.
5. Go to Shoper 9 menu > Setup > Supervisory Functions > Year End Process
6. The following screen is displayed.

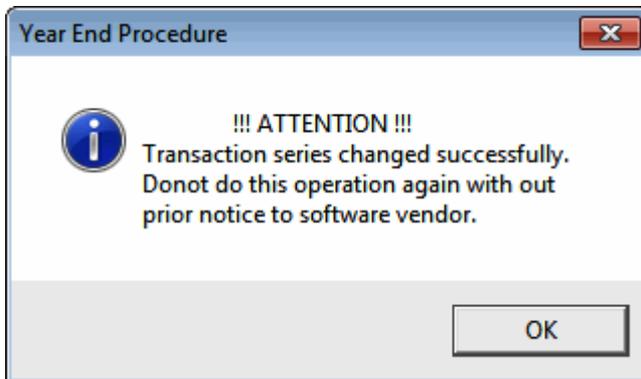


7. The auto generated suffix is displayed in Generate Number field (This number is incremented by 1.).
8. Click Submit
9. The Year End Procedure screen is displayed.



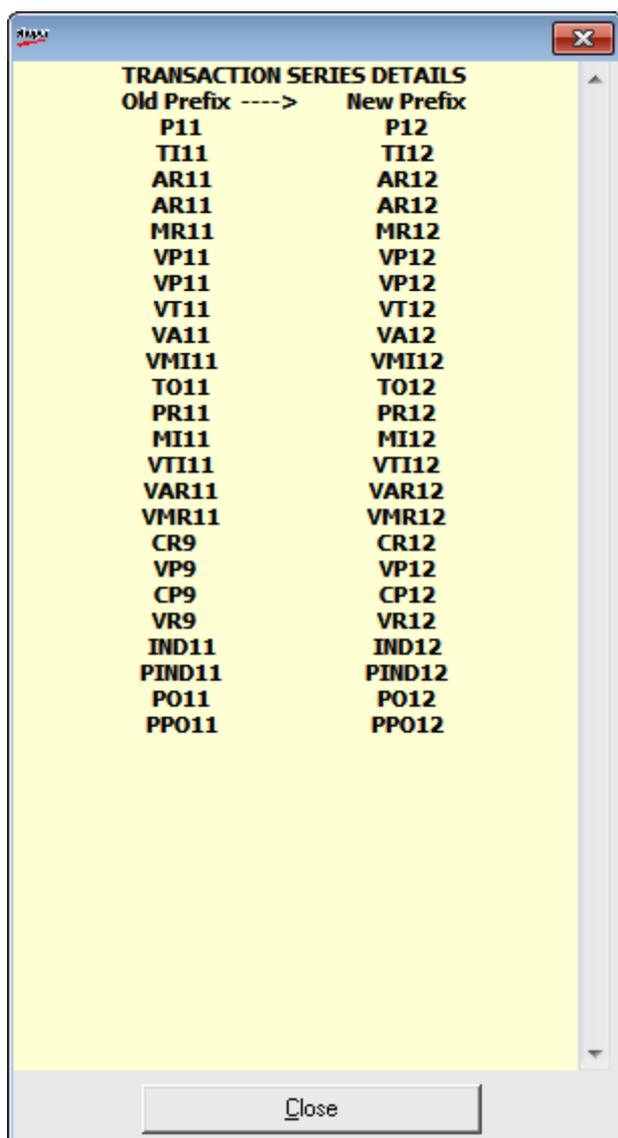
10. Click Yes

11. The following message is displayed.



12. Click OK

13. A detailed list of old prefixes and the new prefixes are displayed.



14. This completes the Year End process.

15. Click Close

# While clicking on Shoper 9 exe, Shoper is not opening

## **Cause**

The Shoper exe is not getting invoked because some of the anti-virus applications are changing the exe signature.

## **Solution**

Replace Shoper 9 exe.

## While clicking on Shoper 9 menu, some of the menus are not opening

### **Cause**

The respective exe is not getting invoked because some of the anti-virus applications are changing the exe signature.

### **Solution**

Replace the respective exes/dlls/ocxs and then check the Shoper operations.

# Unable to Consume Resync file

Unable to consume the Resync Request file (RCCC000001.REQ) sent from HO.

## **Cause**

Anti-virus was blocking the download/ upload exe.

## **Solution**

Exclude the Shoper folder in the anti-virus software and prevent it from being blocked.

# Unable to open the Sync menu in POS

## **Cause**

Incorrect exe name for the field, mnucap was found in the table, Vamenu.

## **Solution**

Update the correct exe name for the field, mnucap in the table, Vamenu.

# Mismatch found in Quantity during Physical Stock Take

## **Cause**

Duplicate stock numbers existed because of Batch Serial Number in Stock Master.

## **Solution**

Replace the value for **batchsrIno** with **0** and delete duplicate stock numbers and rebuild the data.

# GIT is not updated in HO during PT File synchronisation

GIT is not updated in HO during PT File synchronisation.

## **Reason**

The Showroom Catalogue was not relevant and Showroom masters S/W installed version selected was incorrect.

## **Solution**

Select the correct information in the Showroom Master Catalogue.

Error message, "The operating system error 23, (Data error (cyclic redundancy check).) to sql server during a read at offset 0x0000000006d4000 in file D:shoper9/data/shoper9SRW.mdf" displayed while exporting PT files from POS location

The error, "**The operating system error 23, (Data error (cyclic redundancy check).) to sql server during a read at offset 0x0000000006d4000 in file D:shoper9/data/shoper9SRW.mdf** " was displayed while exporting PT File from POS.

### **Reason**

The Database was found corrupted.

### **Solution**

Transfer the data to new database using Data Transfer Utility tool.

# Print multiple barcodes in a row

## Cause

There was no separator between two barcode label scripts.

## Solution

To print two different barcode labels in a single row,  
the Barcode script should contain two sets of script.

the word 'End' has to be inserted in between the two sets of script to separate them.

## Example

```
A553,122,2,1,1,1,N,"Qty.-1"
A693,253,2,3,1,1,N,"@#@28;02;01;07;02@#@"
A664,231,2,1,1,1,N,"incl of all taxes"
A809,254,2,3,1,1,N,"MRP Rs.:"
A814,100,2,1,1,1,N,"Marketed/Imported by:"
A808,123,2,3,1,1,N,"@#@100;02;02;01;16@#@"
A812,278,2,2,1,1,N,"@#@14;02;02;01;50@#@"
B807,216,2,1,2,6,88,N,"@#@01;02;02;01;35@#@"
End
A129,122,2,1,1,1,N,"Qty.-1"
A269,253,2,3,1,1,N,"@#@28;02;01;07;02@#@"
A240,231,2,1,1,1,N,"incl of all taxes"
A385,254,2,3,1,1,N,"MRP Rs.:"
A390,100,2,1,1,1,N,"Marketed/Imported by:"
A384,123,2,3,1,1,N,"@#@100;02;02;01;16@#@"
A388,278,2,2,1,1,N,"@#@14;02;02;01;50@#@"
B383,216,2,1,2,6,88,N,"@#@01;02;02;01;35@#@"
P1
```

# Unable to start SIS

## Cause

The network path is not accessible.

## Solution

Check if the server information in the dat and vacompany matches.

- If it matches, install SIS. If it does not match, correct it.
- If it is still not able to install SIS, check if the network path is accessible.
- If not, change the network/server path to the local path and install SIS.

## Error message, "Tally company setup is not proper" displayed while creating a new Tally Interface Mapping

While creating a new Shoper Tally Interface Mapping, on selecting a Company, the error, "**Tally company setup is not proper**" is displayed.

### **Reason**

The State was not selected while creating a company in Tally.

### **Solution**

Alter the company in Tally and select the State.

## Error message, "Method.get application path() not found" displayed while opening Analysis Report

On opening the Analysis Report, the error message, "**Method.get application path() not found**" is displayed.

### **Reason**

An incompatible DLL, **shoprlib.dll** existed in the Shoper application folder.

### **Solution**

Update the Shoper application folder with the correct/ latest DLL.

Error while loading data, "Cannot bulk load because the file "\\192.168.1.10\omvedshoper9\In\ITEM MASTER.txt\" could not be opened. Operating system error code 5(failed to retrieve text for this error. Reason: 15105)"

Error while loading data at HO, "-2147217900:Cannot bulk load because the file "\\192.168.1.10\omvedshoper9\In\ITEMMASTER.txt\" could not be opened. Operating system error code 5(failed to retrieve text for this error. Reason: 15105)" was displayed.

### **Reason**

The IP Address did not permit bulk loading.

### **Solution**

The system name/shared name **OMSRV** allowed bulk loading. Update the path as '\\omsrv\omvedshoper9\ ' in the tables, vacompany and sysparam.

# Unable to install SIS

The network path specified in the file, ShoperPOSSystem.dat could not be accessed by SIS.

## **Solution**

Change/ switch from network (server) path to local path in the file, ShoperPOSSystem.dat and install the SIS.

## Error message, "SQL server does not exist or access denied" displayed during manual synchronisation

During Manual Synchronisation after Shoper9 reinstallation, the message "**SQL server does not exist or access denied**" is displayed.

### **Reason**

The value for the field, DbServer2 was repeated twice in the table, vacompany.

### **Solution**

Update the table, vacompany with the correct value for the field, DbServer2.

## Error message, Run time error 015, extension framework error was displayed while saving a billing transaction.

When extensions are called from any of the transactions, the error message, "**Run time error 015, extension framework error**" was displayed.

### Reason

The Class Name for Recid (13000, 14400, 14500, 14600 or 16000) was incorrect in the **Descr** field of **GenLookUp** table.

Or

Incorrect extension enabling queries were inserted in **GenLookUp** table to enable respective extensions in transactions modules.

### Solution

Update the correct Class Name in respective extension **Recid** in **GenLookUp** table.

Or

Check the insert statement for **GenLookUp** table and ensure that the Class Name used in the program (insert statement) is correct.

## RTE 13 Type Mismatch

The error, **RTE 13 Type Mismatch** was displayed while changing mode of payment.

### **Cause**

The item description in Item Master for the particular stock number was blank.

### **Solution**

Update the item description for the stock number in item master.

# Unable to open Shoper and the error message, Invalid procedure call or argument is displayed

## **Cause**

The file, autodownloader.exe available under Shoper application folder was corrupted.

## **Solution**

Rename/ delete the corrupted autodownloader.exe and then re-open Shoper

# Unable to open Data Export and .net related menus

## **Cause**

The field, DbPassWd contained the character #, due to which .net related menus were not opening.

## **Solution**

Change the password of the SQL Server and update latest password in vacompany, regedit and dat file.

# How to validate the customer code using the extension framework?

How to validate the customer code using the extension framework?

## **Reason**

The default program does not have the option to validate the customer code.

## **Solution**

1. Do a repatch updation
2. Take the shoperlb.dll from the release that the customer is using, and paste it in the Shoper application path.

## Error message, "Cannot insert duplicate primary key in PosActivityLogHdr" displayed during manual synchronisation

During manual synchronisation, the error message, "**Cannot insert duplicate primary key in PosActivityLogHdr** " was displayed.

### **Reason**

In Genlookup, Code 12000 was missing in Recid 101.

### **Solution**

Insert the missing record in **Genlookup** and truncated the tables, **PosActivityLogHdr** and **PosActivityLogDtIs** .

# In Shoper 9 HO, the data loading was not responding

## **Cause**

There were more than 1000 acknowledgement files pending in D:\\shoper9ho\\out\\ack\\ftp to upload, and since the same program is used to download the files, load the data in HO and send/ upload the acknowledgement files, the process took time to complete. This delay was mistaken as not responding.

## **Solution**

Manually move all pending. ack files to destination folder in ftp.

# Automation error, library not registered

The error message, **Automation error, library not registered** is displayed and Shoper login screen is not displayed.

## Cause

SQL server was not getting connected with the server details available in the .dat file.

## Solution

Change the SQL login password without logging into SQL:

1. Open command prompt
2. Type the query **osql -E**
3. Press **Enter**
4. Type the query **ALTER LOGIN [sa] with password =N\'admin123\'**
5. Press **Enter**
6. Type **Go**
7. Press **Enter**
8. Type **Exit**
9. Press **Enter**

# Active X components cannot create object

Run Time Error, **Active X components cannot create object is displayed** on uploading data with http as the mode of communication during manual synch at POS.

## Cause

The file, **MSINET.OCX** found in the folder, **C:\Windows\System32** was not registered.

## Solution

Register the file, **MSINET.OCX** .

# Run Time Error 13 Type mismatch while opening sales promotion

The error, Type mismatch is displayed on opening Sales promo menu.

## **Cause**

In the GenLookup table, in Recid=9050, the record for the code 13 - Free Item was missing.

## **Solution**

Insert the missing record using the SQL query:

Use ShoperAPD (Applicaition database name)

```
Insert into genlookup values('9050','13','Free item',1,13,'SUPER',339,','.')'
```

## Error message, "Method or object failed" displayed while opening Shoper and menus

The error message, "**Method or object failed**" is displayed while opening Shoper and menus.

### **Reason**

The security database was corrupted.

### **Solution**

Use the SQL query to repair:

**dbcc checkdb('<security database name>',Repair\_Fast) or dbcc checkdb('<security database name>',Repair\_Rebuild)**

OR

Restore an earlier backup which is not corrupted.

**Note:** Ensure that the backup database being restored is not modified.

On opening Shoper, the message, Shoper exe is already running, stop the process and try again is displayed

**Cause**

Outdated **Shoper9.exe** existed in the application folder.

**Solution**

Copy the latest **Shoper9.exe** and **TallyLicUI.dll** from the patch 383.

# Unable to open Shoper and the error message, Node conflict with another node is displayed

## **Cause**

The same node id was given to two systems in the same location (LAN).

## **Solution**

Change the node id and terminal name in regedit and dat file of one system and add a record for the new system in the security database table, vanode for the new terminal.

or

A record may already exist for the new system, but may not be configured correctly in the Regedit and Dat file. Correct the same.

# The Column Selection grid was blank in Bill-wise Items report

## **Cause**

The text file created to store the column selection details of Bill-wise Items report in the share folder had incorrect values.

## **Solution**

Rename or delete the .txt file so that a new txt file with correct values is created when the report is used again.

The format of the file is:

CCCBillwiseitemcolumnselectionUSERID.txt (CCC is Company Code)

## Unable to import PDT file error Type mismatch, RTE 13 was displayed

Unable to import PDT Files during Billing and the error message, Type mismatch, RTE 13 was displayed.

### **Cause**

Few files were not getting imported during Billing as few stock numbers present in the files were not available in the Itemmaster.

### **Solution**

Remove the stock numbers which were not present in the item masters from the file and reload the file.

# Goods Outwards - Transaction not saved

While trying to save a goods outward transaction, the error message, Transaction not saved was displayed.

## **Cause**

The number for the transaction type 2200 in the table, Genlookup (RecID-101) was same as the last control number in the table, Stktrnhdr (transaction type 2200).

## **Solution**

The number for the transaction type 2200 in the table, Genlookup (RecID-101) to be increased by 1.

# Unable to export POS reports to Excel

The file, u2fxls.dll required to export the reports was not available in the system.

## **Solution**

Ensure the file, u2fxls.dll required to export the reports is available in the system.

In Bill-wise Sales Report, the bill prefix and bill numbers were not displayed completely - only 3 characters were displayed (when bill prefix had 7 characters and bill number had 2 characters)

**Cause**

Crystal report used to display the Bill-wise Sales Report has a limitation.

**Solution**

View the Bill-wise Sales Report in spread sheet format after the freezing/unfreezing the spread sheet report.

# Error message, "Invalid procedure call or argument" displayed during new company creation

During new company creation, the error message, "**Invalid procedure call or argument**" was displayed.

## **Reason**

Shoper was not logged in Administrator-mode.

## **Solution**

Run Shoper in Administrator-mode and create a company.

Steps:

1. Right click Shoper9 icon
2. Select Run as Administrator
3. Open Shoper
4. Create a company

# RTE 426 ActiveX component cannot create objects

Opening Dashboard in a client thin installer system displays the error message, **RTE 426 ActiveX component cannot create objects.**

## Cause

The Dashboard report supporting **dll** files were not available in the client application folder.

**System.Windows.Forms.DataVisualization.dll** not found in the client application folder.

## Solution

Either copy the file, **System.Windows.Forms.DataVisualization.dll** from the server system to the client system and open the Dashboard report

## OR

Copy the files **Shoprlib.dll** , **SN501300.dll** and **SN501300.tlb** from the server system to the client system. Then, register the dll file, **SN501300.dll** and open the Dashboard report.

## Error message, "Multiple-Step OLE DB operation generated errors. Check each OLE DB status value, if applicable. No work was done" displayed while posting data to Tally

Data posting to Tally failed and the error message "**Multiple-Step OLE DB operation generated errors. Check each OLE DB status value, if applicable. No work was done**" was displayed.

### **Reason**

The company name in Shoper had a large string (too many characters).

### **Solution**

Reduce the number of characters in the company name.

# Dashboard option is not available after updating Shoper9 release 2.0

Dashboard option is not available after updating Shoper9 release 2.0

## **Reason**

The menu dll (sr535500.dll) was not updated in the application folder.

## **Solution**

Copy the file, Sr535500.dll from the latest patch to the application folder.

# On restarting the system, the Shoper9 HO Agent is invoked, but goes to Stop mode

## **Cause**

The STS file available in the application **Share** folder which stores the last status of HO Agent was empty and hence the system could not read the status.

## **Solution**

Delete the STS file.

# Unable to save the item browse settings during Billing

## **Cause**

Mismatch found between the SQL and database collations.

## **Solution**

Reinstall SQL with the collation, `SQL_Latin1_General_CP1_CI_AS` and restore Shoper backup which has the correct collation (`SQL_Latin1_General_CP1_CI_AS`).

# Operation has timed out

On saving the communication configuration for email, the error message, **Operation has timed out** was displayed.

## **Reason**

The default port number (either 25, 587 or 467) was not found/ displayed in the **Communication Configuration** screen.

## **Solution**

Enter the correct port number for the selected communication type.

# The message, Disk not ready was displayed while opening any Shoper menu

## **Cause**

After DB restoration, the column, DBpath in the table, Vacompany, did not have the current path for the application folder.

## **Solution**

Update the correct path in the table, Vacompany.

# Unable to open Shoper and the message, Unable to bind to field or Data member ComPCODE was displayed

## **Cause**

The files, MSBind.dll and Msstdfmt.dll were not registered.

## **Solution**

Register the files, MSBind.dll and Msstdfmt.dll available in the folder, C:\Windows\System32.

# ASTTEST connection failed

Unable to import Itemmaster and the error message, **ASTTEST connection failed** was displayed.

## **Cause**

The item master file with the prefix **shrm** had a space at the end of the filename.

## **Solution**

Remove the unwanted blank space in the file name and import the file.

Under Print Engine Configuration, selecting Configure Specific Transaction and clicking the option, Parameter against Tally Printing Configuration displayed the message, RPC service is unavailable

### **Cause**

The **Remote Procedure Call (RPC) service** was not in Started status.

### **Solution**

Enable (Start) the **Remote Procedure Call (RPC) service** and other associated services (RPC Endpoint Mapper, RPC Locator, DHCP)

### **Steps:**

In the Taskbar,

1. Go to **Start**
2. Click **Run**
3. Type **services.msc**
4. The Services window opens.
  - a. Right click the service, **Remote Procedure Call (RPC)**
  - b. Click **Start**
5. Repeat the steps **a.** and **b.** for other associated services.
6. **Restart** the system.

# Run-time error, 2147467259 (80004005), [DBNETLIB][ConnectionOpen (Connect())]Specified SQL server not found

## Cause

Unable to open the menu, Create Company and the Run-time error, 2147467259 (80004005), [DBNETLIB][ConnectionOpen (Connect())]Specified SQL server not found or the Run-time error, 2147467259 (80004005), [DBNETLIB][ConnectionOpen (Connect())] SQL Server does not exist or access denied was displayed.

The SQL details were incorrect in the file, Shoper9Installer.info available in the application folder.

## Solution

Correct the SQL details in the file, Shoper9Installer.info.

## License expired, code – 27

Unable to reactivate license and the error message, **License expired, code – 27** was displayed.

### **Cause**

The system date was not the same as the current date.

### **Solution**

Reset the system date to the current date.

# Printing a bill with a 35 column printer did not print all information correctly

## **Cause**

The paper width in 35 column printer did not accommodate all information in a single line. The information was going beyond the first line and not printed on the stationery.

## **Solution**

Use the option, Add new subline under the section, **Item Details** in the bill printing template design to print the flowing over content in the subsequent/ next line.

# New bill or Sales Return, the error message, Invalid Use of Null

During Sales Billing, on selecting the option, **New bill** or **Sales Return**, the error message, **Invalid Use of Null** was displayed.

## Cause

Scripts were not executed correctly during patch updation.

