Trouble Shooting

- Error Codes
- Clear Internet Cache
- Teamviewer Download for Support
- Shortcut on Desktop
- Office 365 Email Setup
- Google Gmail Setup
- Barcode Printing Setup
- Excel Files Open
- Window Hiding
- PDF Statement Fix
- Job Manage Utility Fix
- Post Status Reset
- Own Server

Error Codes

Login Error Codes

Error Code	Description
Code1	Error trying to retrieve User Details.
Code2	Could not retrieve User Details.
Code2	Invalid Password entered.
Code3	Error trying to retrieve User ID.
Code4	Could not retrieve User ID.
Code5	Could not retrieve User Detail. User has been deleted.
Code6	Could not retrieve User Detail. User not active.
Code7	User Account has been locked.
Code9	User already logged in
Code10	Could not update User Login details.
Code11	Error trying to retrieve Company Details.
Code12	Could not retrieve Company Details.

Clear Internet Cache

Clearing internet cache for MS Edge and Google Chrome

Clearing internet cache is recommended after updates have been done on the system or if errors are occurring in the system.

> Note: Close all open windows, then open one window to clear internet cache. Close browser window and reopen after clearing internet cache

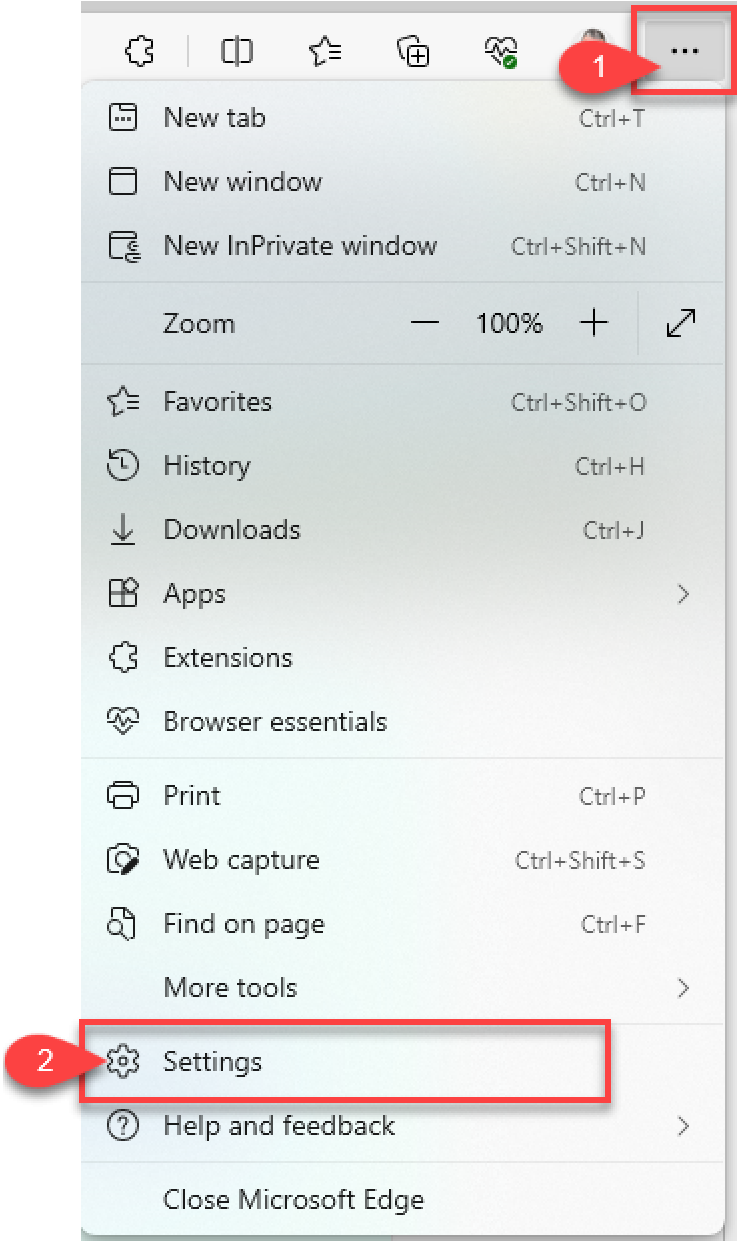
See sections for MS Edge and Google Chrome

Microsoft Edge Browser

Open up your browser

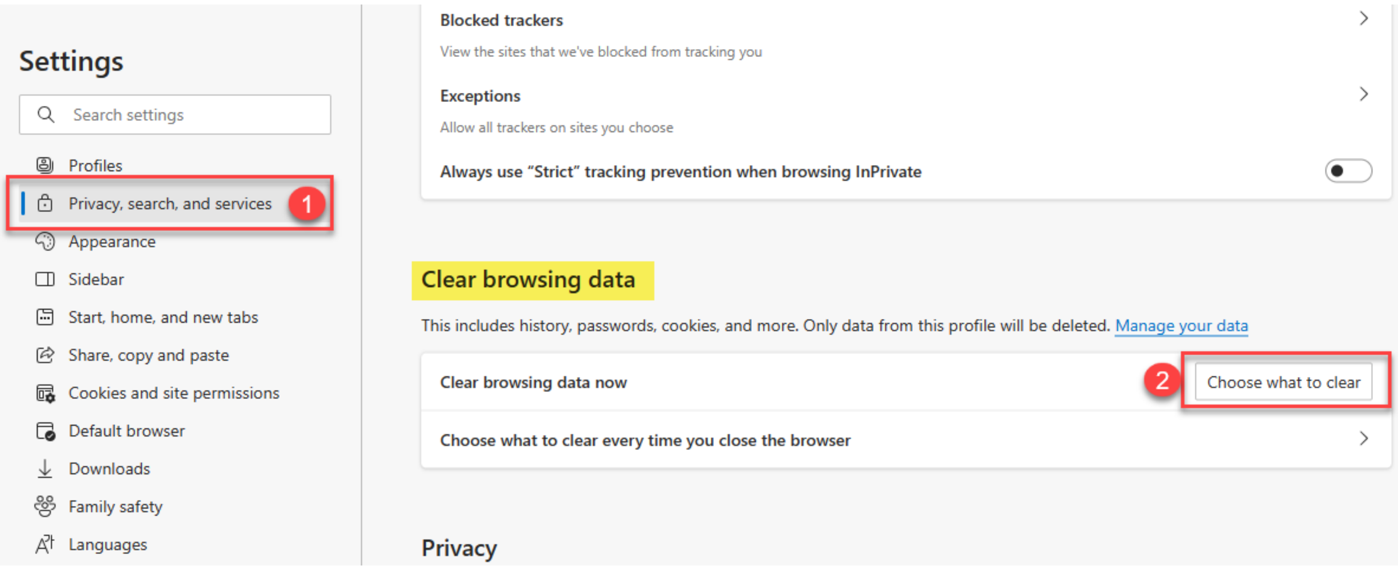
Click on the three dots to open up settings

