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Trouble Shooting Guide For Asycuda++

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1. TECHNICAL PROBLEMS

1.1 Message Handler Problem

Can happen when the Server is off. Please call the KASPNG section to confirm.

Users attempted to logon but are still *WAITING* to be connected to the server. This waiting problem usually happens at the time of login. This is caused by too many dead processes running in the system, which blocks fresh users from logging in.

The following mainly causes it:

- Blackouts occurring while users are still logged onto the server.
- Premature logoff; Users are logged on but not doing any work for a long time therefore, the system automatically cuts them off. Most Customs Officers leave their computers still logged on while they go on long breaks.
- While still being connected the communication link drops off causing connection aborted. Especially for dialup clients who use normal telephone lines to establish a connection before logging on to the server.

SOLUTION:

When this happens, Ring ICT Section for someone to Flash you out from the System or wait for 5 minutes and try to login. Then only you will be able to login!

1.1 Table Not Found

Usually when this error occurs, it means that an item is missing from the table on the Clients PC. The most likely occurrences would be Currency or Print File items. Or it maybe any other items on any of the Tables.

When this happens the only solution would be to re-create the Table on the local PC.

In order to do that, carry out the following steps to solve the problem.

SOLUTION:

From Client Workstation:

Customs Ports

- Firstly, SAVE and close Asycuda programs (compiled entries).
Ask the user to login direct.
- Select: FUNCTION / SERVER / LOGIN
- Select: FUNCTION / REPLICATION

Make sure that the replication is complete, Then, logoff.

- Select: FUNCTION / SERVER / LOGOFF

Brokers / Clients

- Firstly, SAVE and close Asycuda programs (compiled entries).
- Click: Customs Dialup
Once the connection is established, then login.
- Select: FUNCTION / SERVER / LOGIN
- Select: FUNCTION / REPLICATION

Make sure that the replication is complete, Then, logoff.

- Select: FUNCTION / SERVER / LOGOFF

The faster and secure means would be to have the copy of the REF table in your Flash disk readily available if you have one. Otherwise the above step is the most assured way of recreating the table on the clients PC.

The above procedures will definitely solve the problem.

1.2 Password Incorrect

This is mostly caused on client PCs due to some of the following reasons;

- Clients having the Keyboard Caps Lock on. Releasing it and re-typing password usually solves the problem.
- Sometimes, users mistype their password at a fast pace. Normally, re-typing the password carefully works most of the time.
- Occasionally, the password may not be reset to standard password in the Server. The systems administrator would reset to 123456 then inform the client to login.

1.3 Checking for Connection Refuse

Need to check the following if the connection refuse;

- Check if they already establish a dial-up and created a link between their (client) office and Asycuda.
- If not then dial into to establish a connection between client and the Asycuda server.
- If the dial-up is already established and still the client cannot establish a connection then disable the Local Area Network (LAN) in their office. This happens when their system Administrator disables them from accepting incoming and outgoing data from dialup connection.
- If the dialup prompt to verify username and password, then you carefully put your username and password correctly .The client should know their username and password.

Otherwise, as long as they put the username and password correctly the dialup will be established.

1.4 PrinterFile Setup

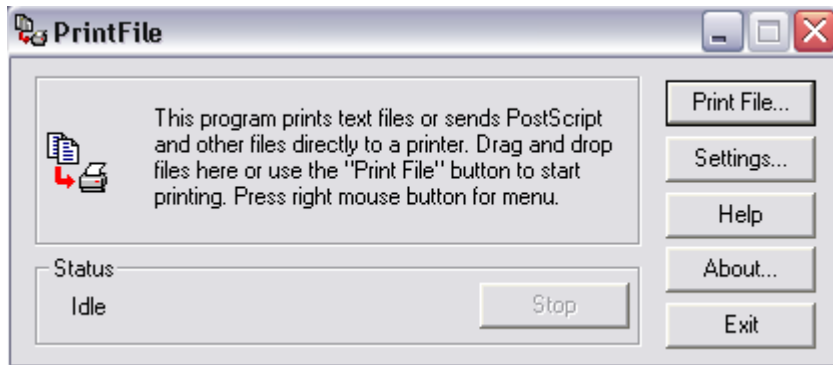


Fig 1:PrintFile program

Select the Settings button and you will be presented with the window:

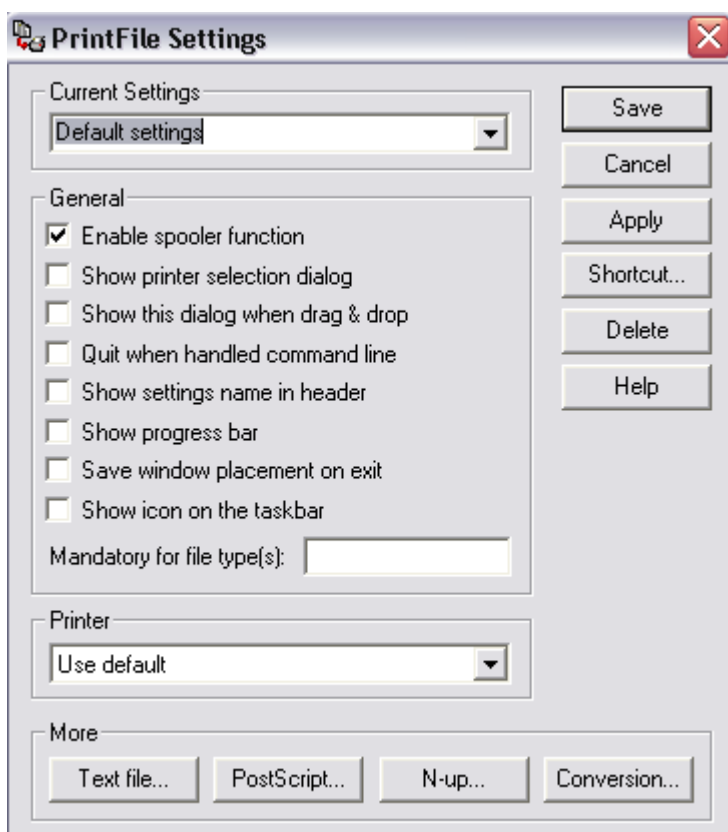


Fig 2:PrintFile program settings

The "Enable spooler function" flag must be **selected**. Unselect the other options as shown above. In the printer pull-down menu you can select use default in the printer to print.

You need to configure the *Text file* option; the Text file option produces the following window.

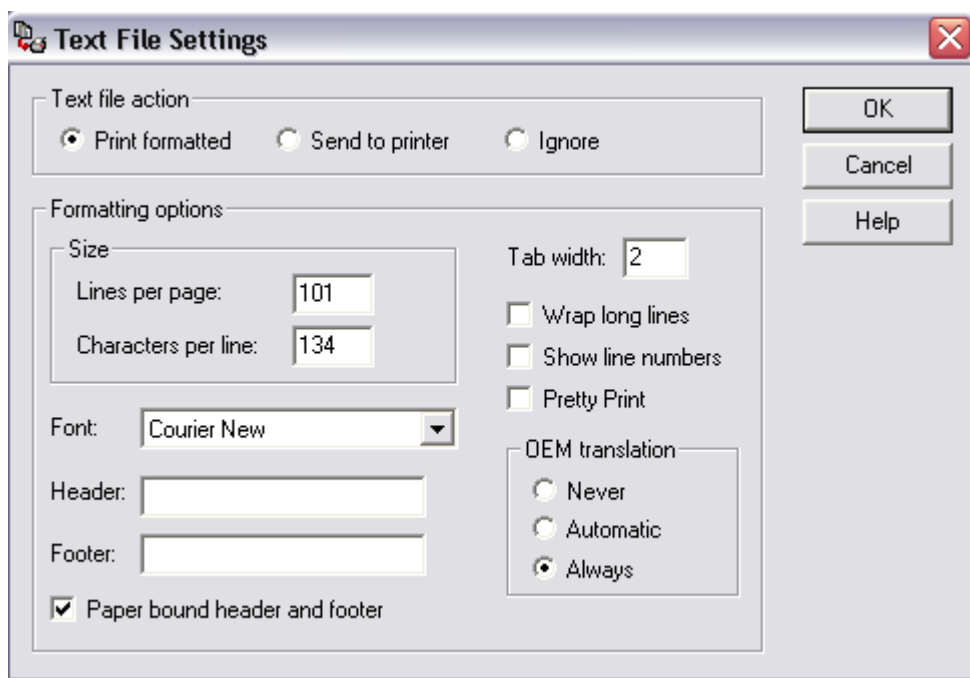


Fig 3: Text file settings of Printfile Program.