## Solution

Manually update the following scripts:

### For Shoper 9 Version 2.0:

```
alter table AcceptDisplayDtls add columnName varchar(50)
update AcceptDisplayDtls set ColumnName= AcptCap
update AcceptDisplayDtls set ColumnName= replace(columnname,\' \',\' \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\'.\',\' \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\'%\',\'Perc \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\'[\',\' \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\']\',\' \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\'/\',\' \')
update AcceptDisplayDtls set ColumnName= replace(columnname,\'-\',\' \')
update AcceptDisplayDtls set ColumnName=\'ItemValue\' where [index]=8
update AcceptDisplayDtls set ColumnName=\'Sizedcd\' where [index]=5
```

### For Shoper 9 Version 1.9:

```
update AcceptDisplayDtls set acptvisible=0 where [index]=44
update AcceptDisplayDtls set columnname=\'Quality\'where [index]=3
update AcceptDisplayDtls set columnname=\'Shade\'where [index]=4
update AcceptDisplayDtls set columnname=\'Sizedcd\'where [index]=5
update AcceptDisplayDtls set columnname=\'Qty\'where [index]=7
```

# Analysis reports

Reports under **Analysis reports > Report Designer** do not contain sufficient columns to view details. Currently, only five columns are available.

## Solution

To increase the number of columns:

1. Open Security database
2. Open the table, **reportconfigs**
3. Change the value of the field, **Max Allowed to the required number of columns** . The maximum columns permitted are 15.

# Unable to load PDT files from node machine or from desktop of a computer

## **Cause**

The SQL version was prior to 2012.

If you are using SQL versions prior to 2012, then bulk loading is possible only from application In folder. If the PDT files to be loaded are not present in this folder, the files will not get loaded.

## **Solution 1**

- Place all the relevant PDT files in Shoper 9 application **In** folder.

In Multi-system environment, place the PDT files in the Server application In folder.

## **Solution 2**

- Upgrade the SQL Version.

## Error message, "Library not registered" displayed while importing customer masters

While importing the customer master, the error message, "**Library not registered**" was displayed.

### **Reason**

The file, **msadox.dll** available in the folder, **Windows\System32** was not registered.

### **Solution**

Register the file, **msadox.dll** available in the folder, **Windows\System32** .

# You do not have appropriate License to use this functionality

Unable to open a new bill and the error message, You do not have appropriate License to use this functionality was displayed.

## **Cause**

The file, SR539100.dll was missing from the Shoper9 application folder.

## **Solution**

Copy the missing dll file, SR539100.dl from the latest patch and register the dll.

# Procedure to enable Purchase Tax in Goods Inwards

1. Enable the following parameters in system parameters:
  - a. **Tax > Source-wise Tax Grouping Applicable**
  - b. Inwards > **Auto calculate purchase tax based on predefined rates** (apply the values)
2. Catalogue the Purchase Tax (Go to **Catalogue > Tax & Duties > Purchase Tax**)

# Error message, "Connection Failure" while creating new bill

While creating a new bill, the error message, "**Connection Failure**" was displayed.

## **Reason**

Inconsistency found in database tables.

## **Solution 1**

Restore the previous backup and check the consistency.

## **Solution 2**

Create a new database using the tool, **DataTransfer** .

# Unable to connect remote server while printing

During sales bill printing, the error message, Unable to connect remote server was displayed.

## **Cause**

SIS was not started.

## **Solution**

Start SIS and then check the printing.

If SIS is already running then kill SIS from task manager and reopen SISMngr.exe from Shoper applicaiton folder.

# Object variable or With block variable not set

Unable to access the stock details from Tally – error message, Object variable or With block variable not set was displayed.

## **Cause**

The company information was incorrect.

## **Solution**

Update the correct company information.

## The shortcut key, F8 does not respond during Billing

Some components of Windows Operating System would have been missed out or not registered.

### **Solution**

Repair the Windows Operating System.

# During billing, the Sales Tax was not getting calculated

## **Cause**

In the table, SalesTaxCat, the value in the column, T1Type was F (fixed) and derived formula for the first tax component was present in the column, T1DerivedFormula.

## **Solution**

In the table, SalesTaxCat, if derived formula for the first tax component is present in the column, T1DerivedFormula, then change the value of the column, T1Type to D (derived).

## The synchronisation behavior in the case of MBO

In Manual Data Export from HO, if any Multi Brand Outlet is catalogued, MBO Configuration is sent to those outlets. By default, this is sent to newly catalogued outlets.

In case the showroom catalogue is modified at a later stage, user needs to check the MBO Configuration option under Masters (in Manual data export) and do a sync.

# Procedure to collate issues in Shoper 9

## A collation error may be encountered during

- any transaction
- while generating any Report
- while defining bill prefix

**The collation error occur when the collation information of the system's SQL, security and application databases are different.**

## Steps to check the collation information in:

### A. The system's SQL

- Go to **SQL Management Studio**
- Right click the **SQL instance name** (xxx\SQLEXPRESS) displayed under Object Explorer
- Select **Properties**
- Check the name entered against **Server Collation**

### B. The application database

- Go to **SQL Management Studio > Object Explorer > Databases > Shoper9ccc**
- Right click the application database (**Shoper9ccc**) and select **Properties**
- Check the name entered against **Collation**

### C. The security database

- Go to **SQL Management Studio Object Explorer > Databases > tspsysdb9**
- Right click the security database (**tspsysdb9**) and select **Properties**
- Check the name entered against **Collation**

### Instance 1

If the collation information in the security database is different from the system's SQL collation and application database, follow the steps to rectify the error:

- Drop the existing **security database** .
- Go to **Start** .
- Type **regedit** and click **Enter** .

- If the system has a 32 bit OS, go to **HKEY\_LOCAL\_MACHINE > SOFTWARE > Shoper** , else
- If the system has a 64 bit OS, go to **HKEY\_LOCAL\_MACHINE > SOFTWARE > WOW6432NODE > Shoper** .
- Rename the folder **POS** as **POS1** .
- Search for the file, **shoperpossytem.dat** in the system (including hidden folders) and delete it.
- Double click **Shoper 9** icon available on desktop and open **Shoper 9**.
- Since the file, **shoperpossytem.dat** is deleted, the Company Creation screen is displayed.
- Click Next to create new company. During the process of creating new company, the **security database** is created.
- Restore the **application database(s)** .

## Instance 2

If the collation information in the application database is different from the system's SQL collation and security database, then, transfer data from Shoper 9 application database(s) to rectify the error.

### A data transfer can be done:

- By using the data transfer tool or
- Manually. For detailed steps, refer the KB, **Solving Data Corruptions or Table corruptions in the database issues in Shoper ver 7.2/9**

## Instance 3

If the collation information in the system's SQL collation is different from the application database and security database, follow the solution provided under both, **Instance 1** and **Instance 2** to rectify the error.

## Error message, "RTE:52 bad file name or number" while loading a PT File in Goods Inward

While loading PT file during Goods Inwards, the error message, "**RTE:52 bad file name or number**" was displayed.

### **Reason**

The path of the Shoper 9 application IN folder was incorrect in the database.

### **Solution**

Update the correct path of the Shoper 9 application IN folder in the database.

# Data export to POS has stopped working

Unable to export data from HO and the error message, Data export to POS has stopped working, Check online for a solution and close the program was displayed.

## **Cause**

The Shoper 9 application folder did not have full administrative rights.

## **Solution**

Provide the required administrative rights to the folder.

# Invalid Object name - CompanyListSuper

After entering login details, the error, Invalid Object name - CompanyListSuper was displayed. On clicking OK, the message, Incorrect Syntax near From was displayed.

## **Reason**

The security database was found corrupted.

## **Solution**

Restore an earlier security database.

# Patch updation, (especially Performing System Backup) is very slow

## **Cause**

Taking backup is consuming more time.

## **Suggestion**

During LiveUpdate, disable the backup.

## **To disable the backup:**

1. Go to **Setup > General > System Parameters**
2. Under **Housekeeping** set **Shoper LiveUpdate Backup** Parameter to **N**

# Error message, "Error code 27 could not reactivate" displayed during license reactivation

During license reactivation, the error message, "**Error code 27 could not reactivate**" was displayed.

## **Reason**

The system date was not the same as the current date.

## **Solution**

Reset the system date to the current date.

# Error message, "SQL server does not exist or permission denied" displayed during company creation

Error encountered during company creation and the message, "**SQL server does not exist or permission denied**" was displayed.

## **Reason**

The file, **shoper9installer.info** in Shoper9 application folder had incorrect SQL server credentials.

## **Solution**

Manually enter the correct SQL Server credentials in the file, **shoper9installer.info** in Shoper9 application folder.

# Error message, "Either EOF or BOF is true or current record is deleted" displayed during Bill Returns

The error, "**Either EOF or BOF is true or current record is deleted**" was displayed during Bill Returns.

## **Reason**

In the transaction tables, **StkTrnHdr** , **SaleTrnHdr** and **PosCashTrn** , the customer code for the particular bill was blank.

## **Solution**

Manually update the customer codes in the transaction tables, **StkTrnHdr** , **SaleTrnHdr** and **PosCashTrn** for that bill.

# During Installation, the error code, 1603 was displayed

During Installation, the error code, 1603 was displayed.

## **Reason**

Files from a previous instance of installation were running in the system.

## **Solution**

Restart the system.

# Time out expired

During Goods Outwards, after selecting the transaction type, **Purchase Return or Transfer Out**, the system stopped responding and the error message, **Time out expired** was displayed.

## Cause

The table, **Genlookup** did not have a primary key, which resulted in duplicate records in each **RecIds** .

## Solution

### Steps:

1. Take a backup of the existing database.
2. Move the distinct records from the table, **Genlookup** to a temporary table.
3. Drop the table, **Genlookup** .
4. Recreate the table, **Genlookup** with primary **key**(s).
5. Move the distinct records from the temporary table to the table, **GenLookup** .

# SQL connection error encountered during Bill Printing

## **Cause**

The SQL information (SQL server name) was incorrect in registry, all DAT files and the table, vacompany.

## **Solution**

Update the correct SQL information including the path of the Shoper 9 application folder in registry, all DAT files and the table, vacompany.

# Cannot access IIS metabase was displayed

The login page to access the Web Reports did not open and the error message, Cannot access IIS metabase was displayed.

## Cause

The IIS Metabase script was found corrupted in the Microsoft .NET framework.

## Solution

Run the following query in the command prompt:

- Open command prompt (cmd)
- Type (run) the following command line arguments in the command prompt
- `C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i`

(If the operating system is Windows7 or Windows 2003/2008, right click the command prompt and select Run as Administrator.)

**Note:** The above argument will install the version of ASP.NET that is associated with Aspnet\_regiis.exe and update the script maps at the IIS metabase root.

## Configure the Pole Display

- In **system parameters** , configure the parameter, **Customer Display Unit Present** .  
Change the value of the field, **Boolean** to **1**.
- In the table, **Genlookup** , under the field, **Recid 322** , enter the details of **port** used for the **Pole Display** .

'Exception has been thrown by the target of an invocation', error while printing from node system.

While printing bill from a node, the error message, **Exception has been thrown by the target of an invocation** was displayed.

### **Reason**

The Shoper 9 application folder was not shared in the client system.

### **Solution**

Share the Shoper 9 application folder in the client system.

## Error message, "String or binary data would be truncated. The statement has been terminated" was displayed while data export

During data export at HO, on selecting **Transactions** under **Masters (Range)**, the error, "**String or binary data would be truncated. The statement has been terminated**" was displayed.

### **Reason**

By default, the width of the bill number in the table, **PtinvoiceHdr** is 8 digits. Since the bill number contained 10 digits, there was a mismatch and the PT Files could not be exported.

### **Solution**

The program (**SE100210.EXE**) is now corrected to accept 12 digits bill number.

# Error message, "The remote server returned an error: (530) Not logged in" displayed while data upload

Data upload failed after changing the FTP and the remote server displayed the error message, **"The remote server returned an error: (530) Not logged in"**

## Reason

The system parameter, **Use communication details from Replication for Data Export** under FTP was enabled in HO to accept the communication mode details from Replication during data export. This resulted in the FTP credentials being picked from Replication database which had a different FTP credential

## Solution

Disable the system parameter, **Use communication details from Replication for Data Export** in HO. This in turn will now consider the new FTP credentials catalogued in HO and the data is uploaded correctly to FTP.

## Error message, "Database connection failed" displayed while opening data synchronisation menu

While opening Data Sync, the error message, "**Database connection failed**" was displayed.

### **Reason**

The files, **dao350.dll** and **dao360.dll** were missing from the folder, **Windows\System32** .

### **Solution**

Copy the files, **dao350.dll** and **dao360.dll** from the Shoper9 POS setup folder, **ShoperPOSSetup\System32** to the folder, **Windows\System32** and register the same.

# Unable to synchronize data from Tally.ERP9 (used as POS) with Shoper9 HO

Unable to synchronize data from Tally.ERP9 (used as POS) with Shoper9 HO.

## **Reason1:**

During Showroom Master creation in Shoper 9 HO, the **Software** selected under **Software Details** was Shoper 9 instead of Tally.ERP9.

## **Solution:**

Modify the Showroom Details by selecting the correct software details (Tally.ERP9)

## **Reason2:**

The **FTP** details for synchronization given in the system parameters under **FTP** were incorrect.

## **Solution:**

Enter the correct FTP details where ever required in the system parameters.

## **Reason3:**

The **Version** of the software selected may be incorrect.

## **Solution:**

Select the correct version of the software.

# Locate Shoper Registry entry in Windows 64 bit machine

The location of the Shoper 9 registry in any Windows 64 bit operating system is in the following path:

1. Go to Start > Run
2. Type Regedit
3. Select Hkey\_Local\_Machine > Software > Wow6432Node > Shoper

## Error message, "Licensee not available" displayed while opening billing screen

Unable to open a new bill and the error message, "**Licensee not available**" was displayed.

### **Reason**

The Shoper 9 application folder did not have full administrative rights.

### **Solution**

Provide full administrative rights to the Shoper 9 application folder.

# Connection Writer, Wrapper Writer, General Network Error

The error message, **Connection Writer, Wrapper Writer, General Network Error** was displayed while opening a new bill.

## Cause

Inconsistency found in the Shoper 9 application tables.

## Solution

### Check:

1. ODBC connection.
  - a. If no connection is found, create and test ASTTEST.
  - b. Enable all the required protocols (TCP/IP, Named Pipes, etc).
2. Tables for database inconsistency.

If inconsistency is found,

  - c. Either restore an earlier backup where there is consistency
  - or
  - d. Transfer data using thetool, Data Transfer Utility.

# Error message, "No transaction is active" displayed during day end synchronisation

During day end synchronisation, the error message, "**No transaction is active**" was displayed.

## **Reason**

The Company Name contained an unknown special character (—, -, Ø).

## **Solution**

Remove the unknown special characters from Company Name.

# During Company Creation, Shoper 9 installed in a system with Windows 8 stopped or not responding

## **Cause**

The antivirus, Windows firewall or Windows defender in the system with Windows 8 OS was blocking this feature.

## **Solution**

In the system with Windows 8 OS, add Shoper9 application folder in the exception list of antivirus, Windows firewall, Microsoft Essentials and Windows defender.

If the problem persists, then disable the antivirus, Windows firewall, Microsoft Essentials and Windows defender and complete the Company Creation process.

# Error message, "Invalid column name – bushandlerid" displayed while bill reprint

During printing/ reprinting a bill, the error message, "**Invalid column name – bushandlerid**" was displayed.

## Reason

In the Shoper 9 application database table, **PrintBusinessHandlerMaster**, the field **BusHandlerId** was found missing.

## Solution 1

1. Drop the table, **PrintBusinessHandlerMaster**
2. Recreate the table with the correct structure using the appropriate script
3. Insert relevant records from the script and update

**Note:** You can browse for these scripts containing the relevant records in the INI folder (under the Shoper 9 application folder).

## Solution 2

Re-update the patch from Build 179 till the latest.

# Unable to select the Communication Mode for synchronization

While cataloguing company showroom in HO (Masters > Supply Chain Network > Company Showroom), the Communication tab in the Company Showroom Details screen was disabled and hence unable to select the Communication Mode for synchronization.

## Reason

Shoper 9 HO AST was not installed.

## Solution

1. Take a backup of existing exe and dll files found in the Shoper 9 HO application folder.
2. Reinstall **Shoper 9 HO AST**. The Shoper 9 HO AST can be downloaded from Shoper 9 Download Centre.
  - Download Shoper 9 Installer available under Shoper 9 HO Series A Release <latest Release number>.
  - The folder, **ShoperHOASTSetup** is available among the downloaded files.
  - Double click the file, **ShoperHOASTSetup.exe** to install Shoper 9 HO AST.
3. Either re-update the patch or copy the backup of the exe and dll files.

# While printing a bill, the complete TIN number was not printed

While printing a bill, the complete TIN number was not printed.

## Reason

The number of digits assigned to print TIN number was insufficient.

## Solution

Increase the number of digits assigned to print TIN number in the relevant bill template file (xxx.tpl).

1. Select the relevant .tpl file from the folder, Shoper9 > Bill Templates
2. Open the file in Notepad or any text file reader
3. Search for the field, FLCus353
4. In the line containing the field, FLCus353, find and replace the number of digits/characters assigned to the print the TIN number with the required number of digits/characters to be printed.

## Example

In the syntax, `!@#FLCus353~2~28~10~1~0~0~0~1~0~0`, '28' is the starting position to print TIN number, '10' is the number of characters assigned to print the TIN number. Change/increase this number to the required number of characters to be printed.

Changing the number of characters to be printed for the TIN number effects the starting position of the next field. Make necessary changes to the starting position of the next field.

# Error message, "Enter proper details" displayed during node installation

During Node installation, the error message, "**Enter proper details**" was displayed.

## Reason 1

In the SQL Server Client Network Utility, the protocols, Named Pipes and TCP/IP were not enabled.

## Solution1

- Select the protocols, **Named Pipes** and **TCP/IP** in the **SQL Server Client Network Utility** and enable.
- Restart the SQL Server service.

Select the protocols, and in the and enable.

## Reason 2

In the folder, **Microsoft SQL Server 2005 > Configuration Tools > SQL server configuration Manager > SQL Server 2005 Network Configuration > Protocols for SQLEXPRESS** , the status of the protocols, Named Pipes and TCP/IP was Disabled.

## Solution 2

- Enable the status of the protocols, **Named Pipes** and **TCP/IP** .
- Restart the SQL Server service.

Enable the status of the protocols, and .

Establish the ODBC connectivity.

# SIS Manager - Application failed to start for its side by side configuration is incorrect

SIS Manager failed to start and the error message, Application failed to start for its side by side configuration is incorrect was displayed.

## **Cause**

The file, SISMngr.manifest created by the system in the Shoper 9 application folder was blocking and preventing the SIS Manager from starting.

## **Solution**

Delete the file, SISMngr.manifest from the Shoper 9 application folder and run the file, SISInst.exe also found in the application folder.

# Uncertain growth of ldf and mdf files

In the newly implemented Shoper 9 HO, the size of .ldf and .mdf files increased in size to 78gb

## Cause

The value for the field, Auto Close was True. (Microsoft SQL Server Management Studio > Databases > Properties > Options > Automatic)

## Solution

The Auto Close with True refers to the database as being in closed state. Set the value of Auto Close as False so that the server maintains the database in an open and ready state regardless of user activity.

Steps to set Auto Close:

1. Open Microsoft SQL Server Management Studio
2. Open Databases
3. Select and right click Shoper 9 HO application database
4. Select Properties
5. Click and open Options under Select a page
6. Set Auto Close under Automatic as False
7. Click OK

# Error message, "Page header plus page footer is too large for the page or The page size was not large enough to format the contents of an object in the report" displayed while trying to generate Bill-wise Sales report

While trying to generate the Bill-wise Sales report, the error message, "**Page header plus page footer is too large for the page**" or "**The page size was not large enough to format the contents of an object in the report**" was displayed.

## Reason

The crystal report has a limitation to display the report if the default printer is for 40 columns or lesser width paper.

## Solution 1

View the report in spreadsheet format.

## Solution 2

View the report in crystal format by configuring a **Generic/ Text Only printer** as the default printer.

Steps to install a Generic printer:

1. Go to **Start**
2. Select **Devices and Printers**
3. Select **Add a printer > Add a local printer > Use an existing port: LPT1: (Printer Port)**
4. Click **Next**
5. Select **Generic** under **Manufacturer** and **Generic/ Text Only** under Printers
6. Click **Next** thrice
7. Select Do not share this printer under Printer Sharing
8. Click **Next** and Finish

## Error message, "Automation error, system cannot find file specified" appeared while printing Transfer Out

During printing of Transfer Out, the error message, "**Automation error, system cannot find file specified**" was displayed.

### **Reason**

The exe for printing, **SR525200.exe** was not available in the system.

### **Solution**

Provide the exe for printing, SR525200.exe.

# Error message, "Active X component can't create the object" displayed while printing barcode

While printing a barcode, the error message, "**Active X component can't create the object**" was displayed.

## **Reason**

The folder, Log was missing from Shoper 9 POS application folder and hence the log file for Printing could not be written, resulting in the error.

## **Solution**

Create a Log folder under Shoper 9 POS application folder.

# Error message, "You do not have an appropriate license to use this functionality" displayed on opening a new bill

The error message, "**You do not have an appropriate license to use this functionality**" was displayed on opening a new bill.