Click on settings



Click on privacy, search and services

Click on Choose what to clear button



Clear internet cache

Ensure that the Time range is set to **All Time**

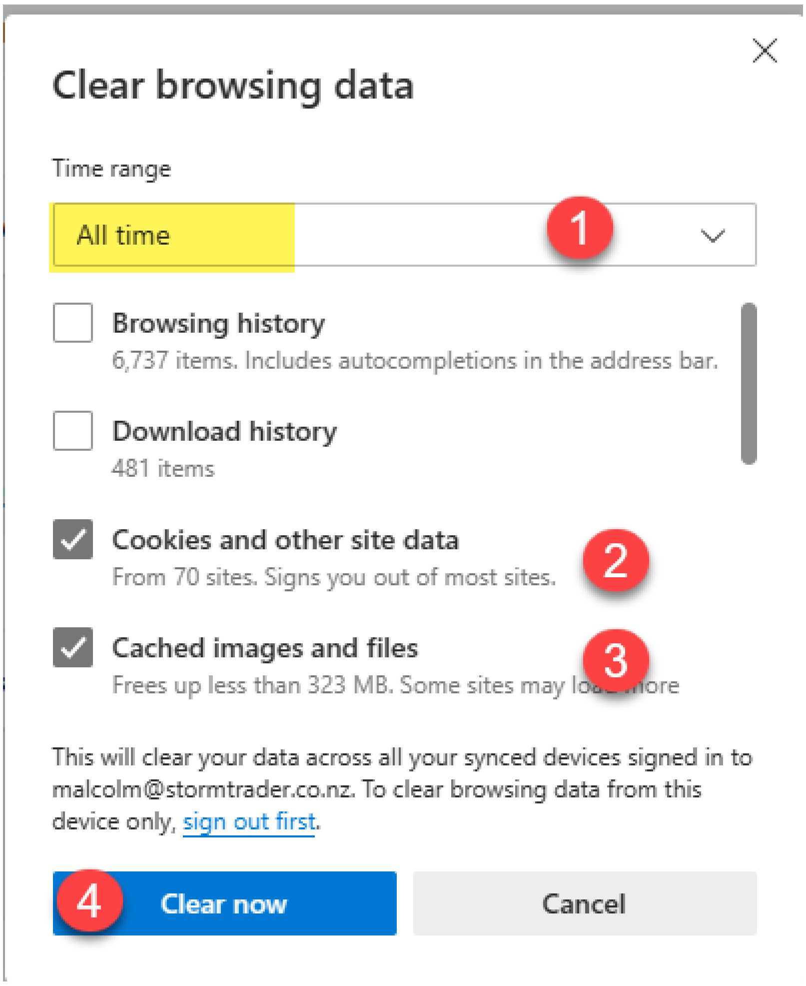
Ticks need to be put on for:

1. Cookies and other site data
2. Cached images and files

Optional is the browsing history and download history

Click on Clear now button

> Important note: Close all browsers and log onto the system

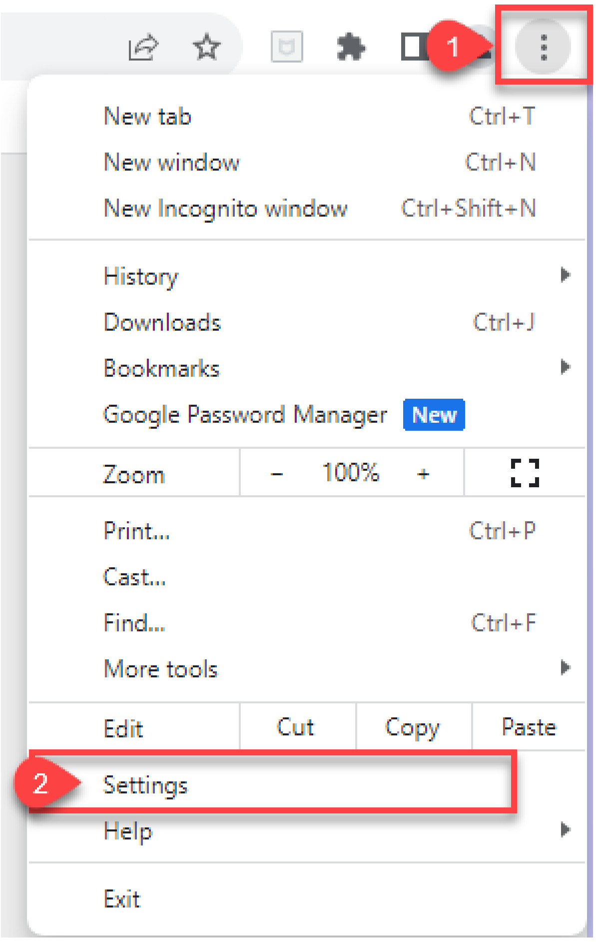


Google Chrome Browser

Open up your browser

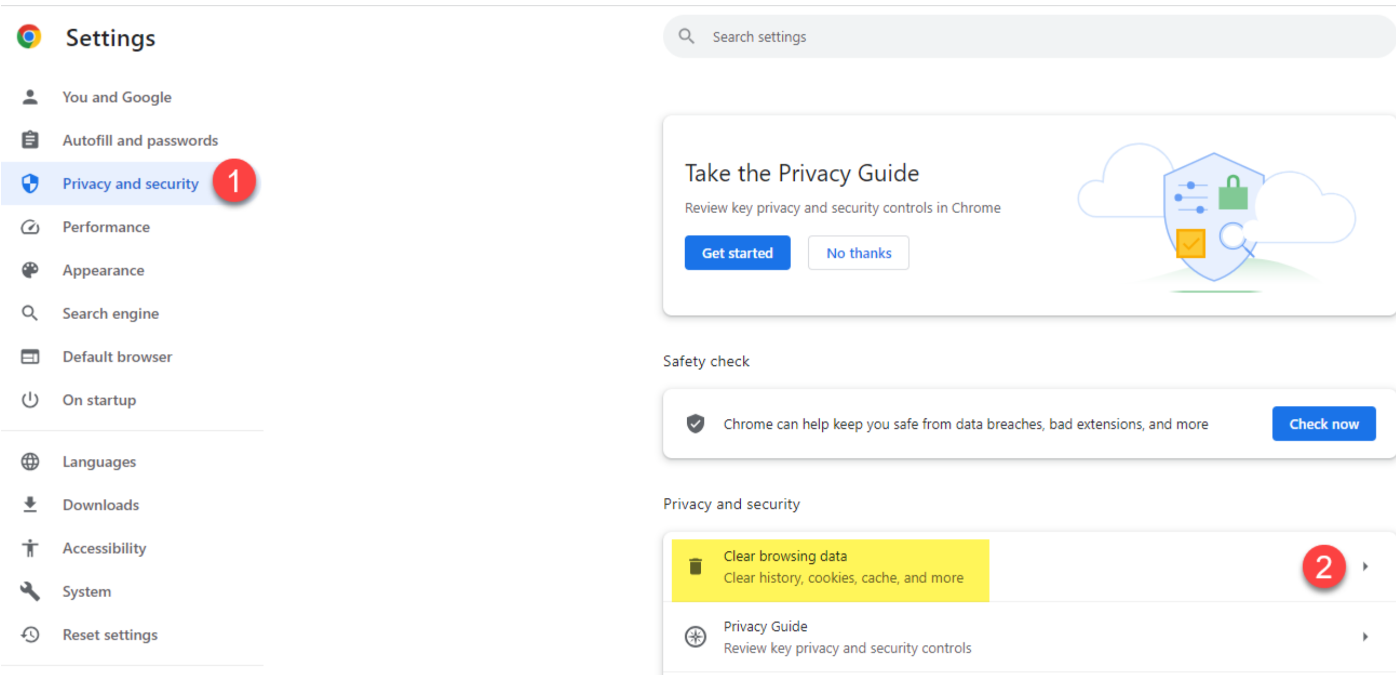
Click on the three dots to open up settings

Click on settings



Click on Privacy and Security

Click on Clear browsing data



Clear internet cache

Ensure that the Time range is set to **All Time**

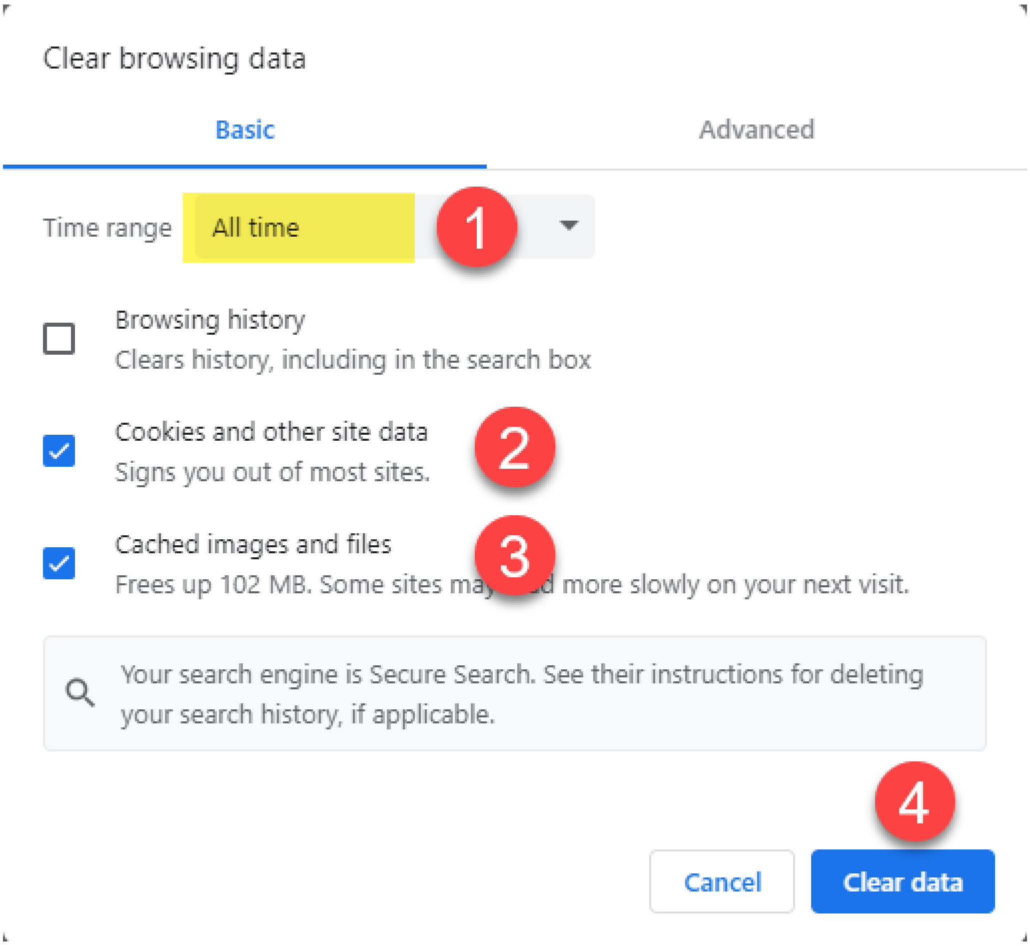
Ticks need to be put on for:

1. Cookies and other site data
2. Cached images and files

Optional is the browsing history and download history

Click on Clear data button

> Important note: Close all browsers and log onto the system

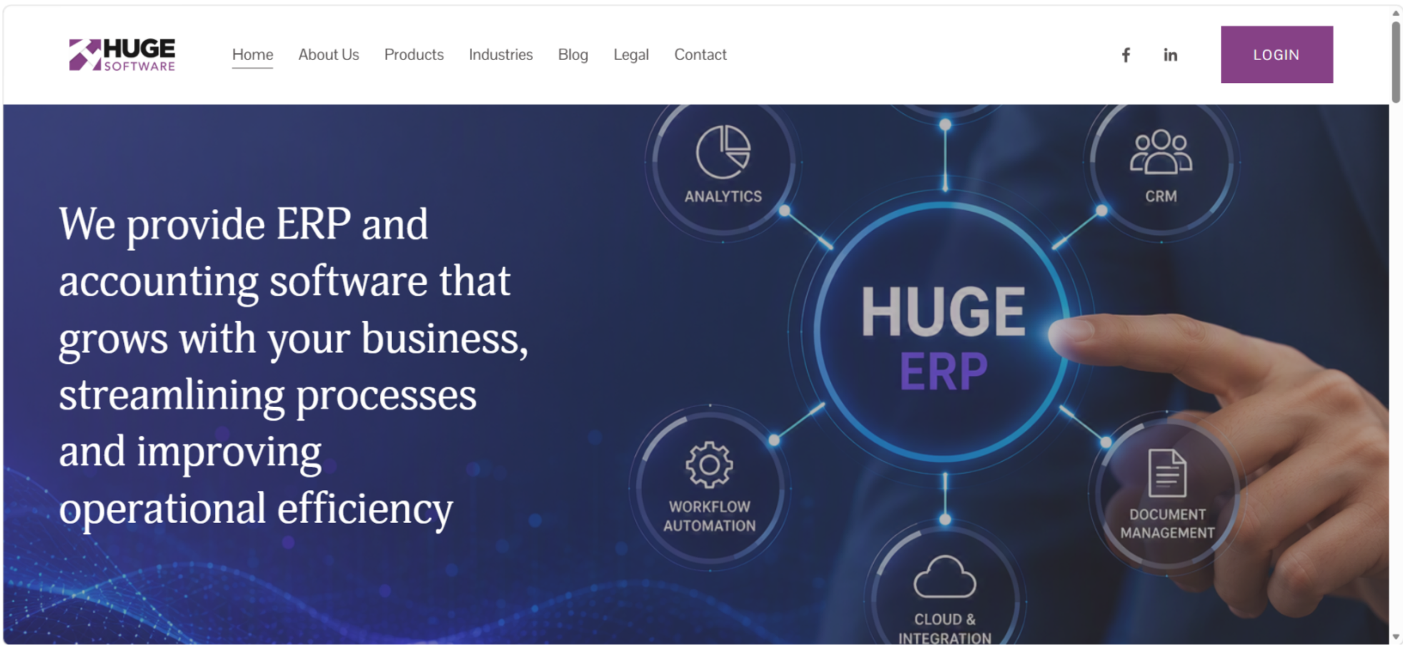


Teamviewer Download for Support

To allow the support consultants to assist you, you can go to the website to download a TeamViewer support link

Huge Software in South Africa

www.hugesoftware.co.za



ERP Solutions in New Zealand and Australia

www.erpsolutions.co.nz

TeamViewer Quick Support - https://get.teamviewer.com/hugeerpquick

We provide ERP and accounting software that grows with your business, streamlining processes and improving operational efficiency

Have You Outgrown Your Accounting Software?