The text file action must be set to “Print formatted”. Unselect the other options.

And the formatting options size must be 101 and 135,

Tab Width 2, font must *Courier New* and select Paper bound header and footer. The other options are free for the user to choose although permanent OEM translation is strongly recommend in order to translate the semi-graphic character associated with the Asycuda screen. The click ok to select settings.

The *N-Up* option will present a window as shown below.

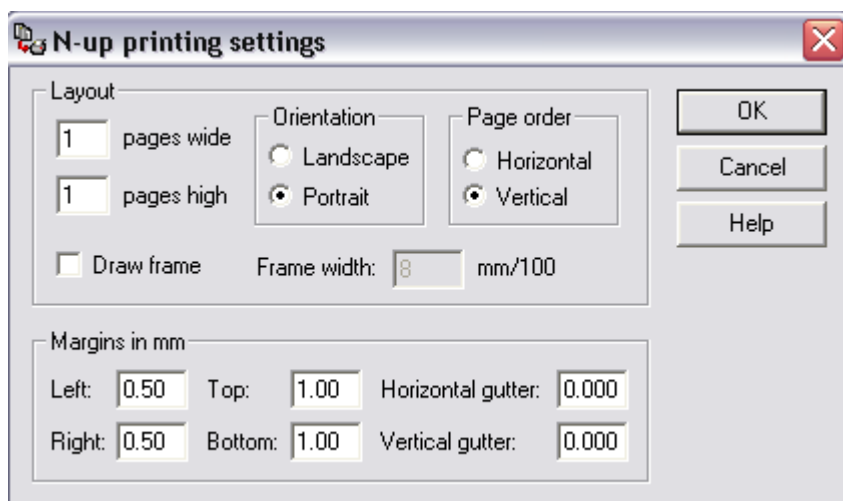


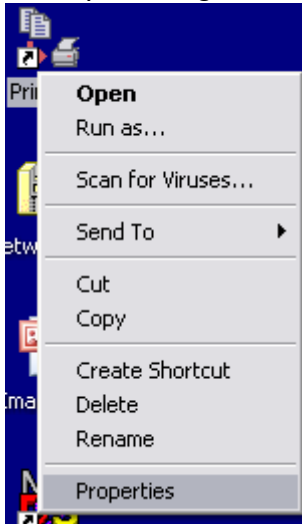
Fig 4. N-up settings of Printfile program

Put the settings as shown above and these options are recommended, no matter what printer machine the client use. Then click ok to close window.

It will bring you back to the Printfile Settings window (fig 1).

Click on Save settings and the fig 2 window will be generated the click exit to close window.

Modify the Target of the Program.



Right click the Printfile icon on the desktop to access the properties of the Printfile icon as shown above and modify the Target.

Click on the properties to give you the window shown below.