## Reason

The dll file, **SR539100.dll** was missing from the Shoper 9 application folder.

## Solution

1. Copy the dll file, **SR539100.dll** from 383 patch and paste into Shoper 9 application folder.
2. Register the dll file.

## Error message, "Cannot open SQL connection error" was displayed while bill print

While printing a bill, the error message, "**Cannot open SQL connection error**" was displayed.

### **Reason**

The SQL server name in **Regedit** did not match in **ShoperPOSSystem.Dat** file.

### **Solution**

Update the correct SQL server name in **Regedit** and **ShoperPOSSystem.Dat** file.

# All files were not getting loaded during data loading

## **Cause**

The SIS service did not download all the Day-end data files from the FTP location into the folder, SISIN.

The download interval given in the system parameter, SIS Scheduler Interval for downloading files from FTP(In Minutes) under FTP was insufficient (5 mins).

This time duration was not sufficient for the huge quantity of Day-end files coming in from all showrooms during the end of day.

## **Solution**

Increase the download interval in system parameter, SIS Scheduler Interval for downloading files from FTP(In Minutes) and then check the data loading

# Object variable or with block variable not set was displayed

Unable to open Sales Promotions Catalogue and the error message, Object variable or with block variable not set was displayed.

## **Cause**

Spdefsettings table available in application databases is blank

## **Solution**

Copy the information from Spdefsettings table of any other company to the Spdefsettings table of the currency company.

# No data was displayed during F2 browse in Sales Tax Class column of Tax Classification for Tally (Shoper 9 HO), for the states of Orissa and Pondicherry

## Cause

In the Shoper 9 table, geoloc, a mismatch was found in the column, **glstate** when compared to the corresponding state name in Tally. Shoper 9 refers these states as Orissa and Pondicherry whereas Tally refers as Odisha and Puducherry.

## Solution

Update the correct value for the glstate column, in the Geoloc table, by running the following queries in the application database:

```
update geoloc set glstate='ODISHA' where glstate='ORISSA'
```

```
update geoloc set glstate='PUDUCHERRY' where glstate='PONDICHERRY'
```

# System did not respond while updating Shoper 9 database during patch updation

## **Cause**

A tool to update Google was found installed in the system and this tool was blocking the patch updation.

## **Solution**

Uninstall the Google update tool from the Control Panel and update the patch.

# Unable to log into SQL Management Studio Express and ASTTEST was failing

## Cause

Shoper 9 was trying to access SQL with the user login, sa. The login to SQL for the user, sa was not enabled and the status of SQL server authentication was locked.

## Solution

Provide access to the user to open SQL Management Studio Express.

## Steps:

1. Go to Start > All Programs > **Microsoft SQL Server 2005**
2. Open **SQL Server Management Studio Express** The login window, Connect to Server is displayed.
3. Select **Authentication > Windows Authentication**
4. Click Connect The **Microsoft SQL Server Management Studio Express** window is displayed.
5. Go to Object Explorer > **<database server> > Security > Logins > sa**
6. Right-click **sa and select Properties The Login Properties – sa window opens .**
7. Go to Select a page > **Status**
8. Select Enabled under Settings > **Login**
9. Deselect Login is locked out under Status > **SQL Server authentication :**
10. Click **Ok**

Error message, "Conversion of a varchar datatype to a datetime datatype resulted in a out of range value" displayed while creating sales promotion.

While creating sales promotion, the error message, "**Conversion of a varchar datatype to a datetime datatype resulted in a out of range value**" was displayed.

### **Reason**

The regional setting in the system was incorrect.

### **Solution**

Set the regional setting format to **English (United States)**.

Steps:

1. Go to **Start > Control Panel**
2. Select Clock, Language, and Region > Region and Language
3. The Region and Language window is displayed
4. Select **English (United States)** as the Format

# The Scheduler for Reports was not working

## Cause

The Shoper Manager did not create jobs in the table, **SISJoblist** as **Shoper Manager** was running in Administrator mode

## Solution

To stop the currently running mode of the Shoper Manager and change to Administrator Mode:

- Go to Windows Task Manager > Processes.
- Select SISMngr.exe.
- Click End Process.
- Go to Shoper application folder.
- Select and right-click the file, SISMngr.exe.
- Select Run as Administrator.

**Note:** 1. This solution is applicable only with Windows 7, 8 and 2008 Servers.  
2. Contact the system administrator if the user is unable to open the Task Manager. Follow the above steps for solution.

## RTE 9 - Subscript out of range, while loading a PDT file

During Goods Inwards, on clicking Load from PDT, the run-time error, RTE 9 - Subscript out of range was displayed.

### **Reason**

The setting in the system parameter, Allow PDT File Loading in Goods Inwards/Goods Outwards/Physical Verification under Inwards was incorrect.

### **Solution**

Change the settings to **YN13#YN13#YN13#YN13** in the system parameter, **Allow PDT File Loading in Goods Inwards/Goods Outwards/Physical Verification** under **Inwards** .

# The serial number was not displayed in the list during license re-activation

## **Cause**

Incorrect E-Mail ID of Site Administrator was used in the Reactivate License form.

## **Solution**

Use the correct E-Mail ID of the Site Administrator and reactivate the license.

During Day-end, the error message, The tempbackup has to be a valid shared path in the computer where your database server has been installed while taking backup was displayed

In the Registry Editor (RegEdit), the Registry Key, Setup Type available under Shoper did not contain any values.

### **Solution**

Export the Registry Key, Setup Type from a system where Shoper is running to the system where it is required.

### **Steps:**

1. Right-click the Registry Key, Setup Type and select Export
2. Select a location in the system to hold the file
3. Send this file to the destination system

At the destination system

4. Copy the file to the destination system
5. Double-click the file to import the Registry Key

# RTE:9, subscript out of range was displayed during Item Master/ Price Master import and during manual synchronisation

## Cause

In the table, vacompany of the security database, the fields, dbname1, dbpath3 and dbpath4 contained incorrect value.

## Solution

Update correct values in the fields, dbname1, dbpath3 and dbpath4, in the table, vacompany. Ensure,

- Dbname1 = name of the Secondary Database or NULL
- Dbpath3 = NULL
- Dbpath4 = NULL

# How to enable IIS App Pool to connect to SQL Server running in Windows Authentication Mode

To enable IIS App Pool to connect to SQL Server running in Windows Authentication Mode, follow below steps

1. Go to **Start**
2. Right-click **Computer** and select **Manage**. The Computer Management window is displayed.
3. Expand **Services and Applications** under **Computer Management (Local)**
4. Select **Internet Information Services (IIS) Manager**
5. Expand the server displayed in the **Connections** window
6. Expand **Sites**
7. Right-click **Default Web Site** and go to **Manage Web Site > Advance Settings**
8. Note the name of the **Application Pool**
9. Click **Cancel**
10. Open **Applications Pool** in the Connections window
11. Right-click the **Application Pool** noted earlier and select **Advance Settings**. The Advance Settings window is displayed
12. Click the **browse** button place against the value of **Identity under Process Model**. The **Application Pool Identity** window is displayed
13. Select **Built-in Account**
14. Select **Local System** from the list
15. Click **OK**

# Error connecting database while opening Manual Synchronisation

Unable to open the menu, Synchronise Manually and the error message, Error connecting database was displayed.

## Solution

Steps:

1. Do an ASTTEST
2. In the vacompany table, check the value in the fields, dbpath, dbpath2, dbserver, dbserver2, dbname and dbname2.

Ensure,

- Dbpath = Shoper 9 application folder path,
  - dbpath2 = Shoper 9 application folder path,
  - dbserver = name of the SQL Server,
  - dbserver2 = name of the SQL Server,
  - dbname = name of the application database and
  - dbname2 = name of the security database.
3. Open the anti-virus in the system and provide Exception for Shoper 9 application folder.

# How do I set Data Execution Prevention (DEP) in Windows 7?

1. Go to Start > Control Panel > System
2. Select Advanced system settings
3. On the Advanced tab, under Performance, select Settings
4. On the Data Execution Prevention tab, select Turn on DEP for all programs and services except those I select
5. Click Add
6. Select the required file
7. Click Open
8. Click Apply
9. Click OK

# During Post Transaction to Tally, the error message, State is not selected was displayed

The statutory information file (Stat file) was not loaded in Tally.

## **Solution**

Download the Stat file from [www.tallysolutions.com](http://www.tallysolutions.com) to the TallyERP9 application folder.

Steps to download the Stat file:

1. Open the [www.tallysolutions.com](http://www.tallysolutions.com)
2. Select Download > Download Centre
3. Open/ explode Statutory files for Tally.ERP 9 Series A Release 4.7
4. Click Statutory Masters Version xxx
5. Click Save to save the file in the Tally.ERP9 application folder
6. Restart Tally and post the transactions to Tally.

# Incompatible menu dll

When a user who is not an Administrator tries to open Shoper 9 in a system with Windows XP, the error message, **Incompatible menu dll** was displayed.

## Cause

The file, **msvbvm60.dll** was not found in the Shoper 9 application folder.

## Solution

Copy the file, **msvbvm60.dll** from the folder, **c:windowssystem32** to Shoper 9 application folder and register the dll.

# Error message, "The request failed with HTTP status 405-Method Not Allowed" was displayed during login to Shoper Web Reports

While trying to login Shoper Web Reports, below error message appears "**The request failed with HTTP status 405-Method Not Allowed** "

## **Solution**

To enable HTTP activation, execute the following steps.

1. Go to Control Panel > Programs and Features.
2. Select Turn Windows features on or off. The Windows Features window is displayed.
3. Expand/ open .NET Framework 4.5 Advanced Services.
4. Select ASP.NET 4.5.
5. Select HTTP Activation and Named Pipe Activation under WCF Services.
6. Click OK.

# During Billing, the error, Connection error was displayed when internet was disconnected

During Billing, the error, Connection error was displayed when internet was disconnected.

## Reason

The SQL service was dependent on the internet.

## Solution

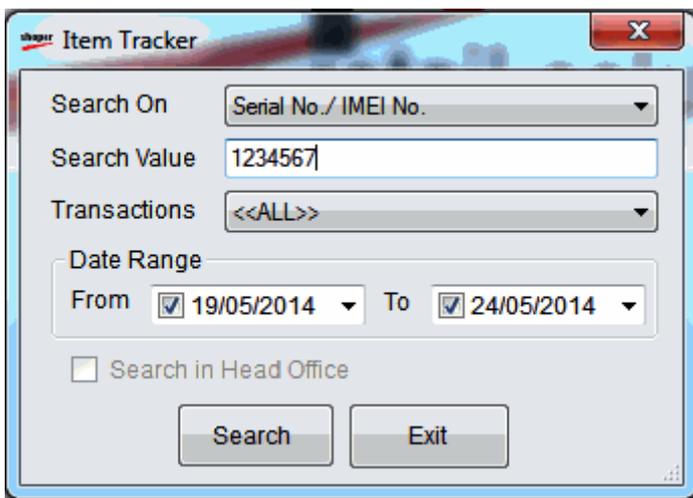
Remove the dependency of the SQL service from internet.

### Steps:

1. Go to **Start > Run**
2. Type **services.msc** and click **OK**. The Services window is displayed.
3. Select **SQL Server (SQL EXPRESS)** under Name
4. Right-click **SQL Server (SQL EXPRESS)** and select **Properties**. The **SQL Server (SQL EXPRESS) Properties (Local Computer)** window is displayed.
5. Select Log On tab
6. Select **Local System Account** and Allow service to interact with desktop
7. Select **Apply**. The Services window is displayed.
8. Click **OK**
9. Select **General tab**
10. Click **Stop**
11. Click **Start**
12. Click **OK**

# I want to track a particular product serial number. How can I do it?

To track a particular product serial number, go to **Sales > Item Tracker**. The Item Tracker screen appears as below-



1. In field '**Search On**', select **Serial No./IMEI No.**
2. In field '**Search Value**', specify the **Serial No.** to be tracked.
3. Select the **Type of Transactions** which need to appear.
4. Specify the **Date Range** and click on Search.

The transactions which have been recorded for the particular product serial number shall appear in the search results.

# I want to capture Delivery Instruction before saving the Sales bill. How can I do it?

Delivery instructions can be captured while recording the sales bill. For this,

1. Go to Setup > General > System Parameters. Select '**Delivery process**' under Categories. Make the parameter '**Accept delivery instruction in sales invoice**' as Yes. Save and Apply to database.
2. In the sales bill, click on Delivery instructions.
3. Specify the customer's shipping address. If it is same as billing address, tick the option '**Same as billing address**'
4. Specify the service details.
5. Provide the expected delivery date and time, remarks (if any) and additional instructions (if any).
6. Click on OK and save the bill.

# I want to update the delivery status after delivery of goods. What should I do?

To update delivery status,

- a. Go to Setup > General > System Parameters > Delivery Process.
- b. Enable the parameter '**Enable delivery process update**' as **Yes**.
- c. Go to Sales > Delivery Status Update.
- d. Specify the trip sheet date range and select the delivery status as **pending**.
- e. The trip sheet is listed.
- f. Update the status of delivery against each invoice. Specify the delivered quantity and the delivery date. If any items have been rejected or the delivery has been rescheduled for a future date, update the details against each bill.
- g. Click on **OK** and save the delivery status update.

# TDCClient is not starting

## Cause

- .NET framework is not installed in the system
- .NET framework version is below 2.0

## Solution 1

Check if .NET framework is installed in the system.

1. Go to Start > Run
2. In the dialog box type Microsoft.Net
3. If Microsoft.NET folder opens then .NET is installed. If not, install .NET Framework.

## Solution 2

Check if .NET framework version is 2.0 or above

4. Open Microsoft.NET folder
5. Open Framework folder
6. Check if the Framework folder contain v2.0 or above folders
7. If v2.0 or above folders are not present reinstall .NET framework version 2.0 or above.

**Note:** If the v2.0 or above folders are present and still TDCClient is not starting, then reinstall .NET Framework. The files in the folder might be corrupted.

## What are the prerequisites for implementing warehouse function?

The pre-requisite for implementing warehouse function is Web Service. It is a service that assists in communication between 2 different locations.

### **The prerequisites for installing Web service are-**

- a. **Internet Information Services (IIS) - IIS 7** is a default Microsoft Application available with Windows 2003 & above.
- b. Ports- The **web installer uses port 80**. Please ensure that the port is not in use by any other application.

# How do I generate Trip Sheet for delivery of goods?

## To generate Trip sheet for delivery of goods,

1. Go to Setup>General>System parameters>Delivery process.
2. Make the parameter 'Enable Trip sheet' as Yes.
3. Go to Sales>Trip sheet creation. (Ensure that sales bill and item identification has been recorded for the goods.)
4. Specify the expected delivery date and select the showroom and locality to get the list of items to be delivered.
5. Provide details of Driver name, vehicle type, vehicle no., person in charge and any remarks.
6. The details of the customers and the invoices are prefilled.
7. Save the details.

# I have restored an earlier backup at Tally locations. How can I roll back the data in Shoper?

To roll back the data in Shoper, 2 options are available-

1. **Manual** - The data in Shoper can be rolled back manually. For this, go to Housekeeping > Rollback showroom transactions. Specify the date for roll back.
2. **Automatic** - Configuration for automatic rollback of data can be done. For this, go to Housekeeping > Reconfiguring system parameters > Data Sync. Enable the parameter '**Enable automatic unload of data during data loading**'.

# Customer has rejected an item during delivery. What should be done?

When a customer has rejected items during delivery,

1. **If delivery status update is not enabled** - Record a sales return for the items rejected.
2. **If delivery status update is enabled** - Update the delivery status details and record a sales return for the items rejected.

To update delivery status details,

- a. Go to **Sales > Delivery Status Update** (Ensure that in system parameters > Delivery process, delivery status update is enabled)
- b. Ensure that in Settings, column for '**Rejected Qty**' has been selected.
- c. Select the particular **Trip Sheet** using the filters provided.
- d. Specify the number of items rejected in '**Rejected Qty**' field. If only part of the items have been rejected, update the delivered quantity and date also.

# What are the prerequisites to use HTTP mode of communication?

The prerequisite for using HTTP mode of communication is **Web Service**. It is a service that assists in communication between 2 different locations.

## **The prerequisites for installing Web service are-**

1. **Internet Information Services (IIS)** - IIS 7 is a default Microsoft Application available with Windows 2008 & above.
2. **Ports** - The web installer uses port 80. Please ensure that the port is not in use by any other application. Also, ensure that both inbound and outbound firewall exceptions are configured for **port 80**.

## My warehouse has not received the delivery request, what should I do now?

If the warehouse has not received the delivery request, ensure that the systems in warehouse and POS location are connected to Internet.

Then, go to Sales > Re-send delivery request. Specify the period for which the delivery request should be resent. As per the fields selected, the documents will be listed. Select the relevant bills to re-send and click on Re-send.

## Where can I see the stock items that have got imported during sync from Shoper HO?

Stock items that have got imported during sync from Shoper HO will be shown in the following path-

Gateway of **Tally>SSV integration>Master mapping>Principal items**

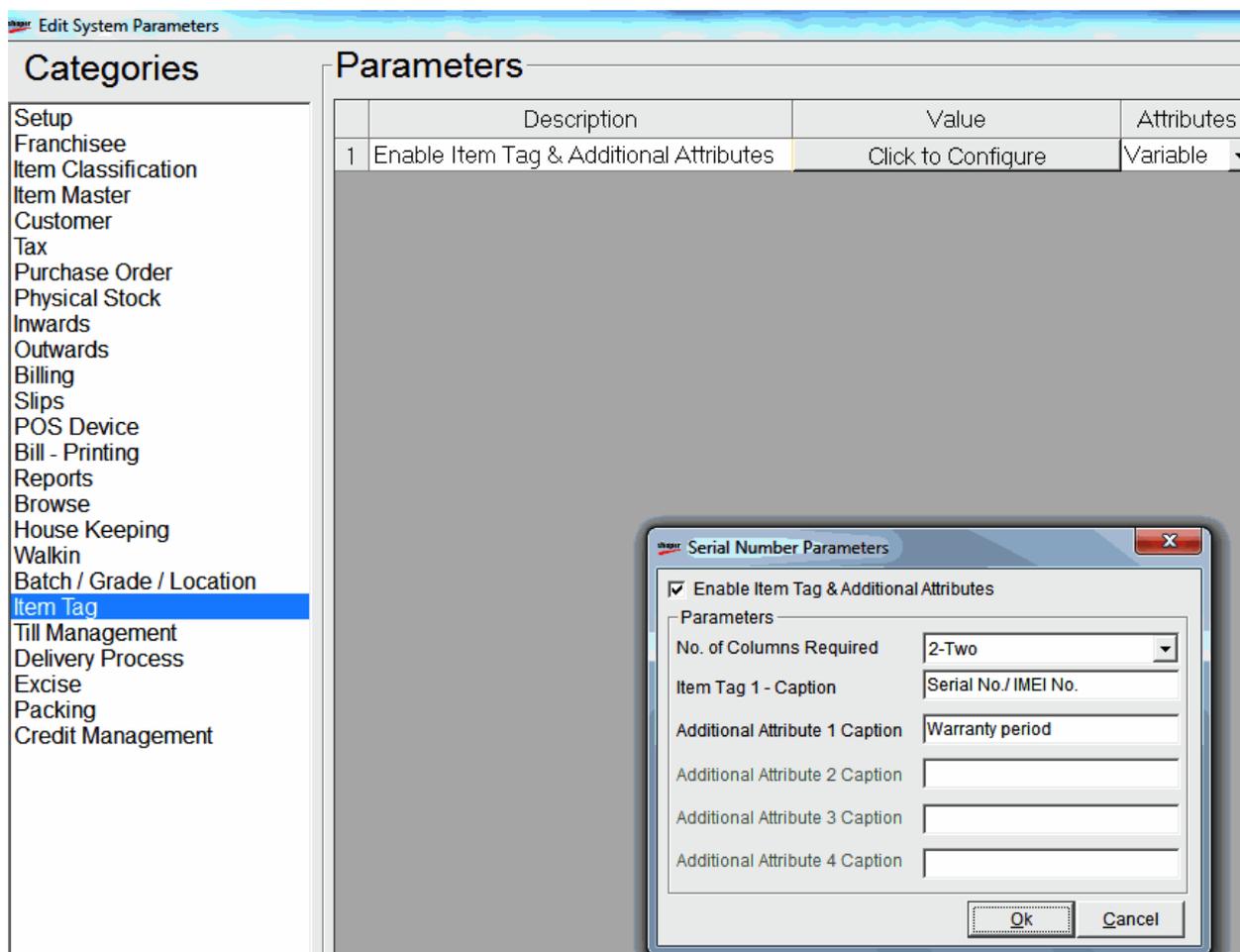
## Can I capture additional Information along with serial numbers? If Yes, How?

Yes, additional information can be captured along with serial numbers.