Shortcut on Desktop

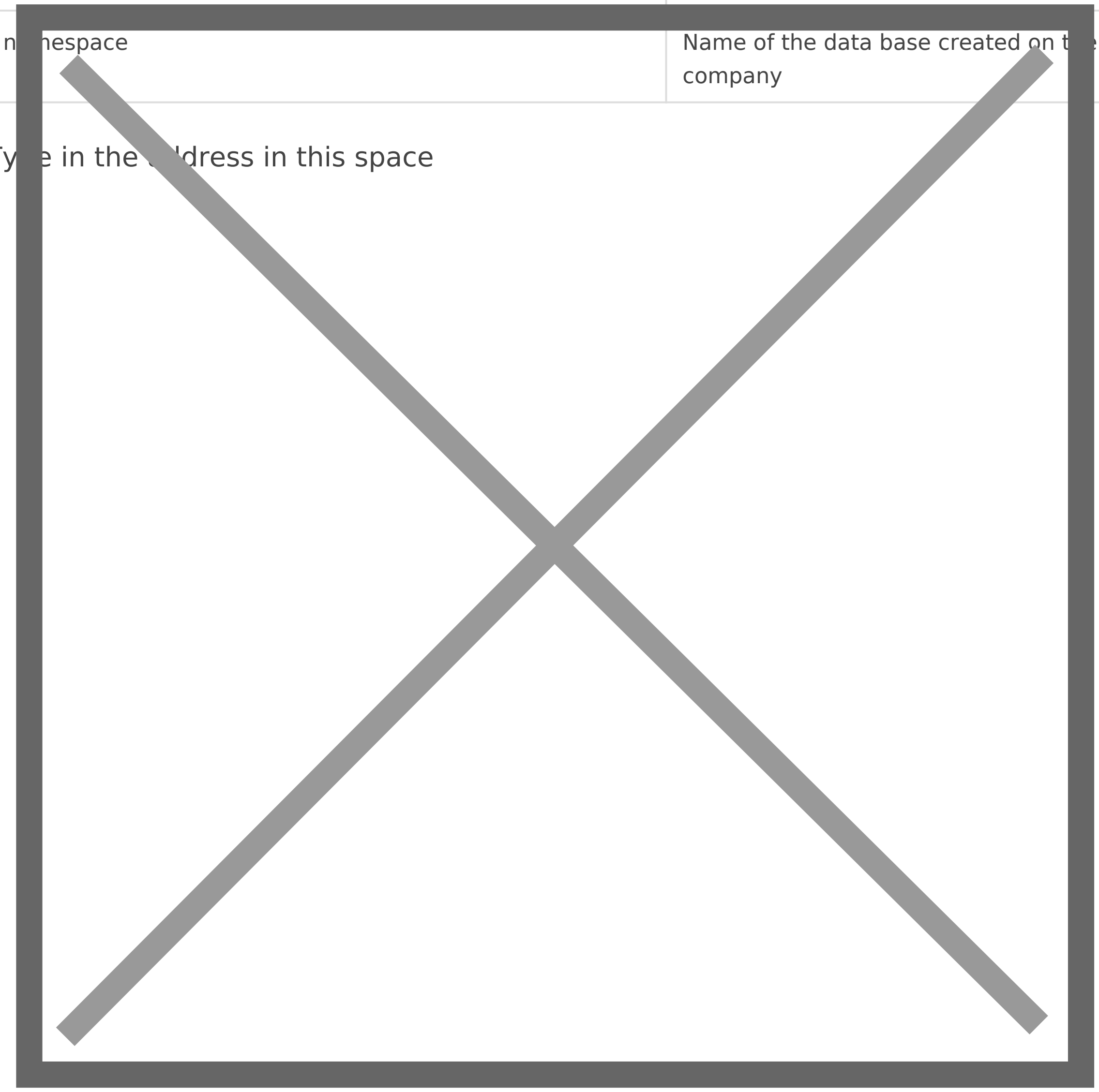
Right Click on your desktop, click on New and then onto Short cut.

Enter the path to the Web Accounting System.

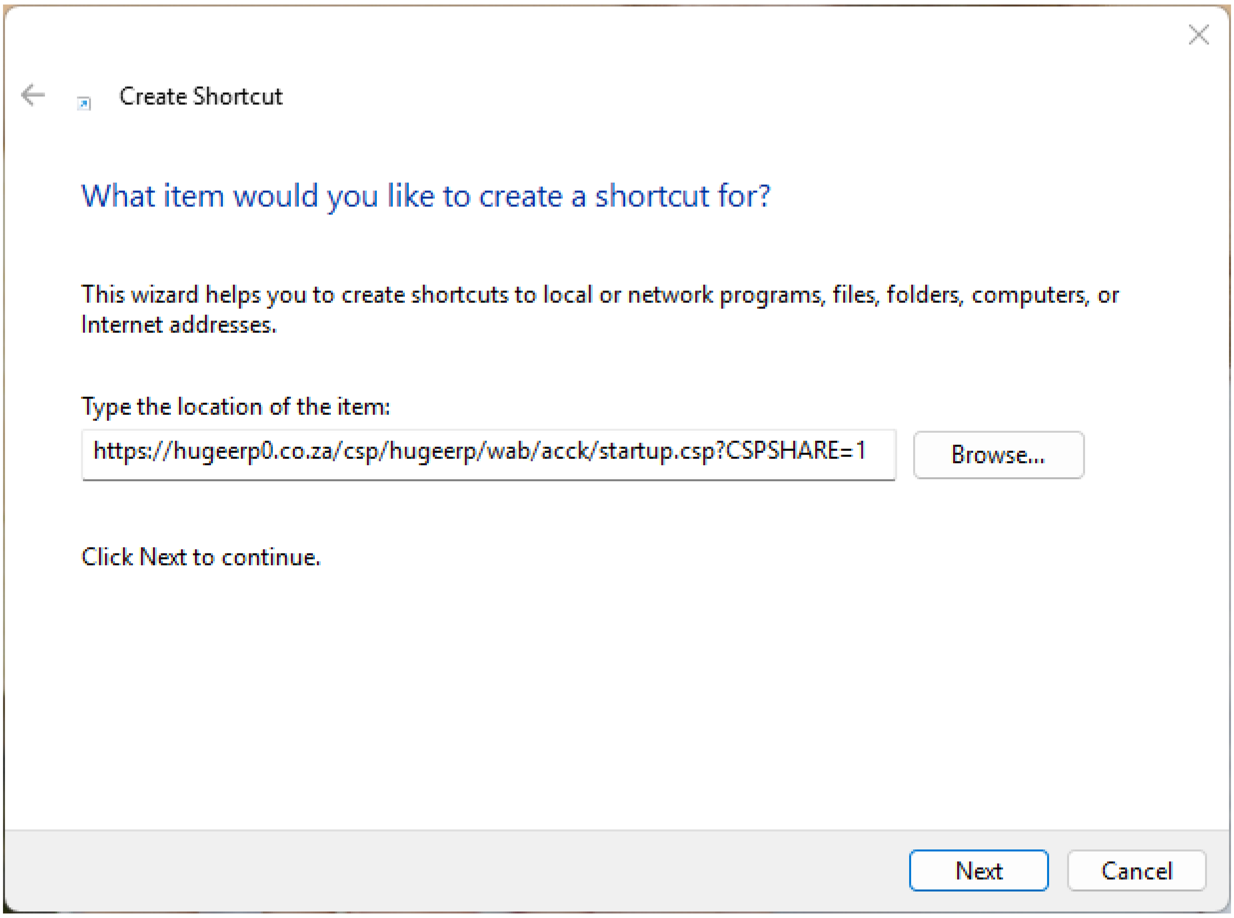
http://servername/csp/namespace/wab/index.csp

servername	Path of your server either by name or IP Address (your IT person should be able to give this to you)
namespace	Name of the data base created on the server for the company