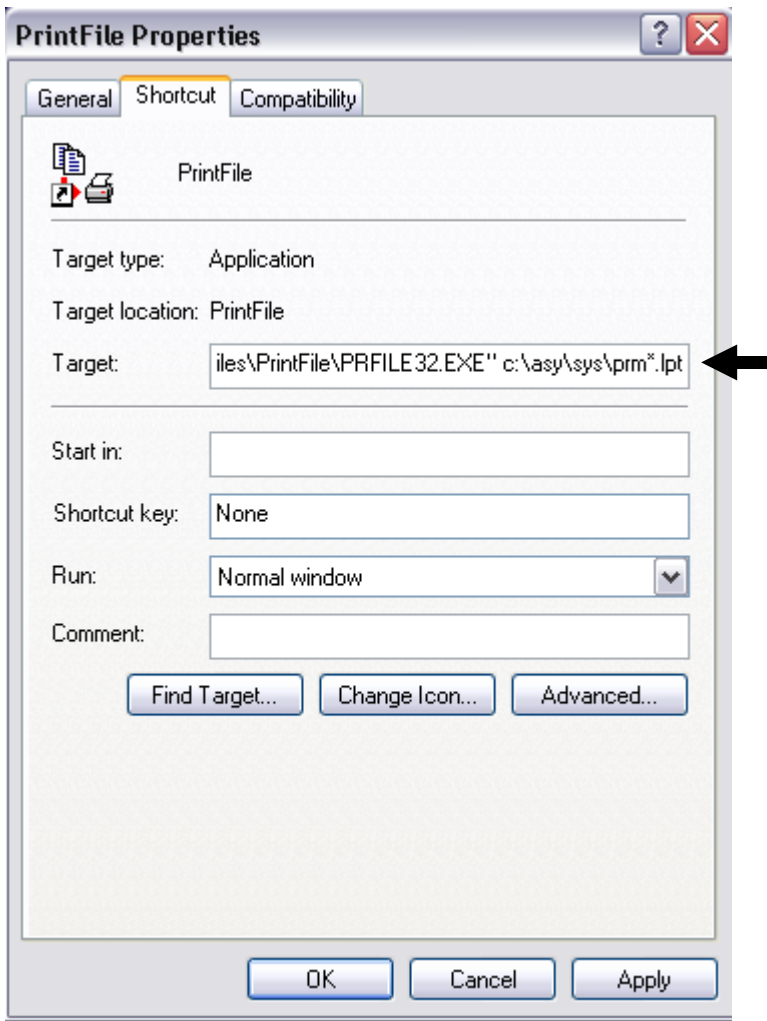


Fig 5. Modify the *Target* of the program

Press space bare at the end of “exe” and Declare the directory c:\asy\sys\prm*.lpt as the target directory as show above. Click apply and the ok to save and close the window. This is where the Printfile program will scroll to fetch the print jobs to re-route to a windows printer.

1.5 How To Configure Printer Using Asy Module

Dialup and establish a connection. Then you log in to the server.

Click on options/Printers /Set-up and a printer window will pop up as shown below. Select Create to set the settings as show on fig 7.

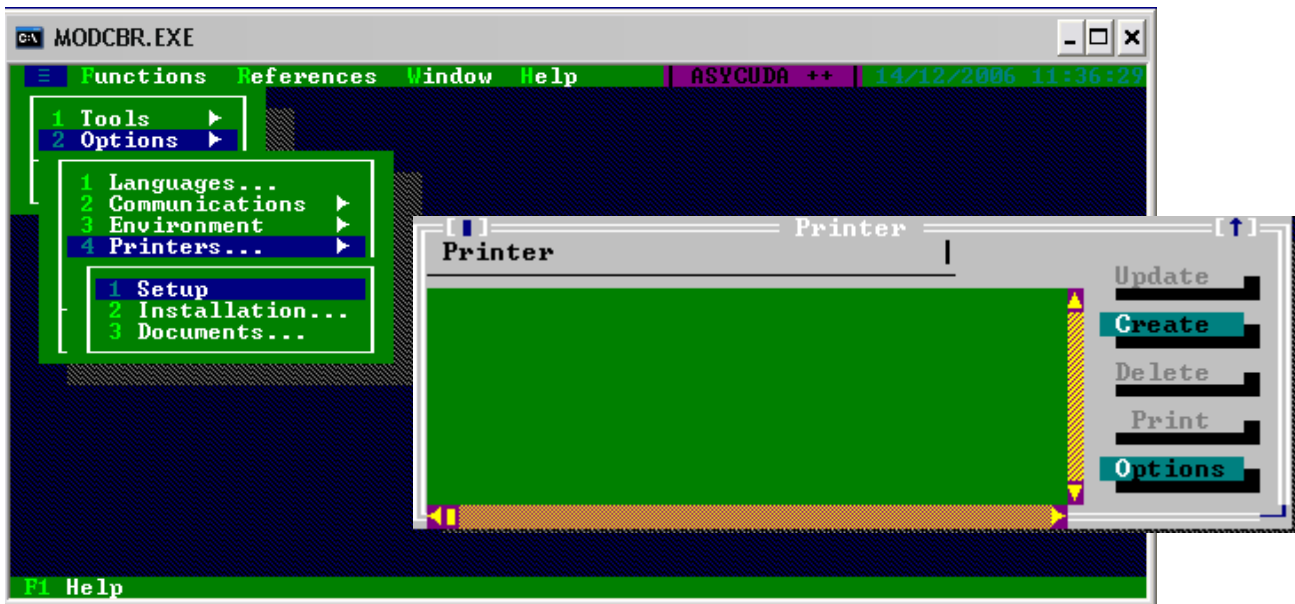


Fig 6. Printer set –up in ASYCUDA++

Setting Printer setup.

