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ACCPAC receives a Perfect Score in New Head-to-Head Comparison Review!

CPA Technology Advisor magazine just published its annual mid-range accounting software roundup in the August issue and we got rave reviews!

ACCPAC Advantage Series 5.2 Small Business Edition and **ACCPAC Pro Series 7.2** Small Business Edition **both beat** Microsoft® Business Solutions Small Business Manager 7.5 and the NetSuite online (hosted) accounting service! Not only did both products earn 5 out of a possible 5 stars overall (two more industry awards for 2004), they both earned 5 out of 5 stars in every single review section, or category (8 total), for a **perfect score for both products!**

[Click to read the review - Advantage Series](#)
[Click to read the review - Pro Series](#)

How do you choose the right CRM system for your business?

Find the information you need in *The CFO's Guide to CRM* – **FREE** from ACCPAC!

Harness the power of ACCPAC Alerts Server at Fantastic Savings of up to 33%!

ACCPAC Alerts Server provides a universal interface to all of your applications monitoring databases by consolidating data entry, automating tasks and communicating with all the right people.

For you, that means automated processes that reduce delivery cycle time and accelerate revenue. For your customers, that means doing business with a company they can count on for efficient, reliable, and attentive service.

Benefits:

- 'No programming required' approach to automate business processes across the enterprise.
- Keep employees and business partners informed for better decision-making.
- Improve customer service and retain customers longer.
- Provide 24 / 7 response to changing business conditions.
- Customizable, off-the-shelf package that is easy to implement and easy to modify as your business requirements grow and change.
- Automated processes that reduce delivery cycle time and accelerate revenue.

What makes the Alerts Server Technology Different?

- **Alerts – Awareness!**
Automatically delivers the right information to the right person at the right time, every time. For example, upon discovery of a low inventory situation, Alerts will automatically notify the purchasing manager to place a new order for the specified item(s).
- **ACCPAC Alerts Server – Action!**
Leverages awareness by taking action based on the conditions encountered. For example, upon discovery of a low inventory situation, The Alerts Server will automatically generate a purchase order from the accounting system for the specified item(s), route the purchase order to the correct supplier(s), notify any customers affected by the low inventory situation, schedule a callback in the CRM system for the corresponding sales rep(s),

and notify management that all of these actions have been taken.

Special Offer: From now until September 30th you can save up to 33% on your purchase of the ACCPAC Alerts Server. Don't miss out on this fantastic savings!

Choosing Advertising Mediums

Article from www.businesstown.com

If money were no object, it would be easy to decide which advertising medium to go with. All of them! Unfortunately, the reality is that even with a hefty advertising budget, it is a challenge to create memorable advertising.

So unless you have truckloads of money to spend, you should try one medium at a time. What works for one product or service may not work for the next. There are so many different variables that can affect the results of an advertising campaign—from ad copy to the weather. You will simply have to test the effectiveness of your message in each medium to find the best vehicle for promoting your product. Advertising is an art, not a science!

[Click here](#) to read the article.

Schedule of Events

These Live Webinars are conducted by ACCPAC experts using intranet "WebEx" technology and a voice-line for conferencing. ACCPAC understands addressing all customer questions is critical, therefore demonstrations are generally followed by an open question and answer session.

ACCPAC Advantage Series

September 23, 2004 - 10:00 am - ACCPAC Advantage Series

ACCPAC Project & Job Costing

September 15, 2004 - 9:00 am - Project & Job Costing Overview

September 15, 2004 - 9:00 am - Project & Job Costing Overview

ACCPAC CRM

September 10, 2004 - 9:00 am - Experience CRM Nirvana: (AAS)

September 17, 2004 - 9:00 am - Experience CRM Nirvana: (AAS)

September 24, 2004 - 9:00 am - Experience CRM Nirvana: (AAS)
ACCPAC HR Series
September 7, 2004- 9:00 am ACCPAC HR Series Overview
September 21, 2004 - 9:00 am ACCPAC HR Series Overview
Sales Optimizer
September 9, 2004 - 9:00 am - ACCPAC Insight Overview
September 23, 2004- 9:00 am - ACCPAC Insight Overview
ACCPAC eTransact
September 9, 2004 10:00 am - ACCPAC eTransact Overview
October 14, 2004 10:00 am - ACCPAC eTransact Overview
ACCPAC Warehouse Management
September 8, 2004 10:00 am - AWMS with Advantage Series

Start times are listed in Eastern time zone.