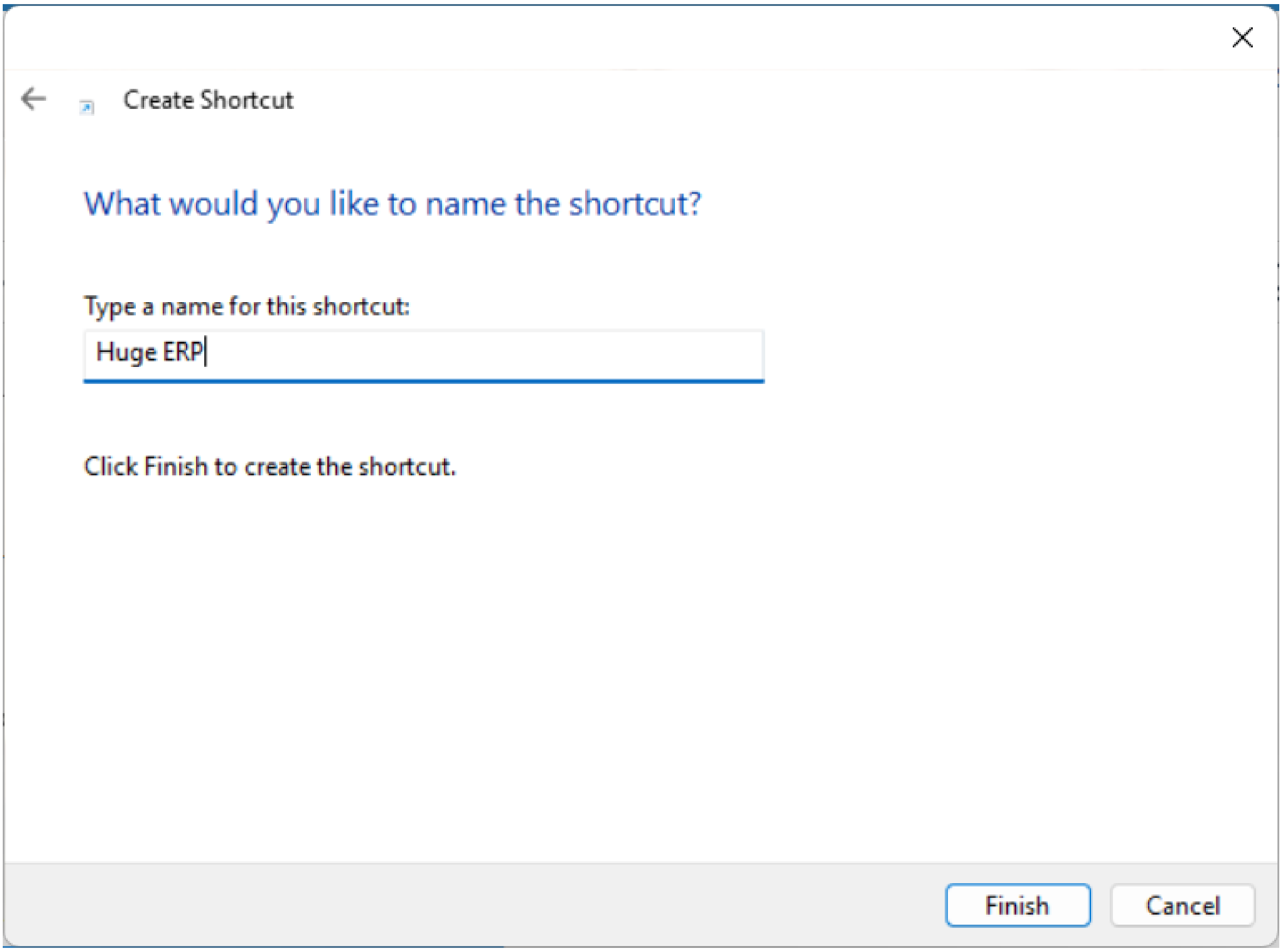
Type in the address in this space

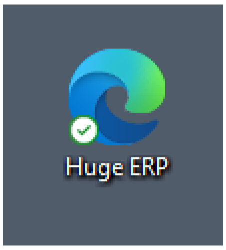


Enter the path for the server



Click on next and rename the shortcut


Create Shortcut
What would you like to name the shortcut?
Type a name for this shortcut:
Huge ERP
Click Finish to create the shortcut.
Finish
Cancel


Huge ERP

Office 365 Email Setup

Sending out emails from Huge ERP (Webaccounting). Huge ERP (Webaccounting) is not a mail server but sends requests with the emails to an external mail.

There are many email SMTP servers out in the market. However, it causes the emails to be marked as spam. There are several setups that need to be done against the domain and other areas to try and resolve this.

One way to do this is through Office 365 exchange mail settings.

However, it means only users that have email addresses of the domain will be able to send the email. This is a good thing as it looks only at the authorised users.