To capture additional information,

1. Go to Setup > General > System parameters.
2. In system parameters, go to category '**Item tag**'.
3. Under column '**Value**', click on '**Click to configure**'
4. The serial number parameters screen opens. Tick and enable the option '**Enable Item Tag and Additional Attributes**'.
5. Select the total No. of columns required for the Serial No./IMEI No. and the additional attributes.
6. By default, the field '**Item Tag 1- Caption**' is pre-filled with '**Serial No./IMEI No.**'
7. Specify the caption for the additional attributes and click on '**OK**'.

The serial number parameters screen appears as below-



8. Click on '**Apply to database**' and exit from the screen.
9. Next, go to Catalogue > Serial no. configuration.
10. In the serial number configuration screen, under Item classification, select the product and the brand.
11. Tick on Applicable to configure the Serial No./IMEI No. and the additional attribute/s for the product.
12. Under serial No./IMEI No. column and the columns for the additional attributes, select whether they should appear in all transactions or specific transactions only. In case '**specific**' is selected, select the transactions in which it should appear. Also, tick on '**Mandatory**' for transactions in which the attribute should mandatorily appear.

The serial number configuration screen appears as below-

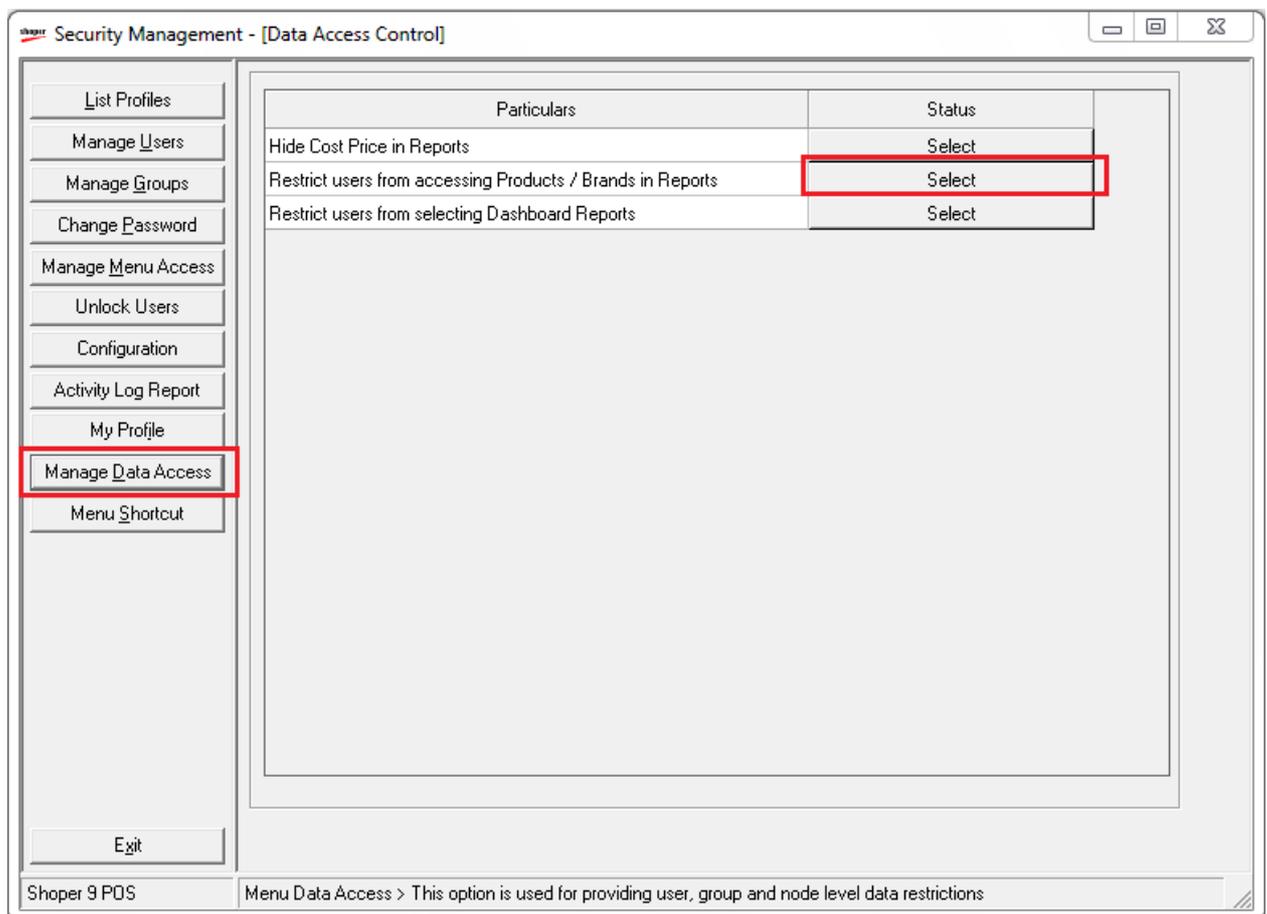
Serial Number Configuration						
Item Classification				Serial No./IMEI No.	Warranty period	
	Product	Brand	Applicable	Transactions	Transactions	
▶ 1	ACC	ACC	<input checked="" type="checkbox"/>	All	Specific	
* 2			<input checked="" type="checkbox"/>	All	Specific	

13. Click on 'OK' to save the details.

# I have to restrict users from accessing reports for particular items only. How can I do it?

To restrict users from accessing reports for particular items, follow the below mentioned steps-

- Go to **Setup > Supervisory Functions > Security Management** (in **Shoper POS**)/ **Security > Security Management-HO** (In **Shoper HO**).
- In the login screen, login with **Admin** credentials.
- In the **Security Management screen**, click on **Manage Data Access**. For the option '**Restrict users from accessing Products/Brands in reports**', click on '**Select**' under column '**Status**' as shown below-



- In the **Item Class Restriction screen** that opens, specify the **User ID** of the user for whom the security restrictions are to be configured
- Specify the **Company Code** of the company for which the security restriction should be applicable.

- f. In the column '**Classifications**' , select the classification to be shown.
- g. According to the classification selected, the list of sub-classifications appears.
- h. For the sub-classifications which should be allowed for the user, tick on '**Allowed**' .

The **Item Class Restriction screen** appears as shown below-

The screenshot shows the 'Item Class Restriction' dialog box. At the top, there are fields for User ID (super), User Name (super), Company Code (01), and Company Name (Shoper POS). Below this is a list of classifications on the left, with 'Product' selected. The main area is a table with columns for Code, Description, and Allowed. The 'Allowed' column has checkboxes, and the 'mob' row is checked. At the bottom, there are radio buttons for 'Select All' and 'Range', and 'Ok' and 'Cancel' buttons.

Classifications	Code	Description	Allowed
<input checked="" type="checkbox"/> Product	1 AC	AC	<input checked="" type="checkbox"/>
<input type="checkbox"/> Brand	2 Acc	Accessories	<input checked="" type="checkbox"/>
<input type="checkbox"/> Style	3 AV	AV	<input type="checkbox"/>
<input type="checkbox"/> Shade	4 DI	DI	<input type="checkbox"/>
<input type="checkbox"/> Size	5 FOC	FOC	<input type="checkbox"/>
<input type="checkbox"/> Fibre	6 GEAR	GEAR	<input type="checkbox"/>
<input type="checkbox"/> Finish	7 HA	HA	<input checked="" type="checkbox"/>
<input type="checkbox"/> Colour Base	8 mob	mobile	<input checked="" type="checkbox"/>
<input type="checkbox"/> Styling	9 Mobiles	Mobile Phones	<input type="checkbox"/>
<input type="checkbox"/> Usage	10 NPC	NPC	<input type="checkbox"/>
	11 NPCACC	NPACC	<input type="checkbox"/>
	12 TAB	TAB	<input type="checkbox"/>
	13 WIFI tabl	WIFI tabl	<input type="checkbox"/>
	14 WM	washing machine	<input type="checkbox"/>

- i. Click on **OK** and accept the screen. The user will not be able to access reports for the items which have been restricted.

## I want to bill from my POS location but goods need to be delivered from my warehouse. How can I do it?

To enable delivery of goods from warehouse while billing is done from the POS location

- a. Go to **Setup > General > System Parameters > Delivery Process**. Make the parameter '**Enable delivery from remote location**' as Yes.
- b. In the POS location, go to **Catalogue > HO Chain Stores** and provide the details of the warehouse location with the web URL.
- c. Similarly, in the warehouse location, go to **Catalogue > HO Chain Stores** and provide details of the POS location with the web URL.

With this configuration, billing can be done from the POS location and delivery can be processed from the warehouse.

# How can I extend the current consumer finance scheme by another 30 days?

To extend the current consumer finance scheme by another 30 days,

1. Go to **Catalogue > Payment Modes**
2. Click on Edit and select **Consumer Finance** .
3. Specify the **Payment Code**.
4. Under **Finance Scheme** tab, extend the **End Date** by another **30 days** and save the changes.

## Customer wants to return the stock which was delivered from warehouse. How can I, in POS location, account for it?

To account for return of goods which were delivered from warehouse,

1. Go to Sales > Billing > Return.
2. Specify the bill reference and the reason.
3. Click on 'load items' and specify the item details and the returned quantity.
4. Click on Return.

I have shared my web reports with other users previously. Now, I want to remove few users from the list. How can I do it?

To remove users from the list of users with whom reports have been shared,

- a. From the Menu, click on '**Manage**'
- b. **Untick** the users to be removed from the list.
- c. **Save** the changes.

# Error message, "The request failed with HTTP status 405-Method Not Allowed" displayed during login to Shoper Web Reports

The error message, "**The request failed with HTTP status 405-Method Not Allowed**" was displayed during login to Shoper Web Reports

## **Solution**

1. To enable HTTP activation, execute the following steps.
2. Go to controlpanel->programs and features
3. Select Turn Windows features on or off. The Windows Features window is displayed.
4. Expand/ open .NET Framework 4.5 Advanced Services
5. Select ASP.NET 4.5
6. Select HTTP Activation and Named Pipe Activation under WCF Services
7. Click OK

## Closing balance in Tally is not matching with Shoper HO. Why is this happening?

The reasons for mismatch between the closing balance in Tally and Shoper are

- Transactions deleted in Tally were not sent to Shoper HO
- There are post-dated transactions dated after the date of last entry. These post-dated transactions will not be sent to Shoper HO.

## I am not able to view flexible reports in Internet Explorer. Why?

Flexible reports are supported in **Internet Explorer version 9 and above (Standard mode)**. You can also view flexible reports in **Chrome (version 13 and above)**, **Firefox (version 12 and above)** and **Safari (version 5.1 and above)**.

# Why will updating to Shoper 9 HO Release 2.7 affect any customisations/integrations referring to DocQty and DocValue fields in IDTableExtd table?

## Cause

Two new fields TrnSign and StockSign are introduced in IDTableExtd table in Shoper 9 HO. These columns store the values +1 or -1 based on the type of transaction.

TrnSign – helpful for users to arrive at Net transaction-wise quantities and values.

StockSign – helpful for users to arrive at Closing Stock quantities and values.

Earlier, transaction quantities were saved with signs (+/-) in DocQty and DocValue fields in IDTableExtd table. Then, DocQty and DocValue values were displayed as negative in Flexible Reports, which was leading to confusion. To avoid such confusions, from Release 2.7, only positive quantities are stored in DocQty and DocValue columns. The columns TrnSign and StockSign can be used to correctly use the transaction quantity and value in computations.

## Solution

Solution Partners have to modify their customisations/integrations as specified in the below examples-

### Example 1:

If you want to calculate Net Sales Qty, use

```
SELECT SHOWROOMCODE,SUM(DOCQTY*TRNSIGN) FROM IDTABLEEXTD
WHERE DOCDATE BETWEEN '2014-05-01' AND '2014-05-31' AND TRNTYPE
IN (2100,1300,1600) GROUP BY SHOWROOMCODE
```

### Example 2:

If you want to calculate Total Adjustments, Inwards and Outwards Quantities, use

```
SELECT SHRM.Name AS [SHOWROOMNAME] , SUM( CASE WHEN IDTE.TrnType=3200 THEN
IDTE.DocQty * IDTE.StockSign ELSE 0 END ) AS [ADJUSTMENTS-QTY],
SUM( CASE WHEN IDTE.TrnType > 1000 AND IDTE.TrnType < 2000 THEN
IDTE.DocQty*IDTE.StockSign ELSE 0 END ) AS [INWARDS-QTY],
SUM( CASE WHEN IDTE.TrnType > 2000 AND IDTE.TrnType < 3000 THEN
(IDTE.DocQty*IDTE.StockSign) ELSE 0 END ) AS [OUTWARDS-QTY]
FROM IDTableExtd AS IDTE JOIN ShowroomMaster AS SHRM ON SHRM.ShowroomCode =
IDTE.ShowroomCode WHERE IDTE.DocDate BETWEEN '2014-05-01' AND '2014-05-31' GROUP
BY SHRM.Name
```

**Note:** Transaction Sign Behavior for all transaction types in Shoper 9 HO is as illustrated below

Shoper Transaction Signs and Behavior					
Tran. Type	Transaction Description	IDTable Field	IDTableExtd Fields' Signs		
Stock Coming In			DocQty	TrnSign	StockSign
1100	Purchase	PurRcpt	+	+	+
1200	Transfer In	MiscRcpt	+	+	+
1300	Sales Return	SaleRet	+	-	+
1400	Approval Return	MiscRcpt	+	-	+
1500	Miscellaneous Receipt	MiscRcpt	+	-	+
1600	Void Sales	SaleRet	+	-	+
1710	Void Purchase Return	PurRcpt	+	+	+
1720	Void Transfer Out	MiscRcpt	+	+	+
1730	Void Approval Issue	MiscRcpt	+	-	+
1740	Void Miscellaneous Issue	MiscRcpt	+	-	+
1170	Receipt Note	MiscRcpt	+	+	+
1171	Rejections Out (Purchase Returns)	PurRet	+	-	-
1900	Consumption for Inward	MiscRcpt	-	*	*
Stock Going Out					
2100	Sales	Cash/CreditSale	+	+	-
2200	Transfer Out	MiscLss	+	-	-
2300	Purchase Return	PurRet	+	-	-
2400	Approval Issue	MiscLss	+	+	-
2500	Miscellaneous Issue	MiscLss	+	+	-
2600	Void Sales Return	Cash/CreditSale	+	+	-
2710	Void Purchase	PurRet	+	-	-
2720	Void Transfer In	MiscLss	+	-	-
2730	Void Approval Return	MiscLss	+	+	-
2740	Void Miscellaneous Receipt	MiscLss	+	+	-
3100	Opening Stocks Loading	NA	NA	NA	NA
3200	Physical Stock Discrepancy Stock Adjustment Issue/Return	MiscRcpt/MiscLss	+	NA	NA
2170	Delivery Note	MiscLss	+	+	-
2171	Rejections In (Sales Returns)	SaleRet	+	-	+
2900	Consumption for Outward	MiscLss	-	*	*

**Note:** For Transaction type 1900 and 2900, '\*' symbol in TrnSign and StockSign fields denotes Opposite Sign of respective transaction types.

## I don't want to separately generate the Trip sheet. How can I avoid this?

If a separate trip sheet is not required, go to **Setup > System Parameters > Delivery Process** . Make the parameter '**Enable Trip Sheet**' as **No** .

# Stock out

Customer has rejected one of the items during delivery. We don't have any more stock of the same item currently. What needs to be done?

## Solution

When stock of an item is not currently available, the delivery can be rescheduled to a future date.

- If delivery status update is not enabled, the rescheduled delivery needs to be tracked offline.
- If delivery status update is enabled, update the delivery status details.

## To update delivery status details

1. Go to Sales>Delivery status update (Ensure that in system parameters>Delivery process, delivery status update is enabled)
2. Ensure that in Settings, column for 'Rescheduled qty' and 'Rescheduled date' have been selected.
3. Select the particular trip sheet using the filters provided.
4. Specify the details in 'Rescheduled qty' and 'Rescheduled date' field. If only part of the items have been rescheduled for delivery, update the delivered quantity and date also.

# How to configure a default value for free items billed

To configure a default value for free items billed,

1. Go to Menu > Setup > General > System Parameters
2. Select Billing under Categories
3. For the parameter '**Free items billed at value**', specify the value. By default, this parameter is set to A#Value, which allows the free items to be billed at Rs. 0. Modify the setting to **A#1**, to set the value of free items as Rs. 1 and as A#25 to set the value as Rs. 25.
4. Save the changes.

# Unable to download files and the error, 10060: No Internet Connection available

Unable to download files and the error, 10060: No Internet Connection available was displayed during synchronisation between Shoper 9 HO and Tally.

## **Cause**

The time zone did not match between Shoper 9 HO location and Tally location.

The time set at the Tally location was not matching with the time set at Shoper 9 HO location.

## **Solution**

Match the time settings and time zone with the configuration set at Shoper 9 HO.

## Why does any Shoper 9 HO Data Export customisation using the CZ100210.DLL fail if customer migrates SSV Phase 1 to Release 2.7 updation?

In Release 2.7 (available in SSV Phase 2.0 and 3.0), a table named ExtensionConfigInternal is introduced in Shoper 9 HO to store the details of custom DLLs for data export to Tally.ERP 9 using SSV solution.

Earlier, the custom DLL name CZ100210.DLL had been hardcoded for customisations and data export was calling only this DLL to export/update custom data. Now, partners can write separate/ additional C# DLLs and update appropriate details in ExtensionConfigInternal table. Then data export can call the new DLL as required.

For every custom DLL you create for data export, a record needs to be inserted in this table so that data export program can call the DLL.

### Solution:

In case there are existing customisations using CZ100210.DLL, run the following script in Shoper 9 HO application database.

```
INSERT INTO ExtensionConfigInternal
VALUES(14400,'TallyControllerExtension','CZ100210.TallyControllerExtension',1,'CZ100210.dll'
,1,NULL,NULL,NULL,NULL,NULL,NULL,NULL)
```

Values	Fields Name	Remarks
14400	Recid	Tally Internal
TallyControllerExtension	ProgramID	Tally Internal
CZ100210.TallyControllerExtension	EventID	Namespace.ClassName
1	SrNo	Customisation Serial Numbers
CZ100210.dll	DLLName	C# Custom DLL Name
1	ActiveFlag	1 – Active 0 – In-Active

# Why does Patch Updation fail when SQL Passwords are encrypted in Shoper 9 HO?

## Cause

The current Shoper 9 Live Updater cannot update the patches in Shoper 9 if SQL passwords are encrypted.

## Solution

To resolve the issue, follow the steps mentioned below-

1. Go to C:\ProgramData\Tally\Shoper9 (in Win 2003/Windows XP, the path is C:\Documents and Settings\All Users\Application Data\Tally\Shoper9)
2. Open ShoperHOSystem.Dat file and copy the encrypted password against PASSWORD to a new text file
3. Change the value against PASSWORD to the non-encrypted SQL password
4. Go to the security database (tshsysdb), VACompany table, change the password from encrypted form to plain text in both the columns DBPassWd and DBPassWd2
5. Update Release 2.7 patch
6. Once the patch is updated, encrypt the passwords by using the utility CreateShoperDatFile.EXE in the application folder

OR

7. Update ShoperHOSystem.Dat file manually by copying the encrypted password from the new text file and update the columns DBPassWd and DBPassWd2 in VACompany table in security database (tshsysdb) with the encrypted password from the new text file.

# How to define sales promotion with alternate price

The offer details in an item level offer can be defined based on quantity and rate conditions such as equal to, greater than, less than and rate range.

## **Scheme 1- Item level offer based on quantity**

Item level offer where offer details are defined based on quantity. For e.g. Buy 2 items and get 1 item free

To create item level offer with quantity range

Go to **Menu > Catalogue > Sales Promotions > Define**

The Sales Promotion Catalogue is displayed.

1. Click **Add** to start creating a sales promotion scheme
2. Enter the **code** and **description** of the scheme in the Code and Desc fields respectively.

**Note:** Copy From option can be used to copy details of the scheme such as **type of scheme**, **validity** and **product brand combination** from an existing scheme.

3. In the **Validity** section, select the start and end date of the scheme in **Start Date** and **End Date** fields respectively.

**Note:** Click **More** button to display the options for defining **priority**, **tax type**, **happy hours** and to select week days and specific customers to apply the scheme.

4. In the Sales Promotion Type section, click **Item Level Offers** (Buy X Get Y Free). From the expanded list, select Same Item.

**Code/Description**

Code: 001 Copy From ...  
 Desc.: 001

**Validity**

Start Date: 01/04/2014  
 End Date: 30/04/2014

**Sales Promotion Types**

- Item Level Discounts
- Item Level Offers (Buy X Get Y Free)
  - Same Item
  - Different Item
  - Bundle Offer
- Bill Level Discounts
- Bill Level Offers

**Buy Items**

All Items Load... Configure

Product	Brand	Style

**Offer Details**

Based on  Item Rate

Buy Group Details	Free Group Details
Item Quantity	Item Quantity

Offer Item  Lowest priced  Highest priced  Alternate priced

F2 - Browse, F4 - Delete Row, F6 - Copy Previous Row Save Cancel

Add View/Manage Exit

- In the **Buy Items** section, select or enter the **product code** in the Product field. Similarly, select or enter **Brand** and **Style codes**. Multiple Product and Brand combinations can be selected successively in the grid.
- In the **Offer Details** section, do not select the Item Rate check box. The current scheme being defined is based on only quantity.
- In the **Buy Group Details** column, enter the quantity of items to be billed and in the **Free Group Details**, enter the quantity of items offered free as per the scheme.
- In the **Offer Item section**, select the option **Alternate priced**.