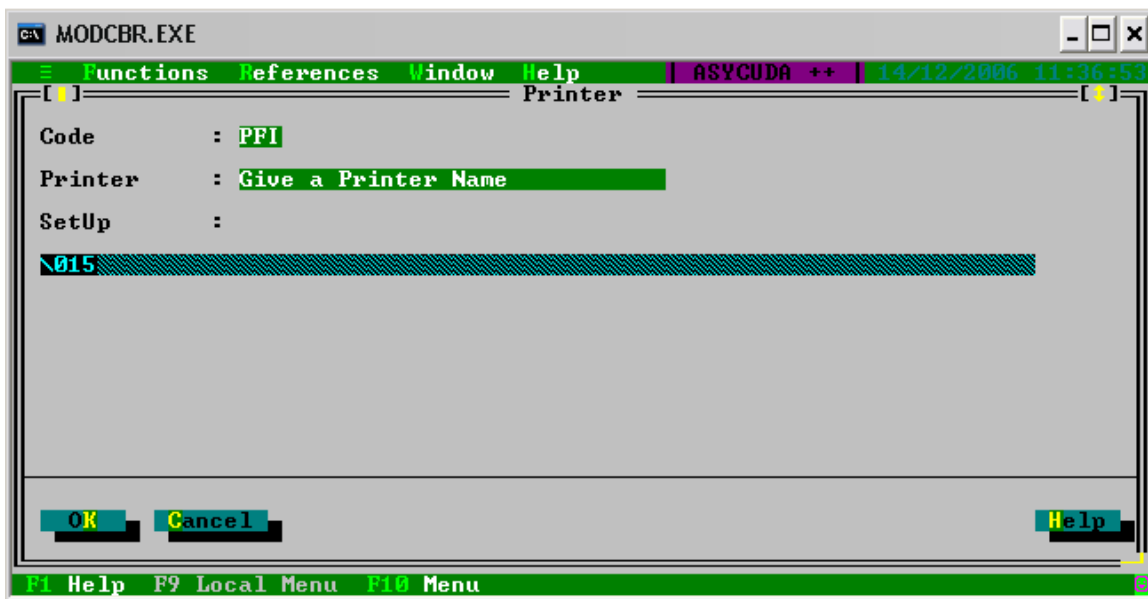


Fig 7: Printer set-up.

Put exactly the same settings as show above on fig7. The simple escape sequence of \015 is recommended to be able to print in condensed mode.

Give a suitable printer name on the Printer space.

Install The Printer that you have set-up

You then need to install the printer that you have set-up using the same option show on fig 6 but this you click installation.

i.e.: options/Printers/Installation

Using the Add Local option you select the printer that you specify and click OK and will be presented with the connected to local ports window as shown below.