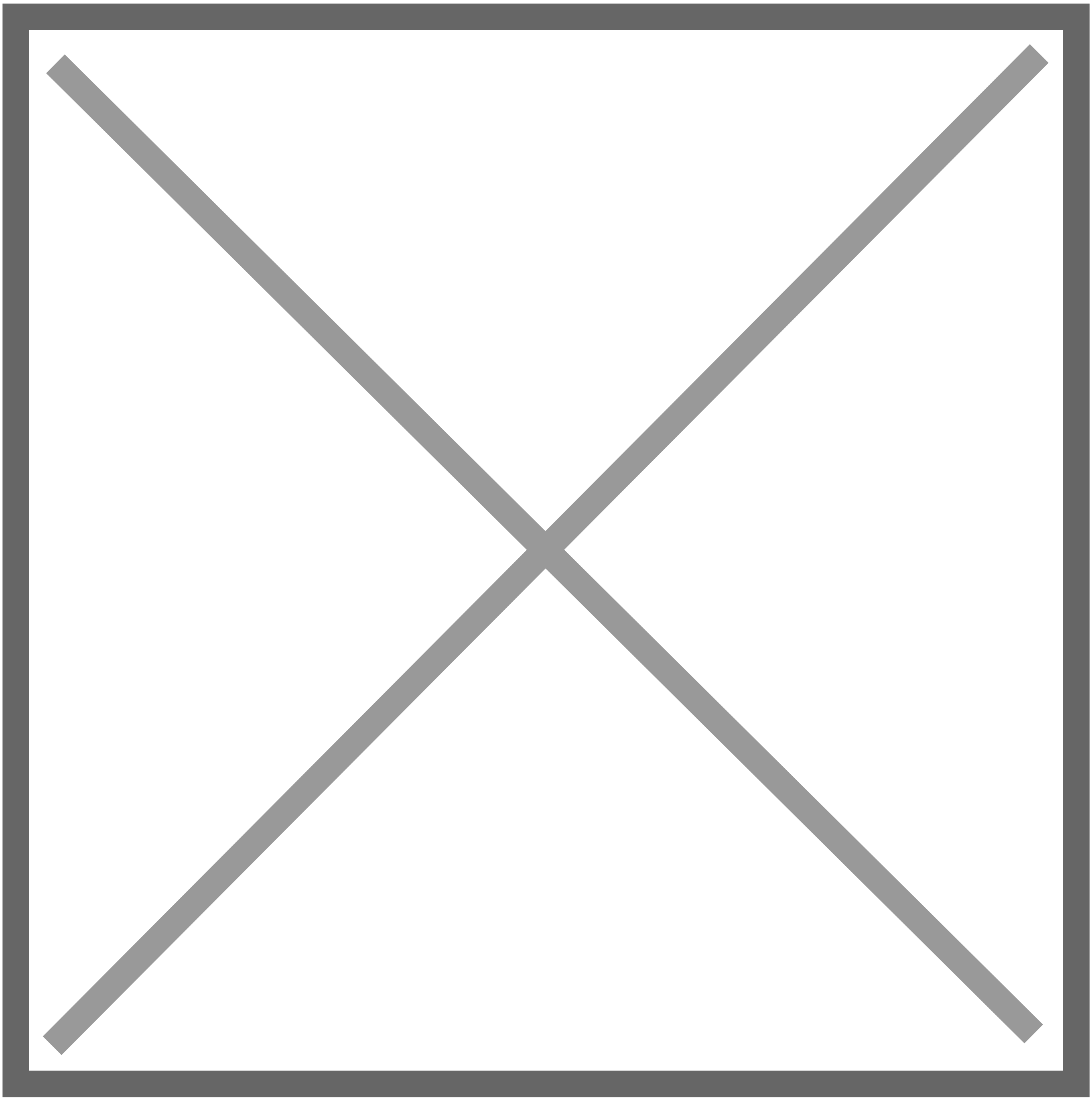
Office 365 setup

You must be an administrator for office 365 to set this up.

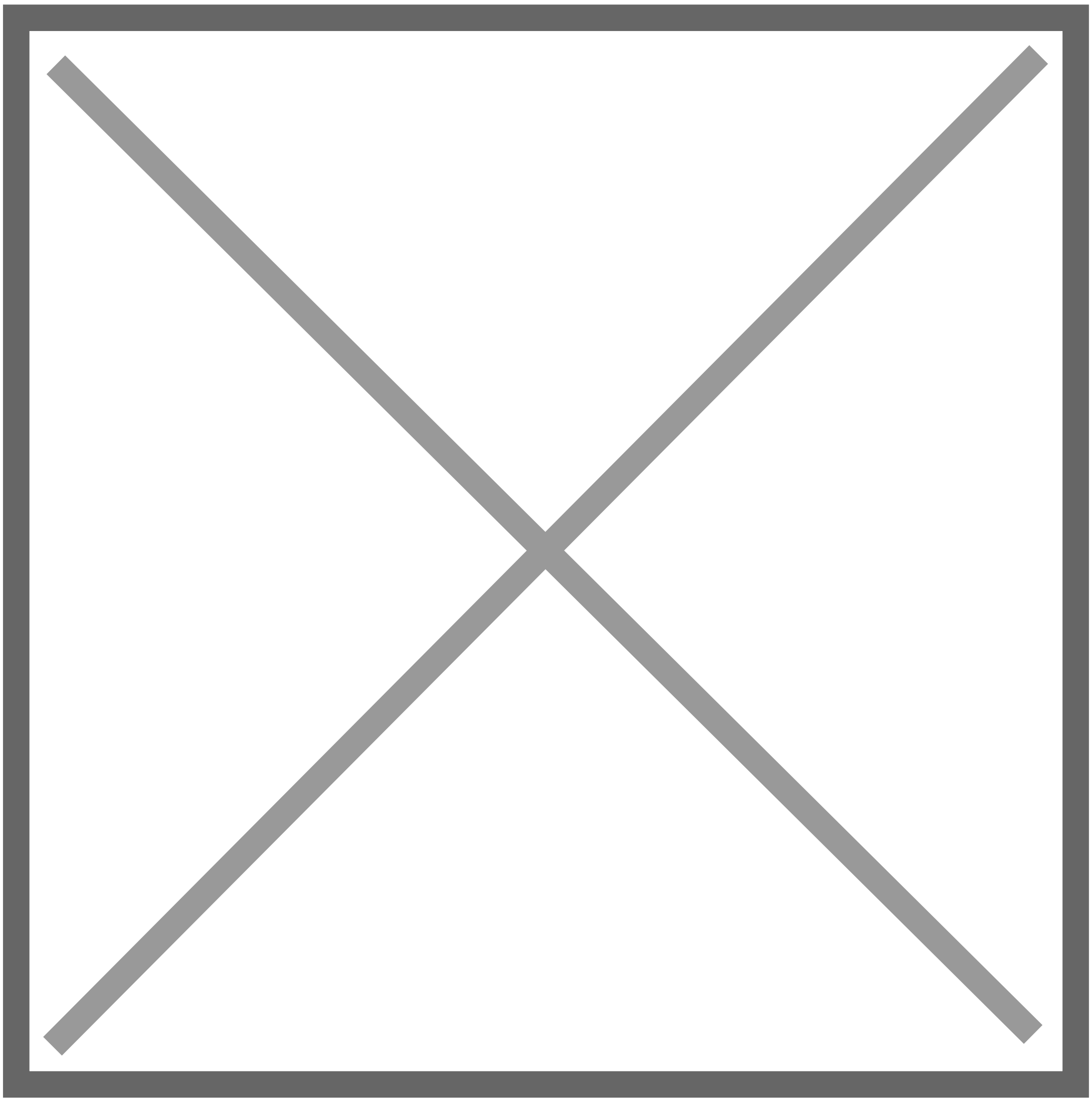
Log into your office 365 account.