**Note:** When Alternate Priced is selected as the Offer Item, then only one slab can be defined.

- Click **Save**. The scheme details will be saved and ready to be applied in billing starting from the validity date.

### Scheme 2- Item level offer based on Rate greater than condition

Item Level Offer for same items where offer details are defined based on Rate greater than condition. For e.g. Buy 3 items with price of each item more than Rs.2000 and get 2 items

free.

- Define scheme details as shown in the above scenario.
- In the Offer Details section, select the Item Rate check box and select Rate > (rate greater than) option in the drop down box.
- In the Buy Group Details column, enter the rate of the item in the Rate> column and quantity of items to be billed in the Quantity column
- In the Free Group Details, enter the quantity of items offered free as per the scheme.
- In the Offer Item section, select the option Alternate priced.

### Scheme 3- Item level offer based on rate equal to condition

Eg.- Buy 3 items each with worth Rs.2000 and get 2 items free.

**Sales Promotion Catalogue - Item Level Offers (Buy X Get Y Free) - Same Item**

**Code/Description**  
Code: 002 Copy From ...  
Desc: 002

**Validity**  
Start Date: 01/04/2014  
End Date: 15/04/2014

**Sales Promotion Types**  
 Item Level Discounts  
 Item Level Offers (Buy X Get Y Free)
 

- Same Item
- Different Item
- Bundle Offer

 Bill Level Discounts  
 Bill Level Offers

**Buy Items**  
 All Items  

Product	Brand	Style
MCS	TT	
MB	AH	

**Offer Details**  
Based on  Item Rate Rate =   

Buy Group Details		Free Group Details
Item Rate & Quantity		Item Quantity
Rate =	Quantity	
2000.00	3.00	2.00

Offer Item  Lowest priced  Highest priced  Alternate priced

F2 - Browse, F4 - Delete Row, F6 - Copy Previous Row

Add View/Manage Exit

### Scheme 4- Item level offer based on rate less than condition

E.g. - Buy 3 items with price of each item less than Rs. 3000 and get 2 items free.

Shoper Transaction Signs and Behavior					
Tran. Type	Transaction Description	IDTable Field	IDTableExtd Fields' Signs		
Stock Coming In			DocQty	TrnSign	StockSign
1100	Purchase	PurRcpt	+	+	+
1200	Transfer In	MiscRcpt	+	+	+
1300	Sales Return	SaleRet	+	-	+
1400	Approval Return	MiscRcpt	+	-	+
1500	Miscellaneous Receipt	MiscRcpt	+	-	+
1600	Void Sales	SaleRet	+	-	+
1710	Void Purchase Return	PurRcpt	+	+	+
1720	Void Transfer Out	MiscRcpt	+	+	+
1730	Void Approval Issue	MiscRcpt	+	-	+
1740	Void Miscellaneous Issue	MiscRcpt	+	-	+
1170	Receipt Note	MiscRcpt	+	+	+
1171	Rejections Out (Purchase Returns)	PurRet	+	-	-
1900	Consumption for Inward	MiscRcpt	-	*	*
Stock Going Out					
2100	Sales	Cash/CreditSale	+	+	-
2200	Transfer Out	MiscLss	+	-	-
2300	Purchase Return	PurRet	+	-	-
2400	Approval Issue	MiscLss	+	+	-
2500	Miscellaneous Issue	MiscLss	+	+	-
2600	Void Sales Return	Cash/CreditSale	+	+	-
2710	Void Purchase	PurRet	+	-	-
2720	Void Transfer In	MiscLss	+	-	-
2730	Void Approval Return	MiscLss	+	+	-
2740	Void Miscellaneous Receipt	MiscLss	+	+	-
3100	Opening Stocks Loading	NA	NA	NA	NA
3200	Physical Stock Discrepancy Stock Adjustment Issue/Return	MiscRcpt/MiscLss	+	NA	NA
2170	Delivery Note	MiscLss	+	+	-
2171	Rejections In (Sales Returns)	SaleRet	+	-	+
2900	Consumption for Outward	MiscLss	-	*	*

Scheme 5- Item level offer based on rate range

E.g. - Buy 3 items with price of each item greater than Rs. 2000 but less than Rs. 3000 and get 2 free.

Sales Promotion Catalogue - Item Level Offers (Buy X Get Y Free) - Same Item

**Code/Description**  
 Code: 005   
 Desc.: 005

**Validity**  
 Start Date: 01/05/2014  
 End Date: 30/05/2014

**Sales Promotion Types**  
 Item Level Discounts  
 Item Level Offers (Buy X Get Y Free)  
     Same Item  
     Different Item  
     Bundle Offer  
 Bill Level Discounts  
 Bill Level Offers

**Buy Items**  
 All Items

Product	Brand	Style
GF	CN	
GF	SS	

**Offer Details**  
 Based on:  Item Rate  Rate Range

Buy Group Details			Free Group Details
Item Rate & Quantity			Item Quantity
Rate >	Rate <=	Quantity	
2000.00	3000.00	3.00	2.00

Offer Item:  Lowest priced  Highest priced  Alternate priced

F2 - Browse, F4 - Delete Row, F6 - Copy Previous Row

# How to configure such that free items are mandatory in a bill

To configure such that free items are mandatorily added in a bill,

1. Go to Menu > Setup > General > System Parameters
2. Select Billing under Categories
3. For the parameter '**Free items mandatory in billing**', select 1- **Mandatory** .
4. Save the changes.

This ensures that free items are added to bill as per applicable offer schemes and does not allow to save the bill without the applicable free items.

## Receipt Note behavior in Shoper 9 HO

Earlier, **Receipt Note** transactions were not considered for SSV. From Release 2.7, these are considered. Receipt Note transaction values are stored in the columns **MiscRcptQty** and **MiscRcptVal** in **IDTable**. **Receipt Note** transaction **type 1170** and values are stored in **IDTableExtd**.

If the user prepares Receipt Notes in Tally.ERP 9 and then does the Purchase based on the Tracking number, then, the behaviour in Shoper 9 HO is:

- Will have both the trntypes (1170 and 1100) in IDTableExtd along with the Consumption entry transaction type (1900) with opposite sign of Purchase transaction type.

**For Example:**

Tally.ERP 9 Transactions				
Date	Transaction Type	Stock No.	Tracking No.	Qty.
01/10/2013	Receipt Note	10001	RN32	10
01/10/2013	Receipt Note	10001	RN35	10
02/10/2013	Purchase	10001	RN32	8
03/10/2013	Purchase	10001	RN35	8
04/10/2013	Purchase	10001	RN35	2

Sample Illustration of IDTableExtd data for the transactions explained in the table.

	ShowroomCode	TmType	TranDate	TmCtrlNo	DocNoPrefix	DocNo	DocQty	DocValue	TmSign	StockSign	TrackingNo	RefTmType	RefCtrlNo
1	N06	1170	2013-10-01 00:00:00	42	13	42	10	NULL	1	1	RN32	NULL	NULL
2	N06	1170	2013-10-01 00:00:00	47	14	47	10	NULL	1	1	RN35	NULL	NULL
3	N06	1100	2013-10-02 00:00:00	44	15	44	8	3200.96	1	1	RN32	NULL	NULL
4	N06	1900	2013-10-02 00:00:00	44	15	44	8	3200.96	-1	-1	RN32	1100	44
5	N06	1900	2013-10-03 00:00:00	49	17	49	8	3200.96	-1	-1	RN35	1100	49
6	N06	1100	2013-10-03 00:00:00	49	17	49	8	3200.96	1	1	RN35	NULL	NULL
7	N06	1100	2013-10-04 00:00:00	53	20	53	2	800.24	1	1	RN35	NULL	NULL
8	N06	1900	2013-10-04 00:00:00	53	20	53	2	800.24	-1	-1	RN35	1100	53

If the user prepares Receipt Notes in Tally.ERP 9 and then does the Purchase against same receipt note without tracking number (this leads to quantity mismatch in Tally.ERP 9), then, the behaviour in Shoper 9 HO is:

- Will have both the trntypes (1170 and 1100) in IDTableExtd, and will show similar quantity mismatch.

#### For Example:

Tally.ERP 9 Transactions				
Date	Transaction Type	Stock No.	Tracking No.	Qty.
01/04/2013	Receipt Note	10001		10
01/04/2013	Purchase	10001		10

Sample Illustration of IDTableExtd data for the transactions explained in the table.

	ShowroomCode	TmType	TranDate	TmCtrlNo	DocNoPrefix	DocNo	DocQty	DocValue	TmSign	StockSign	TrackingNo	RefTmType	RefCtrlNo
1	N08	1100	2013-04-01 00:00:00	5	2	5	10	1000.00	1	1	NULL	NULL	NULL
2	N08	1170	2013-04-01 00:00:00	4	3	4	10	NULL	1	1	NULL	NULL	NULL

Tally.ERP 9 Transactions				
Date	Transaction Type	Stock No.	Tracking No.	Qty.
01/10/2013	Receipt Note	10001	RN32	10
01/10/2013	Receipt Note	10001	RN35	10
02/10/2013	Purchase	10001	RN32	8
03/10/2013	Purchase	10001	RN35	8
04/10/2013	Purchase	10001	RN35	2

''  
''

# Rejections In and Rejections Out behavior in Shoper 9 HO

## Rejections In

If customers reject items, the rejected quantities are recorded as **Rejections In** transaction type in Tally.ERP 9. The same transaction is exported to the Principal location by using **TrnType 2171**. This data is loaded in **SaleRet** field of **IDTable** and **TrnType** field of **IDTableExtd** maintains +1/-1 in respective entries. Even though these transactions look like Inward entry, these are treated as a negative of Outward, so that total Outward value is reduced and shown in the reports.

In Tally.ERP 9, the user enters the tracking number and saves the transaction. In HO, data loading does not create any consumption entry for this transaction.

## Rejections Out

If the supplied materials are rejected by the company, then those are recorded as **Rejections Out** transaction type in Tally.ERP 9. The same transactions are exported to the Principal location by using **TrnType 1171**. This data is loaded in **PurcRet** field of **IDTable** and **TrnType** field of **IDTableExtd** maintains +1/-1 in respective entries. Even though these transactions look like Outward entry, these are treated as a negative of Inward, so that total Inward value is reduced and shown in the reports.

In Tally.ERP 9, the user enters the tracking number and saves the transaction. In HO, data loading does not create any consumption entry for this transaction.

## Shoper 9 Extensions related Genlookup Recids and Files for troubleshooting

Extensions	Genlookup Recids
Event	14400
Post Update	13000
PDT/Button	16000

Framework Files: **SHPRFW03.DLL** (Extension), **SR534700.DLL** and **SR533800.OCX** (For Post Update Extension)

# Why are custom programs present for bill level promo code lost focus event not executed when Sales Promotion Applicability is Manual?

In Release 2.7, if the Sales Promotion Applicability is set to Manual, any custom programs present for bill level promo code lost focus event are not executed on pressing F6.

## Cause

If any item level promos are available on selecting F6, **Bill level custom program will not fire by default**.

If any item level promos are not available on selecting F6, **Bill level custom program will fire**.

## Solution

To resolve the issue, do the following step:

Once user selects "**F6**", then Focus will be in Bill level promo, again user has to select item level promo and then click bill level promo button to execute the event extension (Bill level promo event's custom program).

**Note:** This will be applicable only in Release 2.7.

# While opening analysis reports, error "Font Arial does not support Regular" appears

While opening analysis reports, error "**Font Arial does not support Regular**" appears.

## Reason

1. Font Arial is corrupted. This issue occurs in some of the Windows 7 HP machines.
2. Font Arial is not installed in the system. (Check in Control panel->Fonts)

## Solution

For Problem 1: Download the Microsoft fix from the following link.

<http://www.microsoft.com/en-us/download/details.aspx?id=16083>

For Problem 2: Download the font and install from Microsoft typography site.

<http://www.microsoft.com/typography/default.aspx>

# Shoper 9 POS installation hangs in Windows 8/8.1/2012 R2 Operating Systems

## **Cause**

During the Pre-requisites installation, Mdac (Microsoft Data Access components) is causing the issue

## **Solution:**

From the Task manager, kill Mdac and proceed further.

# What are the events enabled in Release 2.7 for customisations?

Below mentioned events are enabled in various modules in Release 2.7. User can write extensions for these modules and such that custom program can read and validate the required data from these events.

1. Item Identification
2. Trip Sheet
3. Delivery Status Updation

## **Item Identification**

Identification module is helpful in identifying the stock item that is set for door delivery. If the billing and delivery is done by the same store, then, identification of the item has to be done by the store during delivery process after the bill is made. If the billing is done at the store and the delivery is made by a service location, then the identification has to be done by the service location. Transaction Type code for this transaction is 8300.

Following events are enabled in Item Identification:

- AfterTransactionSave
- StockNoPreLostFocus
- StockNoPostLostFocus
- RefPrefixAndNoPreLostFocus
- RefPrefixAndNoPostLostFocus
- QtyPreLostFocus
- QtyPostLostFocus

## **AfterTransactionSave**

This event will be executed after saving the Item Identification module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- CommandLine
- CompanyCode
- DocNo

- DocNoPrefix
- Environment
- Operations
- ProductType
- ShoperDate
- StrConnection
- TableNameDtls (Item Identification detail table, this table will create dynamically, user can read the Bill, Item, Item Identification and Showroom Information)
- TableNameHdr(Item Identification Header table, this table will create dynamically, user can read the Bill, Item, Item Identification and Showroom Information)
- TableNameItemTagDtls(Item Identification Serial number info table, this table will create dynamically, user can read serial number information along with the Stock No; Stock number info can be got from TableNameDtls table)
- TrnCtrlNo
- TrnType
- UserId

### **RefPrefixAndNoPreLostFocus**

This event will be executed before shifting the focus from the Reference Prefix and Document Number in the Item Identification module. In this event user can get the below values, and use it for other custom validation purpose.

#### Object Data:

- Action
- ConnString
- RefPrefixAndNo
- ShoperDate
- TrnType
- UserId

### **RefPrefixAndNoPostLostFocus**

This event will be executed after shifting the focus from the Reference Prefix and Document

Number in the Item Identification module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- Action
- ConnString
- RefPrefixAndNo
- ShoperDate
- TrnType
- UserId

**StockNoPreLostFocus**

This event will be executed before shifting the focus from the Stock Number field in the Item Identification module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- Action
- ConnString
- DocNo
- DocNoPrefix
- RefPrefixAndNo
- ShoperDate
- ShowroomCode
- StockNo
- TrnType
- UserId

**Note:** This event will be executed when invoice has 2 or more stock numbers

**StockNoPostLostFocus**

This event will be executed after shifting the focus from Stock Number in the Item

Identification module. In this event, user can get the below values and use it for other custom validation purpose.

Object Data:

- Action
- ConnString
- DocNo
- DocNoPrefix
- RefPrefixAndNo
- ShoperDate
- ShowroomCode
- StockNo
- TrnType
- UserId

**Note:** This event will be executed when invoice has 2 or more stock numbers

**QtyPreLostFocus**

This event will be executed before shifting the focus from Quantity in the Item Identification module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- Action
- ConnString
- DocNo
- DocPrefix
- LocationCD
- Qty
- RefPrefixAndNo
- ShoperDate
- ShowroomCode

- StockNo
- TrnType
- UserId

### **QtyPostLostFocus**

This event will be executed after shifting the focus from Quantity in the Item Identification module. In this event user can get the below values, and use it for other custom validation purpose.

#### Object Data:

- Action
- ConnString
- DocNo
- DocPrefix
- LocationCD
- Qty
- RefPrefixAndNo
- ShoperDate
- ShowroomCode
- StockNo
- TrnType and UserId

### **Item Identification Void**

Item Identification void will be helpful for the users to delete any unwanted/wrong Item Identification document numbers. Transaction Type code for this transaction is 8500.

Following event is enabled in Item Identification:

### **AfterTransactionSave**

This event will be executed after saving the Item Identification void module. In this event, user can get the below values, and use it for other custom validation purpose.

#### Object Data:

- CommandLine
- CompanyCode

- DocNo
- DocNoPrefix
- Environment
- Operations
- ProductType
- ShoperDate
- StrConnection
- TableNameDtIs (Item Identification cancelled detail table, this table will create dynamically, user can read the Bill, Item, Item Identification and Showroom Information)
- TableNameHdr(Item Identification cancelled Header table, this table will create dynamically, user can read the Bill, Item, Item Identification and Showroom Information)
- TableNameItemTagDtIs (Item Identification cancelled Serial number info table, this table will create dynamically, user can read serial number information along with the StockNo; Stock number info can be got from TableNameDtIs table)
- TrnCtrlNo
- TrnType
- VoidDocNo
- VoidDocNoPrefix
- Void TrnCtrlNo
- Void TrnType
- UserId

### **Delivery Status Update**

Delivery Status Update module provides information on the status of the items that are to be delivered to the door of the customer. It provides information on pending, delivered, rescheduled and rejected deliveries.

Following event is enabled in Item Identification:

#### **BeforeTransactionSave**

This event will be executed before saving the Delivery Status Update module. In this event,

user can get the below values, and use it for other custom validation purpose.

Object Data:

- CommandLine
- Environment
- ProductType
- ShoperDate
- StrConnection
- UserId

### **Trip Sheet**

Trip Sheet module is used to create and print the trip sheet for door delivery of stock items to customers from the store or remote locations. Transaction Type code for this transaction is 8400.

Following event is enabled in Item Identification:

### **AfterTransactionSave**

This event will be executed after saving the Trip Sheet module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- CommandLine
- DocNo
- DocNoPrefix
- Environment
- Operations
- ProductType
- ShoperDate
- StrConnection
- TableNameDtls (Trip Sheet detail table, this table will create dynamically, user can read the Trip Sheet, Transporter and Total number of Line Items Information)
- TableNameHdr(Trip Sheet detail table, this table will create dynamically, user can read the Trip Sheet, Item Identification and Item Identification control number Information)

- TrnCtrlNo
- TrnType
- UserId

### **Consumer Finance in Sales**

Consumer Finance catalogue is provided in Shoper 9 POS Release 2.7, and if the user is going to select the payment as Consumer Finance, then, a small window will appear. In that window, user will have the option to provide Approval code, which will be provided by the Finance Company.

Following events are enabled in Item Identification:

ApprovalCodePreLostFocus

ApprovalCodePostLostFocus

#### **ApprovalCodePreLostFocus**

This event will be executed before shifting the focus from the Approval Code in the Consumer Finance screen in billing module. In this event, user can get the below values, and use it for other custom validation purpose.

##### Object Data:

- ApprovalCode
- BillValue
- Environment
- NoofInstallment
- ProductType
- SchemeAmount
- SchemeName
- ShoperDate
- StrConnection
- UserId

#### **ApprovalCodePostLostFocus**

This event will be executed after shifting the focus from the Approval Code in the Consumer Finance screen in billing module. In this event, user can get the below values, and use it for other custom validation purpose.

Object Data:

- ApprovalCode
- BillValue
- Environment
- NoofInstallment
- ProductType
- SchemeAmount
- SchemeName
- ShoperDate
- StrConnection
- UserId

**Tally Interface**

From Shoper 9, complete account information is posted to Tally.ERP 9. Till date, there were no event based extensions enabled in this module, which would allow any partner to develop customised solutions. In Release 2.7, below events are enabled.

Following events are enabled in Item Identification:

- Pre\_SendToTally
- Post\_SendToTally

**Pre\_SendToTally**

This event will be executed just before sending data to Tally.ERP 9. Custom program can access the complete XML which will be sent to Tally.ERP 9, add/modify/delete the XML data and return the modified XML to main program. Tally Interface will send the modified data to Tally.ERP 9.

Main program will pass the following values bundled in an object as other programs do:

- AppConnectionString (DB Connection)
- SharedPath (Shoper Shared Path)
- ShoperDate (Shoper Date)
- TallyReqXML(Generated XML from Shoper to Tally)
- UserID (Shoper Logged in User ID)

**Post\_SendToTally**

This event will be executed after receiving the response from Tally Interface, which will provide below Object data to Custom Programs for other validations:

- AppConnectionString (DB Connection)
- SharedPath (Shoper Shared Path)
- ShoperDate (Shoper Date)
- TallyReqXML(Generated XML from Shoper to Tally)
- TallyRespXML (XML response from Tally)
- UserID (Shoper Logged in User ID)

# Delivery Note behavior in Shoper 9 HO

Earlier, Delivery Note transactions were not considered for SSV. From Release 2.7, these are considered.

If the user prepares **Delivery Note** in Tally.ERP 9 and then does the Sales based on the Tracking number, then the behaviour in Shoper 9 HO is:

1. Will have both the trntypes (2170 and 2100) in **IDTableExtd** along with the Consumption entry transaction type (2900) with opposite sign of Sales transaction type.