[Contact us](#) at the number below or visit our website to register

Technical Corner

[Understanding Error Messages](#)

[Import/Export Errors](#)

[Program File Errors](#)

Understanding Error Messages

In last month's newsletter we introduced you to the concept of error messages.

Error messages identify conditions that prevent the program from proceeding. In most cases error messages start with a phrase (a category) such as "System error" or "Incorrect procedure", followed by a sentence that describes the problem more specifically. In some cases, suggestions for action to take are included in the dialog box.

The following are some additional errors you may encounter, along with the recommended workarounds.

Import/Export Error

Problem: The program has detected a problem and cannot proceed with importing or exporting the data.

Solution: Decide which error condition applies to your situation. Write down each error message you receive so that you have a complete list of the corrections you need to make in the import or export file.

A message indicating that the program cannot access, find, initialize, create or open a file, or that the file does not exist or is not a template, or that a file I/O error has occurred, means that the file is not available for use.

1. If you are on a network, ask your systems administrator whether you have the correct access rights to the file.
2. Check that you have specified the correct path (drive and directory), and filename.
3. If you are exporting, go to the system prompt and make sure the file is not a read-only file. If it is, follow the instructions in your operating system manual to remove the designation.
4. If you are exporting, check the available file space, delete or move the unneeded files.
5. Try to import or export the data again.
6. If the message recurs, leave ACCPAC and Windows, reset your computer by pressing the CTRL, ALT and DEL keys simultaneously, then retry the import or export.

File Layout or contents

A message indicating that the file contains incorrect field or record types, or that data cannot be converted, means that the file layout

is not correct, the fields are improperly defined, or the wrong fields have been selected.

- If you are importing and the import file contains errors, go to the program where you created the import file, then correct the errors. After you've made the corrections, retry the import. Be sure the import file contains all the fields required by the importing function you are trying to use, and that the correct file layout is being used. Check each piece of data to be sure it is formatted and entered as required by the file format you are using. Make sure the record type is correct. For more information read Chapter 12, "Importing and Exporting Data," in this guide.
 - If you are importing and the wrong fields are selected for import reselect the fields and then retry the import.
 - If you are exporting and the data cannot be converted, the file is damaged. Follow the instructions for "Damaged Data" (refer A-2 in your ACCPAC Systems Manager manual).
7. A message indicating that the file does not have the selected format, has too many fields or records, has an unexpected format, has too many fields or records, has an unexpected end of file or has an invalid field title means that the file format you selected is incorrect. To correct this.

Select the correct format for the file. Try again to import the data.

Program File Error

Problem: Program files are missing, damaged, incompatible or renamed.

Solution:

Network User: If you are on a network, the message can also mean you do not have access rights. Ask your systems administrator whether you should follow these instructions and whether you have the correct access rights.

1. Write down the message in case you need to consult a technician.
2. Leave ACCPAC and Windows, then restart and try the task again. If the message

3. If it does not recur, you likely have solved the problem by restarting. Check your data integrity for errors before resuming. For information on "Checking Data Integrity" see chapter 11 of the Systems Manager Guide.

If the message reappears or the integrity check reports errors, contact our support department.

Technical Tips on the Web

Altitude Information Systems is committed to providing you with superior customer service. Our dedication to your success has compelled us to post these tips monthly and to provide you with a library of tips on our website.

If you have suggestions on tips you might find useful please let us know by emailing advisor@altitudeinfo.com.

Click the following URL to visit our Tip of the Month Section.
<http://www.altitudeinfo.com/tipofthemonth.html>

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