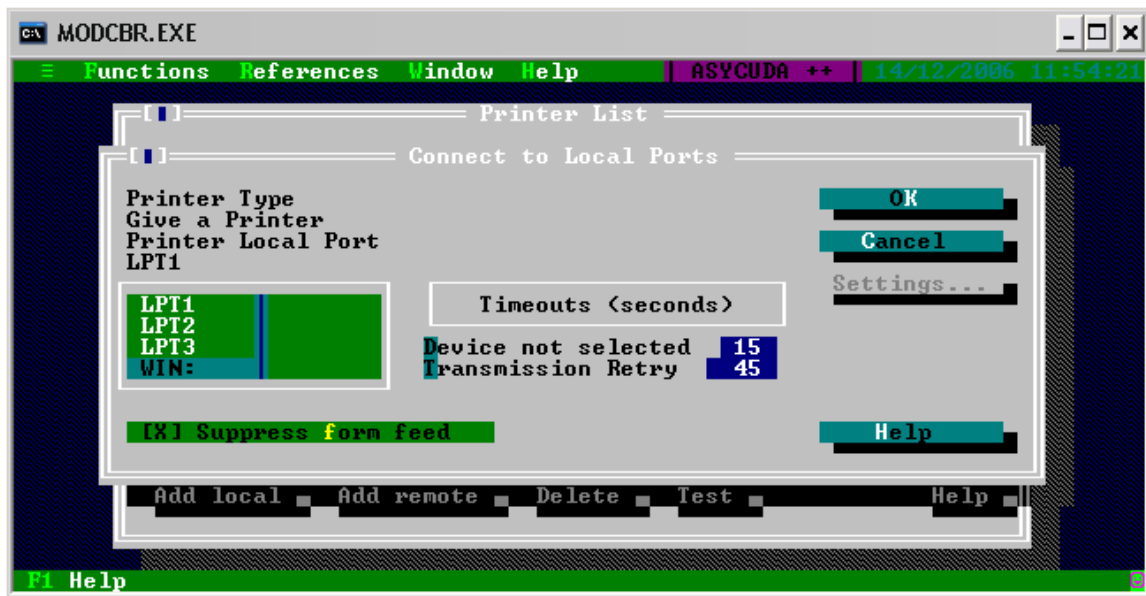


Fig 8. Selecting to re –route print jobs to Window from Asycuda ++

You should select “WIN:” and click ok

NB: before you print, you must run the Printfile program before printing any Asycuda document from the system. The Printfile Spooler Must always be open and running for any Asycuda Printing.

ASYCUDA ++ TECHNICAL REFERENCE FOR PRINTER

1.5.1. Printer Size font

Refer to Fig 3. and change formatting options if the setting 101 and 135 out of bound.

Change the formatting option to 90 and 101 or, 100 and 135

If you change the option on the formatting options and the printer size font still out of bound then uninstall the printfile and re-install the program.

1.5.2. Printer not attached

1. You need to log into any Asycuda ++ module and follow the fig 6 – fig 8.

1.5.3. Asycuda ++ document can't Print

1. Printer spooler must always be on the taskbar of the computer.
2. If the printerfile spooler is not on the taskbar then the Asycuda document cannot print even though set-up was 100% accurate.

2. FUNCTIONAL PROBLEMS

2.1 New Importer/Exporter

- a. If you are entering details into the SAD form and when the Tax code is not existent
- b. Fill a G26 and fax to the KASPNG section to update the system. Due to the implementation of the new Asycuda++ system, all agents are required to fax a list of all their clients so that the KASPNG section can confirm the tax codes and have these companies registered into the system
- c. If the system is updated and still the TC code does not exist
- d. Login onto the server, by clicking Functions / Server / Replication/ Remote Replication and choose OK
- e. This will update the reference files on your PC, therefore after the Remote Replication do a local and server check. The Tax- code should exist after this operation..

2.2 Exchange Rates

- a. If the currency rate has change and does not show on your PC you can do two things
- b. First you can change the currency code to another currency, do local and server check
- c. Once server check ok, Go back to the cage where currency code is entered and enter the real currency code you are after, the rate should be the updated one or
- d. Login onto the server, by clicking Functions / Server / Replication/ Remote Replication and choose OK
- e. This will update the reference files on your PC, therefore after the Remote Replication do a local and server check. The currency code should be updated after this operation.

2.3 Possible Warehouse Errors

1. "Product not in warehouse"

Ensure that commodity codes, country of origin and specification code are correct. For IM4, check the previous IM7 entry to ensure that commodity code, country of origin and specification are identical.

If entry is a diplomatic exempted entry, do the change of ownership to the new owner, and indicate quantity for movement.

2. "Consignee and Importer not compatible"

This would be a diplomatic exempted entry, which requires the insert of the TC of the importer into the warehouse file. Advise KASPNG office in Port Moresby to update of the TC of the importer in the warehouse file.

3. “Same occurrence of commodity code”

Usually occurs when two items have the same commodity code. Two things can happen. Check if specification is given for IM7 entry, if not issue “**Error Report**” for client to provide specification code for each of the identical commodities. If entry is IM4, check the specification code on the IM7 and apply same to IM4.

4. “Account Balance insufficient”

This error message is for IM7 where Value of the goods exceeded the warehouse guarantee account. Advise KASPNG office in Port Moresby to update of warehouse guarantee account.

5. “Movement cannot exceed available quantity”

This message is for only IM4 entries. Advise KASPNG office in Port Moresby to update account.

iv. Then do a server check and fix any errors.

Noted: *If errors occur due to Data Entry mistake such as typing or wrong spelling, etc correct the error but if error occurred due to Agent/Importer providing wrong or partial information then issue an “**Error Report**” and return to Agents/Importers.*

2.4 How to see all entries lodged by an agent

Brokers

- a. Choose Functions / Declarations / Print/Query / List or
- b. Choose Functions / Selected Declarations
- c. Choose what ever options or type of declarations
- d. Choose relevant period
- e. Choose OK
- f. This should display the information you want to see.
- g. You can either print this report or write this report to a file.