## For Example:

Tally.ERP 9 Transactions				
Date	Transaction Type	Stock No.	Tracking No.	Qty.
16/07/2013	Delivery Note	10001	DN1	10
17/07/2013	Sales	10001	DN1	10
18/07/2013	Delivery Note	10001	DN2	10
19/07/2013	Sales	10001	DN2	8

Sample Illustration of **IDTableExtd** data for the transactions explained in the table.

	ShowroomCode	TmType	TranDate	TmCtrlNo	DocNoPrefix	DocNo	DocQty	DocValue	TmSign	StockSign	TrackingNo	RefTmType	RefCtrlNo
1	N06	2170	2013-07-16 00:00:00	26	1	26	10	NULL	1	-1	DN1	NULL	NULL
2	N06	2900	2013-07-17 00:00:00	27	1	27	10	25000.00	-1	1	DN1	2100	27
3	N06	2100	2013-07-17 00:00:00	27	1	27	10	25000.00	1	-1	DN1	NULL	NULL
4	N06	2170	2013-07-18 00:00:00	29	2	29	10	NULL	1	-1	DN2	NULL	NULL
5	N06	2100	2013-07-19 00:00:00	30	2	30	8	22408.00	1	-1	DN2	NULL	NULL
6	N06	2900	2013-07-19 00:00:00	30	2	30	8	22408.00	-1	1	DN2	2100	30

If the user prepares Delivery Note in Tally.ERP 9 and then does the Sales without Tracking number (this leads to quantity mismatch in Tally.ERP 9), then, the behaviour in Shoper 9 HO is:

2. Will have both the trntypes (2170 and 2100) in IDTableExtd, and will show similar quantity mismatch.

**For Example:**

Tally.ERP 9 Transactions				
Date	Transaction Type	Stock No.	Tracking No.	Qty.
01/04/2013	Delivery Note	10001		10
03/04/2013	Sales	10001		10

Sample Illustration of **IDTableExtd** data for the transactions explained in the table.

	ShowroomCode	TmType	TranDate	TmCtrlNo	DocNoPrefix	DocNo	DocQty	DocValue	TmSign	StockSign	TrackingNo	RefTmType	RefCtrlNo
1	ED1	2100	2013-04-03 00:00:00	7	2	7	10	1000.00	1	-1	NULL	NULL	NULL
2	ED1	2170	2013-04-01 00:00:00	2	1	2	10	NULL	1	-1	NULL	NULL	NULL

Cursor is not coming to Customer field automatically after saving a bill. What is the solution for this?

The work around solution for this is that if customer is using only one type of bill (Cash or Credit), **disable the unused bill type**.

# C drive space (Size) is becoming full,IIS configuration for log files

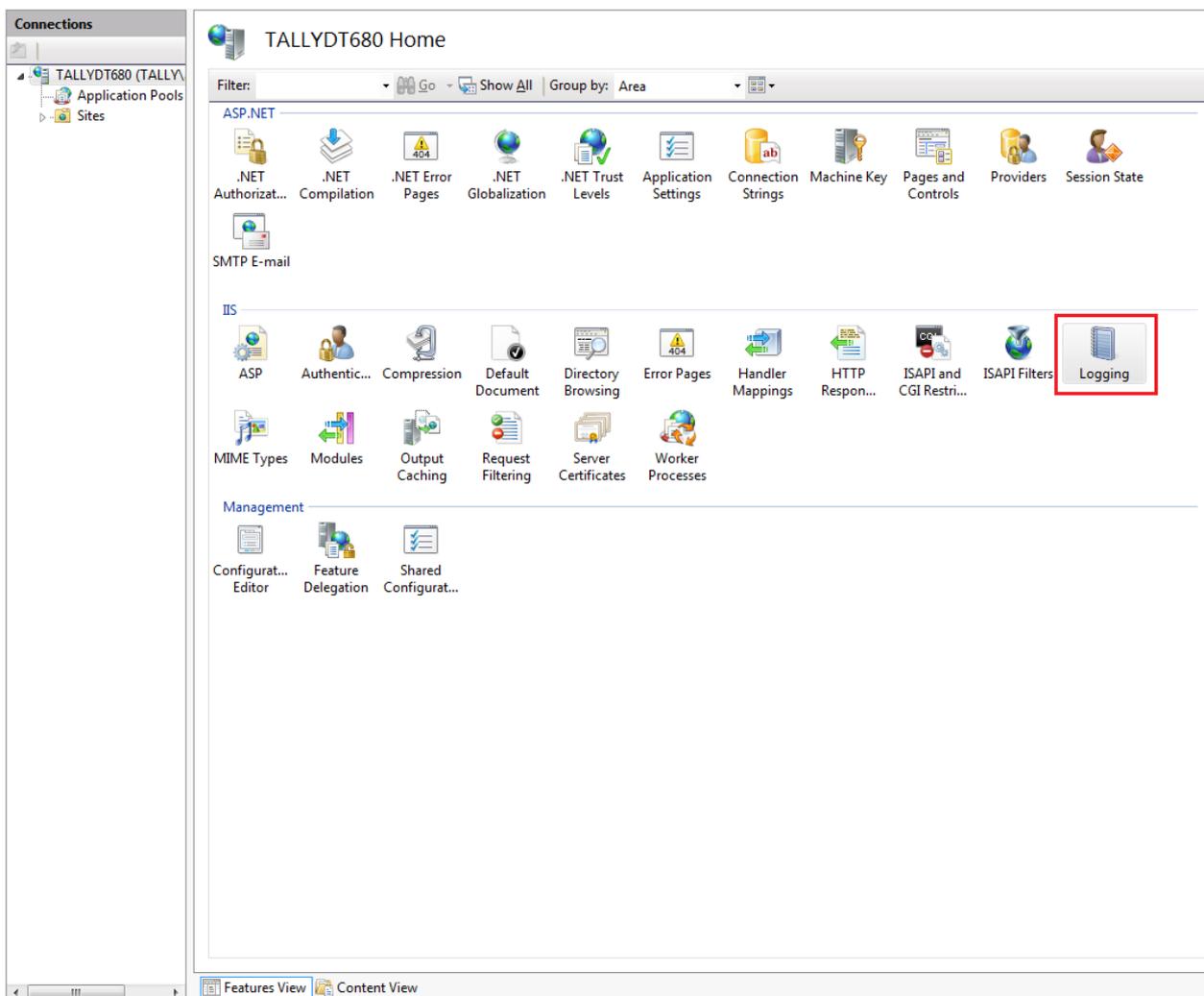
If Shoper 9 HO customers are using Web/Flexible Reports, and under IIS, logging is enabled, then, IIS will write the log of complete web service activities in C:\inetpub\logs\LogFiles\W3SVC1 folder. This is a reason why C drive space becomes full.

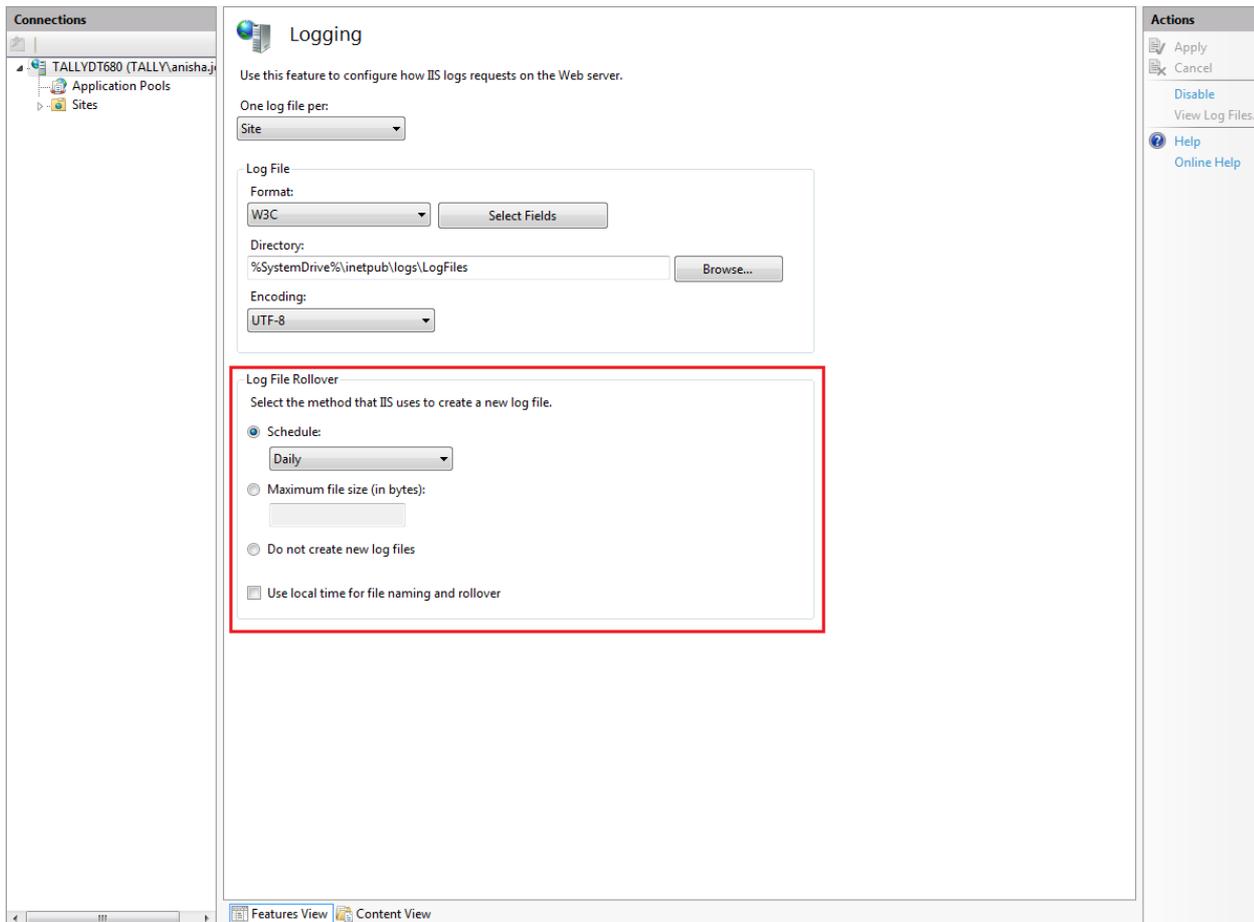
## Solution:

Delete all older Log Files from the C:\inetpub\logs\LogFiles\W3SVC1 folder and then inform to the customer to control the log files and sizes from Internet Information Service (IIS) Manager.

Sample File Name: u\_ex140618.log

How to Reach and Control Log Files: Go to IIS Manager > Logging.





From Logging Screen, user can decide:

1. Whether files should be created on Daily, Hourly, Weekly or Monthly Basis.
2. What can be the Maximum size of each Log File.
3. Whether IIS should write Log Files or not by disabling the settings.

**Note:** After enabling/disabling Logging, user has to stop and restart the IIS.

For More Reference, go to the below Microsoft article:

[http://technet.microsoft.com/en-us/library/cc754631\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc754631(WS.10).aspx)

Doc Remarks in billing doesn't get saved if Promo applicability is set to Auto mode.  
What is the solution for this?

The workaround solution for this is to disable the '**Apply New Sales Promotion**' parameter.

# Patch Updation fails if Shoper 9 HO/POS is installed in SQL Windows authentication

Data Loading at Shoper 9 HO for SSV fails if Shoper 9 HO is installed in SQL Windows authentication

## Cause

Bug in the Live Updater

Bug in Data Loading for SSV

## Solution:

Make the Shoper 9 as SQL authentication by updating the SQL user name and passwords in Regedit, ShoperHOSystem.Dat / ShoperPOSSystem.Dat file and VaCompany table in security database (tshsysdb/tshsysdb9) and do the updation

Steps:

1. Go to regedit > KHEY\_LOCAL\_MACHINE > Software > Shoper > POS/ ENTERPRISE
  - Change the Value Data of PASSWORD with 'admin123' (SQL password)
  - Change the Value Data of USER-INF1 with 'tshsysdb;sa/' 'tspsysdb9;sa' (SQL user ID)
  - Change the Value Data of USER-INF2 with ';sa' (SQL user ID)
  - Go to C:ProgramDataTallyShoper9 (in Win 2003/Windows XP the path is C:Documents and SettingsAll UsersApplication DataTallyShoper9)
2. Open ShoperHOSystem.Dat/ ShoperPOSSystem.Dat file
  - Change the Value of PASSWORD with 'admin123' (SQL password)
  - Change the Value of USER-INF1 with 'tshsysdb;sa/' 'tspsysdb9;sa' (SQL user ID)
  - Change the Value of USER-INF2 with 'sa' (SQL user ID)
  - Change the Value of SQLWINDOWSAUTH as 'False' and
  - Save the file
3. Open management Studio > Go to Security database (tshsysdb/tshsysdb9), open the table VaCopmay and change/update the below columns with the respective values:
  - DbPassWd and DbPassWd2 as 'admin123'(SQL Password)
  - DbUserName and DbUserName2 as 'sa' (SQL user ID)
  - WindowsAuthDb and WindowsAuthDb2 as 'NULL'(Instead of 'Y' to update as 'N' or NULL)

**Note:** If customer wants to revert to Windows authentication, then, delete all the above mentioned areas and update with blanks in the VaCopmany table. But update the SQLWINDOWSAUTH as True in DAT file and update WindowsAuthDb and WindowsAuthDb2 as 'Y' in Vacompany table.

## 'Free Items Billed at Value' is not working in case of Bill level offer on Free item

The parameter 'Free Items Billed at Value' is not working in case of Bill level offer on Free item. What is the solution for this?

### **Solution**

The workaround solution for this is to **disable** the '**Apply New Sales Promotion**' parameter.

# Error message, "Primary key violation" displayed during M File data loading in Shoper9 HO

Error '**Primary key violation**' during M File data loading in Shoper9 HO

## **Reason**

If Stock Numbers are duplicated in the IM file (Two stock names with the same stock number in Tally)

## **Solution**

This may occur due to the following steps being executed at Shoper9 HO:-

1. Create Item with Stock No: 000001 and Item name: Item 1, export to Tally.
2. Delete Stock No: 000001 from item master in Shoper9 HO by back-end operations.
3. Create Stock No: 000001 and Item name: Item 2, export to Tally.

This will result in two items (Item 1 & Item 2) with the same Stock No. i.e. 000001. If the distributor continues creating transactions with both the items, the IM file will contain opening balances of both these items with the same Stock Number.

# Transaction Mapping between Tally.ERP 9 and Shoper

Following table illustrated the transaction mapping between Shoper and Tally.

Transactions in Tally.ERP 9	Transactions in Shoper 9 HO	TrnType	Remarks
<b>In Bound Transaction</b>			
Purchase	Purchase	1100	
Stock Journal In	Transfer In	1200	
Credit Note	Sales Return	1300	
Physical Stock In Journal In Payment Material In Inwards Material Out Inwards	Misc Receipt	1500	
Receipt Note	Receipt Note	1170	
Rejections Out	Rejections Out	1171	
	Consumption entry for Inward	1900	For all transactions with Tracking No. and <b>TrnType</b> other than 1170 and 1171
<b>Out Bound Transactions</b>			
Sales	Sales	2100	
Stock Journal Out	Transfer Out	2200	
Debit Note	Purchase Return	2300	
Physical Stock Out Journal Out Receipt Material In Outwards Material Out Outwards	Misc Issue	2500	
Delivery Note	Delivery Note	2170	
Rejections In	Rejections In	2171	
	Consumption entry for Outward	2900	For all transactions with Tracking No. and <b>TrnType</b> other than 2170 and 2171

While making a Transfer Out transaction, I am not able to scan more than 31 item entries. What is the solution for this?

The work around for this issue is to use Packing Slip and then recall it in the Transfer Out transaction.

## What is the Function name and arguments for PDT/Button Extension in Shoper 9?

PDT/Import extensions allow the customer or partner to enable a new command button control, disable the existing default command button controls, or both. Using PDT/Import extensions, the user can decide when to activate an extension, unlike an event based extension, which is activated upon the happening of an event, such as a mouse click. Any number of new command button controls may be added.

Default Function Name and arguments in PDT/Button extensions,

**Public Function PDTFile(StrExeName As String, StrConString As String, StrCmdLine As String, StrTrnType As String, StrFileFormat As String, StrDelim As String, StrExtraParam As String) As String**

Argument	Value	Remarks
StrExeName	EXE Name	EXE name
StrConString	Connection String	If you want to link it to the Shoper DB
StrCmdLine	Command Line	Command line arguments to call the main program
StrTrnType	TrnType	Transaction type, e.g., 2100 for sales, 1100 for purchase
StrFileFormat	File Format	GenLookUp Recid = 16000 Code = ExtNo+06
StrDelim	Delimiter	Delimiter
StrExtraParam	Parameter	GenLookUp Recid = 16000 Code = ExtNo+07

**Sample Code in C#:**

```

using System;
using System.Collections.Generic;
using System.Text;
using System.Runtime.InteropServices;
using System.Windows.Forms;
namespace PDTExtension
{
    [ClassInterface(ClassInterfaceType.AutoDual)]
    public class Class1
    {
        private int _gridLockFlag;

        public int GridLockFlag
        {
            get { return _gridLockFlag; }
            set { _gridLockFlag = value; }
        }

        public string PDFile(String StrExeName, String StrConString, String StrCmdLine, String StrTrnType, String StrFileFormat, String StrDelim, String StrExtraParam)
        {
            string returnString = "";
            _gridLockFlag = 1;
            try
            {
                OpenFileDialog _open = new OpenFileDialog();
                _open.ShowDialog();
                returnString=_open.FileName;
            }
            catch (Exception ex)
            {
                MessageBox.Show(ex.Message.ToString());
            }

            return returnString;
        }
    }
}

```

**Note:**

1. Public Function PDFile(StrExeName As String, StrConString As String, StrCmdLine As String, StrTrnType As String, StrFileFormat As String, StrDelim As String, StrExtraParam As String) As String
2. This sample will be illustrated to solution partners to import stock numbers in the transaction grid

# List of available events for customizing Data Export in Shoper 9 HO for SSV

TallyControllerEventManager:

Provides following events for customizing data export-

## **EnterProcess:**

Enter process gets invoked at the start of data export process. Once Export for a selected showroom starts, this event can be used to customize it. Various data pre-processing can be carried out here and custom XML generation can also be performed here for custom table. Using `XmlFileBuilder.GenerateFile(inputXmlString)` function, a custom file can be created. File size is taken care of by TallyController itself.

## **EnterStockItemXml:**

EnterStockItemXml gets invoked at the point when stockitem xml starts getting generated. This Event can be used for editing stock item level information like pricing, item description, etc. Any modification done in stock item will reflect in xml generated by data export.

## **OPXmlClosing:**

OPXmlClosing event gets invoked just before performing closing of Optional Purchase XML, just before appending final closing tag in XML. You can use this event for modifying Optional purchase voucher.

## **StockItemXmlClosing:**

StockItemClosing gets invoked just before performing closing of Stock Item XML I.e. final XML closing tag is not yet included. You can do all XML modification for Stock item here.

## **StockItemXmlClosed:**

StockItemClosed gets invoked immediately after StockItem XML gets generated. You can use this event to perform additional operations based on Stock Item information. Please avoid doing any modification in Stock Item XML here. Instead, use closing event.

## **LeaveProcess:**

Leave Process gets invoked just before completion of data export process. If you require to perform any validation or attach any custom file, this event is the suitable one. Here, you will get all xml files created by data export.

Flexible Reports are allowing deactivated users to login when they try multiple times. What is the solution for this?

The workaround solutions for this issue are:

**Option 1:** Delete the user from backend.

**Option 2:** Remove the Data Access rights of the user. Even if the user logs in, he will not be able to generate any reports.

## Shoper Manager fails to open if only HO is available in the Machine. What is the solution for this?

Shoper 9 POS installation hangs in Windows 8/8.1/2012 R2 Operating Systems since manager fails to install.

This is a rare case, wherein, Shoper POS was installed earlier in the Machine and removed. The work around for this issue is to create a dummy POS DAT file by copy pasting HO file and renaming it.

After doing Manual Sync, when I'm clicking on View Data, error "RTE Invalid key" is showing

This issue occurs when the HO code is only in numbers. To solve this issue, a separate EXE is available.

# Prerequisites to develop Flexible Custom Reports in Shoper 9 HO

## **System**

- IIS 7 or above
- SQL 2008 or above
- Windows 7 or above

## **Programming**

- Functional knowledge of Shoper 9 HO
- Knowledge of T-SQL and Stored Procedure
- Knowledge of C#.NET programming

# Best Practices to write queries in custom programs

If any **customisation** contains statements like **INSERT INTO CUSTOMTABLE SELECT \* FROM IDTABLEEXTD** , the execution of code will fail as the structure of **IDTABLEEXTD** has been modified whereas the **CUSTOMTABLE** structure is not modified. In such cases, the code needs to be modified with the appropriate column names. Instead of **"SELECT \*"** use **SELECT** <list of column names as in **CUSTOMTABLE** > in insertion query statements.

## For Example:

```
INSERT INTO [ExtensionConfigInternal]
([RecId],[ProgramId],[EventId],[SrlNo],[DLLName],[ActiveFlag]) VALUES
(14400,'TallyControllerExtension','CZ100210.TallyControllerExtension',1,'CZ100210.dll',1)
```

# Item Tag details are not coming in Analysis Reports. How can I get the same?

To get Item Tag details in Analysis reports, customise the required report.

## Sales Return is not considering Exclusive tax when Promo with Tax Exclusive (Override Itemmaster) is applied

As a workaround to this issue, disable the '**Apply New Sales Promotion**' parameter.

In Replication Reports> Attribute + size wise & Item-wise Sales Returns, I'm getting the error 'one or more of its dependencies version is wrong'. What is the solution for this?

To solve this issue, update the Version info correctly in Vaver table.

In Replication Report>Sale>Bill wise items, I'm getting the error "RTE:13, type mismatch". What is the solution for this?

The data needs to be analysed to fix this issue.

## Import Inwards to Outwards issue if stock number are more than 32

In release 2.7, while making an Import inward to outward transaction for more than 32 Stock Numbers, I'm getting an error 'Invalid stock Numbers'.

### **Solution**

If the number of line items is between 32 and 38, then this error comes. Hence, it is suggested to use more than 38 line items or less than 32 line items.

# Expected Transaction details are billed for entered prefix and Doc Number

After deleting a Stock No. from an existing sales order document, when I'm editing the same sales order document, it gives an error: Expected Transaction details are billed for entered prefix and Doc Number. How can I resolve this issue?

## **Solution**

To solve this issue, when you want to edit a Sales Order, delete and re-create it.

## In Sale Return, Deduction amount is not showing while returning a bill

As a workaround for this issue, return without bill reference can be done.

In Setup, parameter settings are not getting retained if we select some other category

To solve this issue,

**Option 1:** Save the setting in the current category and then move to another category

**Option 2:** Put all parameters under one category

# Schedule backup is not working since task is not getting created

As a workaround to solve this issue, manually create the Backup task from Windows tasks

Buy X get Y promo is not working if L.S.Q of item is less than 1 and promo is created based on quantity

Currently, there is no solution for this issue.

# Run-time error '-2147024770 (8007007e) ': Automation error the specified module could not be found While Opening Physical Stock Management Menu

## **Cause**

Some Dll files will be missing in Shoper9 application folder

## **Solution**

Re-update the patches from **143** build.

Error in posting the data from Shoper9 to Tally.ERP 9 Critical error. Contact Shoper support. Error No: -2147217900 Error : Invalid column name 'isGSTLedger'.

**Cause**

The column "isGSTLedger" will not be missing from TallyMasterInfo table

**Solution**

1. Take the database backup from **Housekeeping** > **Backup** .
2. Open **SQL management studio** > **New Query** > select **Shoper9 database** .
3. Copy paste the query and **Execute** .  
**truncate table tallymasterinfo**
4. Re-update the patches from **143** build
5. Create a new Tally interface mapping & then post the data.

# GST is Calculated for Transfers

For inter-store Transfer In/Transfer Out transactions between local chain stores, GST is getting calculated.

## Cause

Different GSTINs are entered for different stores. Hence the transactions are treated as between different businesses.

## Solution

- Update the Chain store details as shown (**System Parameters > Setup > Goods and Services Taxpayer Identification Number (GSTIN)**).

The screenshot shows the 'Chainstore Details' dialog box with the following data:

Section	Field	Value
Chainstore Name & Address	HO/Store Code	DAS
	HO/Store Name	DAS
	Address	
	Locality	
	City	
	State	KARNATAKA
	Country	
Phone & Email	Office	
	Home	
	Mobile	
Transaction Allowed	Goods Inward	<input checked="" type="checkbox"/>
	Goods Outward	<input checked="" type="checkbox"/>
TIN / GSTIN Details	TIN / GSTIN	29AJXPB4525F2Z0
	CST Number	
Type	Store Type	Retail Store
	Tax Type	Local -Chain Stores

Location Creation window is not allowing to give more than 3 characters in the Comp Code field if the Clear button is used to clear the details

As a workaround to solve this issue, use "**Quick Create**" menu.

In Report Scheduler, Reports are not exporting in scheduled time in case of SMTP communication mode

To solve this issue, use Web reports in case of HO.

# Enable/Disable (Exchange) option in Return Exchange Billing

## Solution

1. Open **SQL management studio** > Click on **New Query** > Select **Shoper9 database** > **Execute the query (update sysparamextd set fixed='variable' where Id='00502A' )**
2. Click on **Setup** > **General** > **System parameters** > **Billing** > Allowed Transactions in Bill Returns.
3. Select all the options as (**1- Enable**) > **Save** > Apply to database.

The screenshot displays the 'Sales Return without Reference' window in the Shoper 9 application. The window title is 'Invoice Open for 30/05/2012 - CTD'. The interface includes a menu bar with options like 'New', 'Void', 'Return', 'Print', 'Payed', and 'After Print'. The main area shows 'Bill Type' set to 'Product', 'Credit', 'CTDCR12', and '9'. There are fields for 'Customer' and 'Sales Staff'. A large table with 12 rows and 14 columns is visible, with headers: S No., Stock No., Item Description, Sales Ref, Rate, Sold Qty, Returned, Cur Rtn, Value, Disc Code, Disc %, Disc Amt, Total, Sales Staff, and ReasonCd. Below the table, there are sections for 'Transporter Details', 'Payment Details', and 'Add Ons And Deductions'. At the bottom, there are buttons for 'Exchange' and 'Return', and a summary bar with fields for 'No. of Items', 'Total Qty.', 'Sales Value', 'Item Lvl. Discount', 'Bill Discount', 'Total Tax', 'Total Addons', 'Total Deductions', and 'Net Amount'.

In Cash Report, even though credit note is redeemed, balance is showing in credit note status report. What is the solution for this?

The issue needs to be investigated. This issue was occurring in older releases of Shoper. If customer is on an older release, bring him to the latest release.

## Message: Application DB not found

This error appears when updating the patch for GST.

### **Cause**

There is a folder named **TS9GST** exists in the C drive.

### **Solution**

Delete the folder named **TS9GST** from C drive, and update the patch.

# Message: Run-time error '9' Subscript out of range

This error occurs in Shoper 9 HO while cataloging Sales Tax.

## **Cause**

This is due to corruption of the sales tax catalogue program **SR708100.EXE** .

## **Solution**

Replace the program **SR708100.EXE** using a copy from build 697, and update the column **EXESubRel** as **697** in the table **VaverTable** .

# Value specified in Tax Type is Not Visible in HO Chainstore Catalogue and Customer Catalogue

On specifying the value in the catalogues, the value gets saved correctly. However, after a data synchronization from HO, the value specified in the field Tax Type disappears.

The screenshot shows a 'Chainstore Details' form with the following sections:

- Chainstore Name & Address:** HO/Store Code, HO/Store Name, Address, Locality, City, State (KARNATAKA), Country, Pin.
- Phone & Email:** Office, Home, Mobile, Fax, Email.
- TIN / GSTIN Details:** TIN / GSTIN, CST Number.
- Type:** Store Type, Tax Type (highlighted with a red box).
- Transaction Allowed:** Goods Inward, Goods Outward.

At the bottom, there are buttons for 'Add', 'Edit', 'Delete', 'View', and 'Exit', along with 'More >>', 'Ok', and 'Cancel'.

## Cause

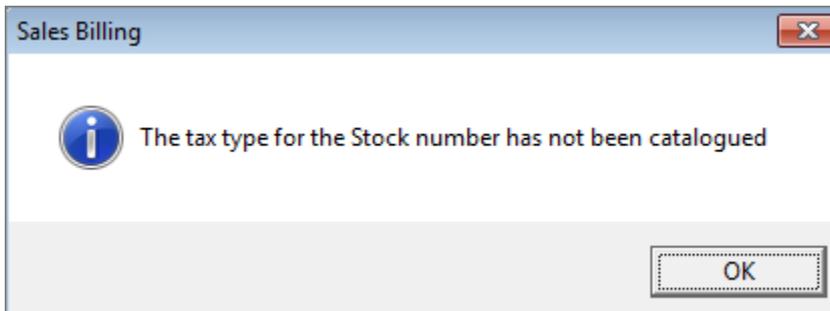
The patch for GST is not updated properly.

## Solution

Re-update the GST patch.

## Message: The tax type for the Stock number has not been catalogued

This error occurs when doing Return/Exchange transaction.



### Cause

After updating the patch for GST, you need to update State and Price Group in the customer catalogue. When doing the Sales Return with Bill Reference, on selecting a customer, these details are checked. If the required details are not found the above error occurs.

### Solution

Edit the customer details (**Catalogue** > **Customer**), provide the state and price group details, and save.

# Error in Tally interface mapping State is not selected While Creating Company in Tally

## Cause

Either state will not be selected in Tally or GST will not be enabled

## Solution

1. Open **Tally > Alter >** select the **company** and select the **state** .
2. If Tally in above 5.0 release, then press **F11 > Statutory and Taxation** .
  - Enable Goods and Services Tax GST (**YES**)
  - Enable Value Added Tax (**NO**)

# Unable to establish connection with Security Database

## Problem

This error occurs while updating the GST patch.



## Cause

In **ShoperPOSSystem.DAT** file the SQL login password was updated as 'PASSWORD=#\$3#065059061117115114108100', a general representation of wrong password.

## Solution

Update the SQL login password and then update the patch.

# The Transaction Details report is showing incorrect data

## **What is the solution for this?**

The workaround solution for this is to roll back, Reset and Re-Sync the data.

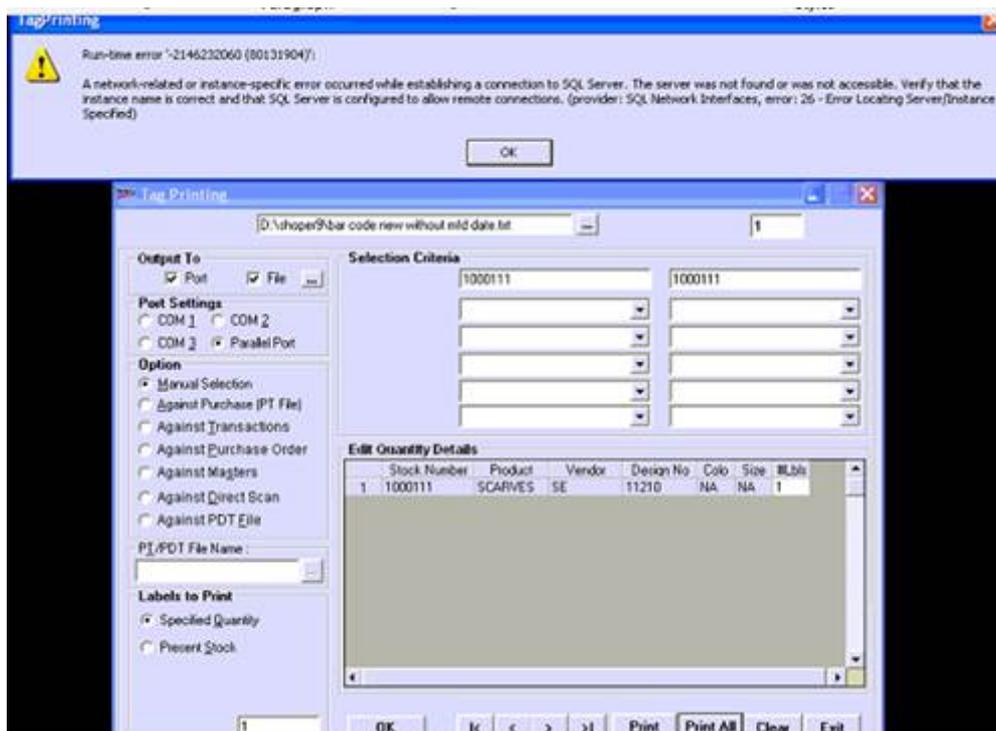
The server was not found or was not accessible. Verify that the instance is correct and that SQL server is configured to allow remote connections. Error 26- Error locating Server/Instance specified While Printing Barcode Labels

### Cause

The SQL server ID will be wrong

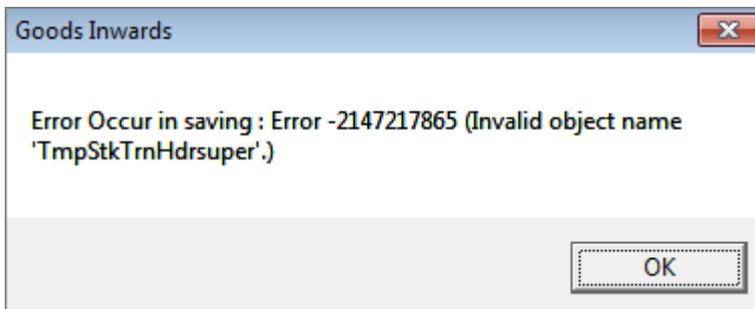
### Solution

Check the System name and change it accordingly in Registry, Shoper9POS.dat file and in vssystem.dat



## Message: Incorrect syntax from

After updating the patch for GST, when deleting an inward document Shoper 9 POS throws the error **Incorrect syntax from** and then the following message.



### Cause

Inward program does not allow to delete any inward document.

### Solution

Record a purchase return for the same items. This will nullify the stock.

Error: 2147467259: Subquery returned more than 1 value. This is not permitted when the subquery follows =, !=, <, <=, >, >= or when the subquery is used as an expression. , Error While Inserting to SALETRNHDR"

You might have seen this error in the following situations:

- [Data import in Shoper9HO](#)
- [Sales promo creation](#)
- [Viewing Stock movement report](#)

## Data Import in Shoper9HO

### Cause

Because of triggers in the table **Saletrnhdr** in ASTCCC database the data import won't happen.

### Solution

Disable the Triggers from **Saletrnhdr** table.

1. Open **SQL management studio** > Select **ASTCCC** database.
2. Expand **saletrnhdr table** > Right click on **Trigger** and **disable** it.



## While saving sales promotion

### Cause

The description for some of the product or brand will be NULL

### Solution

1. Open **SQL management studio** > click on **New Query** > select **Shoper9 database** .
2. Copy paste the queries and **Execute** .
  - **update subclass2cat set subclass2desc=subclass2cd**
  - **update subclass1cat set subclass1desc=subclass1cd**
  - **update subclass1cat set subclass1desc=subclass1cd where subclass1desc='NULL'**
  - **update subclass2cat set subclass2desc=subclass2cd where subclass2desc='NULL'**

## While viewing stock movement report

### Cause

BatchsrIno will be 1 for some of the stock items

### Solution

1. Take database backup by clicking **Housekeeping** > **Backup** > **tick on the company** > **Backup** .
2. After the process open **SQL management studio** > **New Query** > select **Shoper9 database** .
3. Copy paste the queries and **Execute** one by one.
  - **update itemmaster set batchsrIno = 0 where batchsrIno = 1**
  - **update stockmaster set batchsrIno = 0 where batchsrIno = 1**
  - **update stktrndtIs set batchsrIno = 0 where batchsrIno = 1**
  - **truncate table stocktrnsummary**
4. After this do Data Rebuild "**Setup** > **Supervisory function** > **Data rebuild** > **login with admin user ID and password** "
5. Tick on Available data and Update All **VA Counters** > Click on **Update** .



# Error String or Binary Data would be Truncated

You might have seen this error in the following situations:

- [Saving the bill](#)
- [PT file creation](#)
- [Return Exchange bill](#)
- Opening or editing Sales Factor
- Saving Purchase Order

## While saving the bill

### Cause

The description of a particular sales promo will be more than 30 characters

### Solution

1. Note down that Bill level sales promo.
2. Check the description for that particular promo in **PromoMnHeader** table.
3. If it is more than 30 characters, then **reduce** it to 20.



## While creating the PT

### Cause

In itemmaster table, Regularind column will be '-1' for some of the stock items

### Solution

1. Open **SQL management** > click on **New Query** > Select **Shoper9 database** .
2. Copy paste the query and **Execute** .

- **Update itemmaster set regularind='0'**

### **While saving the sales return bill.**

#### **Cause**

In prefixmaster trntype 31 the **suffix** will be like (15161718) change it to (19)

#### **Solution**

1. Open **SQL management studio** > Click on **New Query** > Select **Shoper9 database** .
2. Copy paste the query and **Execute** .
  - **update prefixmaster set suffix='19' where tintypes='1300' and baseprefix='R**

# Error While Saving the Bill Stock Check Failed

## Cause

The parameter "stock out action in billing" will be set as "Stop Bill Update"

## Solution

1. Click on **Setup > System parameters > Billing** .
2. **Stock Out Action in Billing** > Change it to "**2-Disallow Billing**".

# The Tax is getting Calculated on MRP even after giving Discount

## Cause

The values in Genlookup table will not be in correct format

## Solution

1. Open **SQL management studio** > Click on **New query** .
2. Select **Shoper9 database** > Execute the query (**select \* from genlookup where recid='909'**) .
3. If the value is updated as **'01/02/2006'** then change it to **'01-02-06'** .

# Error in Tally interface mapping Not able to create a new Tally mapping in Shoper 9. The interface is permitted only on Tally.ERP9

## Cause

The Tally port number and the name will be different.

## Solution

1. Click on **Setup > General > System Parameter > Housekeeping** > Check the **Tally port number** "Tally.ERP 9 > **F12 > Advanced Configuration**".
2. Note the port number in **Tally** and change the Port in **Shoper9** Housekeeping accordingly.

# Run-time error '9': Subscript out of range While Opening Item Master Import Menu

## Cause

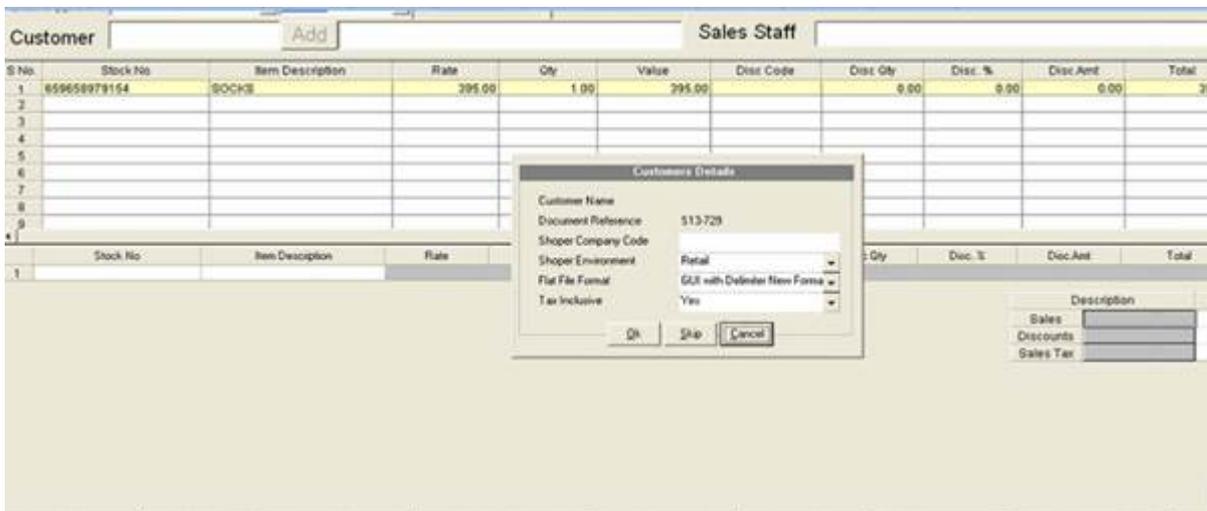
In Security database, Vacompany table DBPath1, DBName1, Dbpasswd1, DbServer1, DbUserName1 values will be wrong

## Solution

1. Open **SQL management studio** > **New Query** > Select **security(tspsysdb9) database** .
2. Copy paste the below mentioned query and click on **Execute** .
  - **Update Vacompany set**  
**Dbpath1=null,Dbname1=null,Dbpasswd1=null,DbServer1=null,DbUserName1=null**



# Run-time error '3706': Provider cannot be found. It may not be properly installed



## Cause

This error occurs when the SQL server password contains any one of these special characters – comma (,), apostrophe ('), semi colon (;) or ampersand (&).

## Solution

Remove any of these special character from the SQL server password:

- comma (,)
- apostrophe (')
- semi colon (;)
- ampersand (&)

After changing the SQL password, configure the password in the Shoper application in the following references:

#	Type	POS	
1	Registry	HKEY_LOCAL_MACHINE\Software\Shoper\POS	HKEY_LOCAL_MACHINE\Software\Shoper\POS
2	Dat file	C:\Programdata\Tally\Shoper\ShoperPOSsystem.dat	C:\Programdata\Tally\Shoper\ShoperPOSsystem.dat
3	Shoper application path files	Shoper App path\TSPSYSFL.DAT	Shoper App path\Vasystem path\Vasystem.DAT
4	SQL Server	Database – tpsysdb9 Table – Vacompany	Database – tshsysdb Table – Vacompany

		Columns - DbPasswd, DbPasswd2	Columns - DbPasswd, D
--	--	-------------------------------	-----------------------

# Error in the Process of Tax Recomputation

## Invalid use of NULL

### Cause

For some transactions in stktrndtls table, custtaxtype will be (NA) it should be 0 or 1

### Solution

1. Open **SQL management studio** > **New Query** > select **Shoper9 database** .
2. Copy paste the query and **Execute** .
  - **update stktrndtls set custtype='0' where custtaxtype=''**
  - **update stktrndtls set custtype='0' where custtaxtype='NA'**

# GSTIN is Not Printed in the Bill

After updating the patch for GST, GSTIN is not printed in Shoper 9 POS invoice.

## Cause

The GSTIN is not specified in the system parameter.

## Solution

- Update GSTIN in the system parameter.
- Go to **Setup > System Parameters > Setup > Goods and Services Taxpayer Identification Number** (GSTIN).

# Error in Bill Printing Run-time error '-2146233088 (80131500)': The remote name could not be resolved

## Cause

Some scripts will not be updated properly

## Solution

1. Click on **Start > Run > Type CMD** and press **Enter**.
2. Type the command to **delete** SIS (**C:\SC DELETE SIS-POS9**) press **Enter**.
3. Open **SQL management studio** > Click on **New Query** > Select **tspsysdb9** database.
4. **Execute** the command
  - **truncate table sisjoblist**
  - **truncate table sistasklist**
5. Then open Shoper9 folder and run **SISINST.EXE** by double clicking on that.

After Scanning the Items in Billing and Press F6 to apply Discount, it is shows Run-time error '-2147217900 (80040e14)': There is already an object named 'xTempBillitemDtIssuper' in the database

### Cause

The tmp table is not getting dropped and recreated

### Solution

1. Take the database backup
2. Click on **Housekeeping** > **Delete Temporary Tables**
3. If the table is not deleted then open **SQL management studio** > **Select New query** > Select **Shoper9 database** and **execute** the query (Drop table xTempBillitemDtIssuper)



# Run-time error '-2147417848 (80010108)': Automation error the object invoked has disconnected from its clients While Login to Shoper

## Cause

The Shoper.exe will be corrupted

## Solution

Replace **Shoper.exe** from **792** build



Error in Patch Updation process There is no patches available in the downloaded location. Please check the patch file name(s) and try again

**Cause**

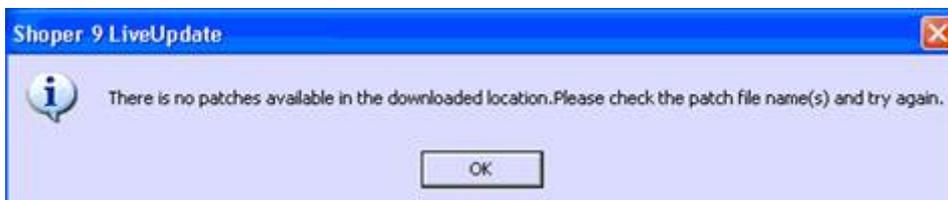
The patch details will be present in some tables.

**Solution**

Truncate the tables and then do Patch Updation

1. Open **SQL management studio** > **New Query** > **Select Shoper9 database.**
2. Copy paste the query and Execute **truncate table ShoperScriptUpdateInfo**
3. Select **tspsysdb9 database**
4. Copy paste the queries and **Execute** .

```
truncate table ShoperScriptUpdateInfo
truncate table VAPatchDtls
truncate table LiveUpdatePatDtls
```



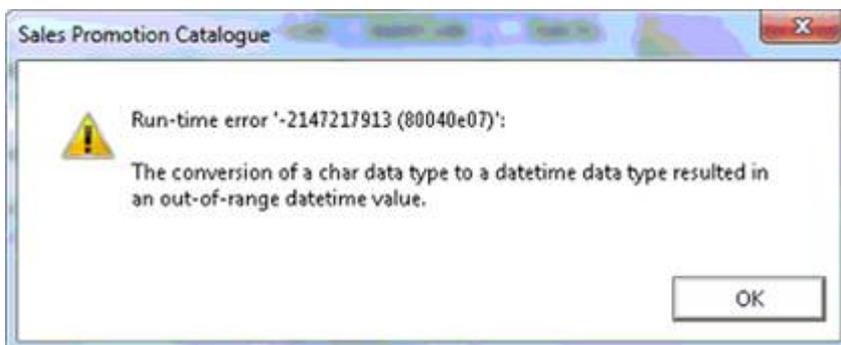
# Run-time error '-2147217913 (80040e07)': The conversion of a char data type to a date time data type resulted in an out-of-range date time value While Saving Sales Promo

## Cause

The location and the format in control panel will be wrong

## Solutions

1. Click on **Start** > **Control panel** > open **regional settings** > **Format** > select **English (United states)**.
2. Then check the currency and change it as **RS** (Positive currency as **Rs 1.1** and negative currency as **Rs-1.1**).
3. Change the short date format and long date format as (**dd/mm/yyyy** & **dd/mm/yyyy**).



# Error While Opening Shoper License server has a single user edition with serial number 778205520. Cannot connect as a Multi-Client

## Cause

The license is 1+1 (Additional License) and the client will be full installation

## Solution

1. Open **Shoper** > Click on **Manage license** > Select **configure existing license** .
2. Select **Shoper9** application path (Local path) in both the systems.



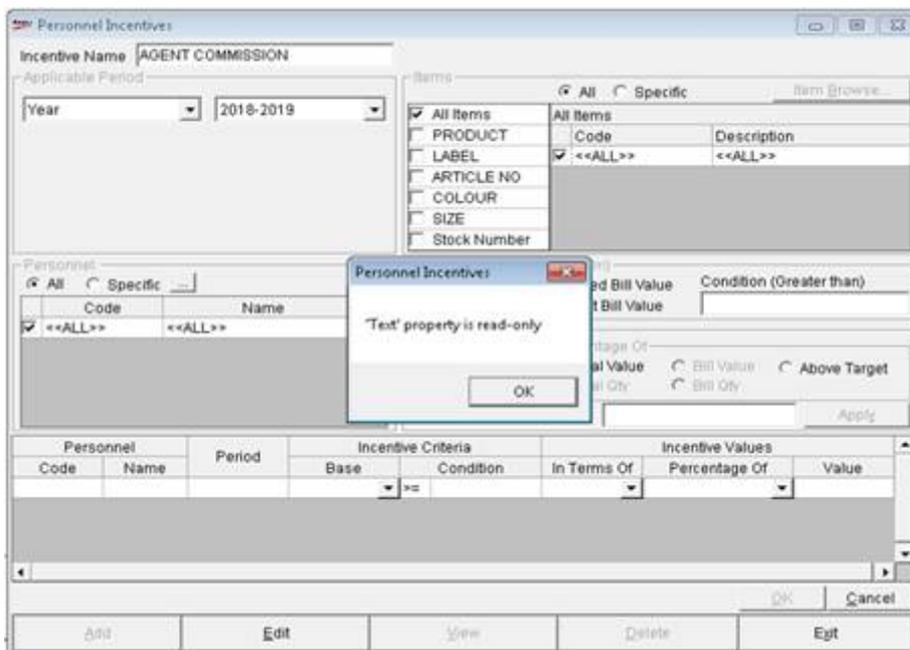
# Text property is read-only Error when try to Edit the Defined Incentive

## Cause

Old financial year date will be present in incshrmperioddtls table

## Solution

1. Open **SQL management studio** > **Shoper9 database** > **incshrmperioddtls table**.
2. In "**ptypedesc and pyear**" column **old financial** year date will be present.
3. Update **current** financial year.



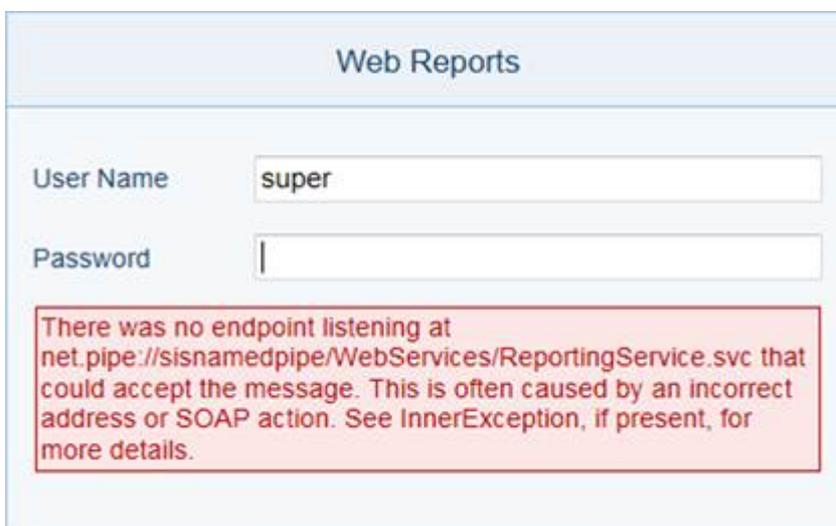
Error While Opening Flexible Reports There was no endpoint listening at net pipe://sisnamedpipe?webservices?ReportingService.svc that could accept the message. This is often caused by an Incorrect Address of SOAP action. See innerException, if present, for more details

#### Cause

Some of the services will not be running.

#### Solution

1. Click on **Start** > **services.msc** > **Restart** the services.
  - "World wide web publishing services & Net.Pipe Listener Adapter".
2. After that Restart **IIS** and **APP** Pool.



The screenshot shows a web interface titled "Web Reports". It contains two input fields: "User Name" with the value "super" and "Password" which is empty. Below the fields is a red-bordered error message box containing the following text: "There was no endpoint listening at net.pipe://sisnamedpipe/WebServices/ReportingService.svc that could accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details."

While making a purchase entry, if I'm inserting a new item master, quantity is not getting added. How to solve this issue?

To solve this issue, create the item master separately and then scan the item.

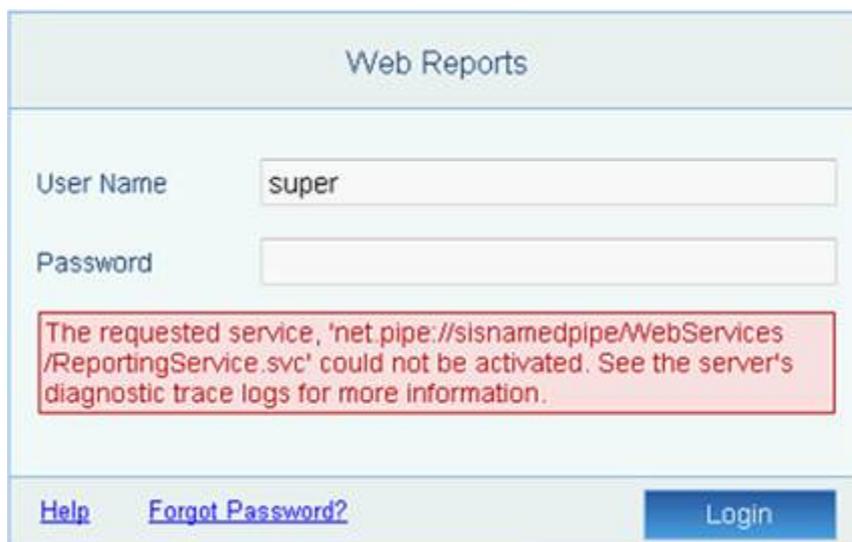
Error While Opening Flexible Reports The requested service, 'net.pipe://sisnamedpipe/WebServices/ReportingService.svc' could not be activated. See the server's diagnostic trace logs for more information

#### Cause

Some of the components will not be working properly.

#### Solution

1. Reinstall **webreport** through **WebComponentsTool.exe**
2. Open **Shoper9HO** application folder > Double click on **WebComponentsTool.exe** to install.



The screenshot shows a web application interface titled "Web Reports". It features a login form with two input fields: "User Name" containing the text "super" and "Password" which is empty. Below the password field is a red-bordered error message box containing the text: "The requested service, 'net.pipe://sisnamedpipe/WebServices/ReportingService.svc' could not be activated. See the server's diagnostic trace logs for more information." At the bottom of the page, there are three elements: a blue "Login" button, and two blue links labeled "Help" and "Forgot Password?".

Error While Opening Shoper The procedure entry point KBLinkDisplay could not be located in the dynamic link library  
D:\shoper9\Shoper.exe

**Cause**

The Exe and Dll files version will be of different version.

**Solution**

Replace the **Shoper.exe** , **Registerdll.dll** & **TallyLicUI.dll**

# Error While taking the Database Backup

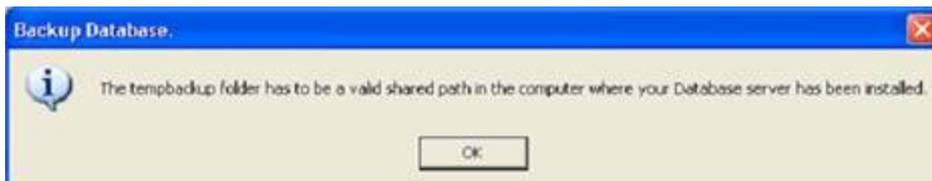
## The tempbackup folder has to be a valid shared path in the computer where your Database server has been installed

### Cause

If, full permission is not given or if the security database "tspsysdb9" is corrupted

### Solution

1. Right click on **Shoper9** application folder > Remove the **read only**.
2. Click on **security** > **Add** > **Everyone** > **Ok** and check the backup, if this still showing error then
3. Do the data transfer for **tspsysdb9** database using the data transfer utility.



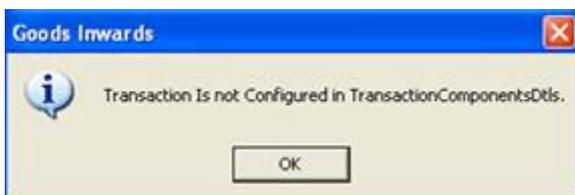
# Error while opening Goods Inwards menu Transaction is not Configured in TransactionComponentsDtIs

## Cause

The no of records in Transaction ComponentDtIs table will be less.

## Solution

Re-update the patches from **143** build.



# Error in Bill Printing Run-time error '-2146233088 (80131500)': Unable to connect to the remote server

## Cause

If SIS service is not running or Antivirus Firewall will be **ON**

## Solution

1. Click on **Start** > **Run** > **Services.msc** Enter
2. Select **SIS-POS9** > Click on **Start**



3. If still the coming then open **Quick heal Antivirus** > Click on **Internet & Network**



4. **Firewall Protection** and **Browsing Protection (Turn it OFF)**



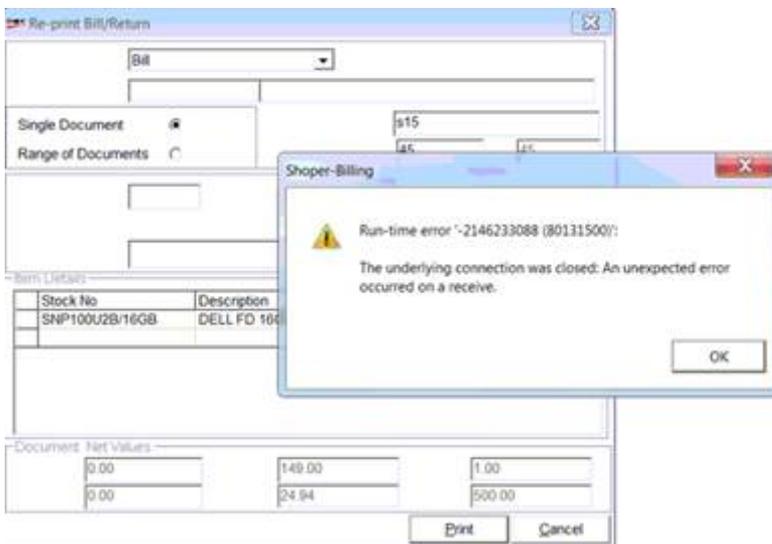
Error in Bill Printing Run-time error '-2146233088 (80131500)': The underlying connection was closed: An unexpected error occurred on a receive.

### Cause

Dot Net Framework 4.0 is corrupted or missing

### Solution

Install **Dot Net Framework 4.0**



# Error While Opening the Billing Menu Terminal Prefixes Not Defined for the Transaction

## Cause

The prefixes will not be defined or there will be duplicate records in prefixtrnmaster and prefixtrnno table

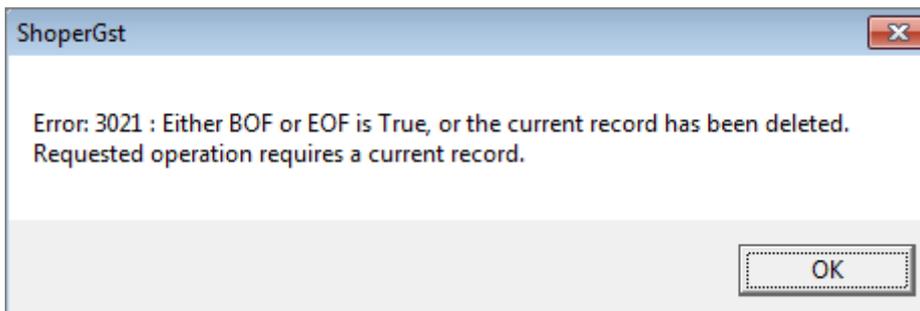
## Solution

1. Click on **Setup > General > Terminal Prefixes** > Select **Sales Group** and define the prefixes.
2. If still the error is coming then take the database backup.
3. Note down the sales group and other transaction prefix catalogue.
4. Truncate the tables (**prefixmaster , prefixtrnno , and prefixtrnlog tables**).
5. After that catalogue the prefixes.
6. After that **execute** the following query.

- **INSERT INTO PrefixTrnLog (Fld1,Fld2,Fld4)**
- **SELECT actualprefix,trntype,docnumber-1 from PrefixTrnNo**
- **WHERE TrnType IN (2100,1300,1600) AND ActualPrefix <>'<CTRLPX>'**

Error: 3021: Either BOF or EOF is True, or the current record has been deleted.  
Requested operation requires a current record.

This error can occur in two scenarios – transfer out and goods inwards.



## Case 1: When scanning an item in Goods Outward > Transfer Out.

### Cause

GST Patch is not updated properly.

### Solution

Update the GST Patch manually.

## Case 2: When selecting a vendor id in purchases using Goods Inwards.

### Cause

After updating the patch for GST, the column **CatType** in the table **MailingList** was updated as NULL.

### Solution

In the table **MailingList**, update the column **CatType** with the value V for the required vendor.

# Run-time error '545': Unable to bind to field or DataMember: 'CompCode' While Login to Shoper

## Cause

Msstdfmt.dll & Msbind.dll files will be corrupted, or it will not be registered properly.

## Solution

1. Replace the new **Msstdfmt.dll** in **C:\Windows\System32** folder.
2. Click on **Start** > **Run** > copy paste the command and press **Enter**.
  - **REGSVR32 C:\Windows\System32 Msstdfmt.dll /U.**
3. Click on **Start** > **Run** > copy paste the command and press **Enter**.
  - **REGSVR32 C:\Windows\System32 Msbind.dll /U.**



Price Revision import is not happening, showing error 'invalid column name Serial Number'. What is the solution for this issue?

As a workaround to solve this issue, revise prices using Shoper HO or create at POS (avoid export and import from POS locations).

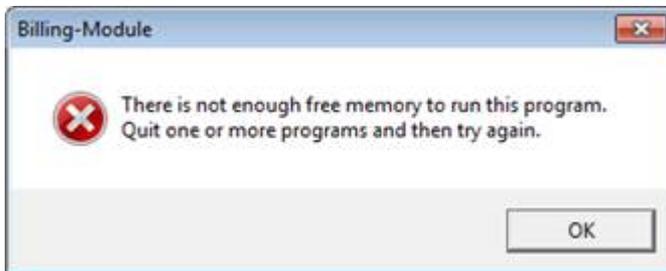
Error While Opening New Bill There is not enough free memory to run the program. Quit one or more programs and then try again.

**Cause**

The SR539100.DLL will be **missing** in Shoper application folder

**Solution**

Copy the **DLL** file from patches folder or form other system



## Customer wants to pay more as 'down payment' and take less loan. How can this be done?

The amount of down payment that a customer wants to make can be entered while billing.

- While billing, click on **Settlement**.
- Under **Mode of payment**, select **Consumer Finance**.
- The **consumer finance scheme details** are shown with details of the down payment and Finance amount (This is as per the configuration done in **Catalogue>Payment mode>Consumer finance**)

**Consumer Finance Scheme Details**

Payment Code  Scheme Name

Total No. of Installments : 12 months

	Description	Amount
A	Bill / Scheme Amount	4000.00
B	Amount per Installment	333.33
C	Down Payment (2 Months)	666.67
D	fin scheme (Amount)	10.00
E	Finance Amount (A - SUM(C:D))	3323.33

Approval Code \*  Approval Date \*

Remarks

Net Bill Value

- Click on OK and accept the consumer finance scheme details screen.
- Next, come to **submission details**.
- Here, specify the amount of down payment and the amount of loan the customer is willing to take.

**SubmissionDetails**

down payment	800	loan	3200
--------------	-----	------	------

g. As per the submission details, the amount of loan gets recalculated.