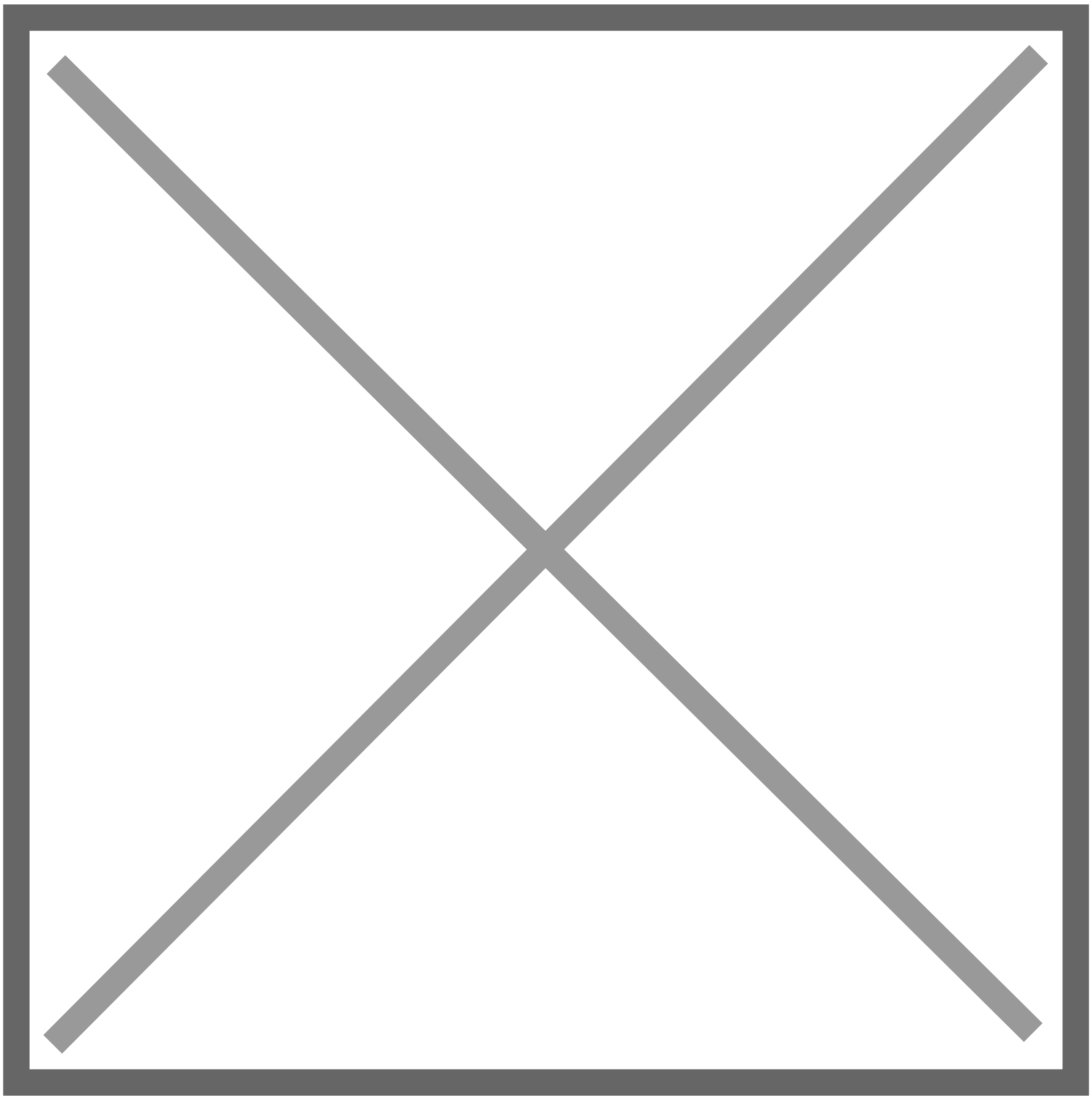
Go to the Exchange admin center

Then to mail flow and to connectors and add new



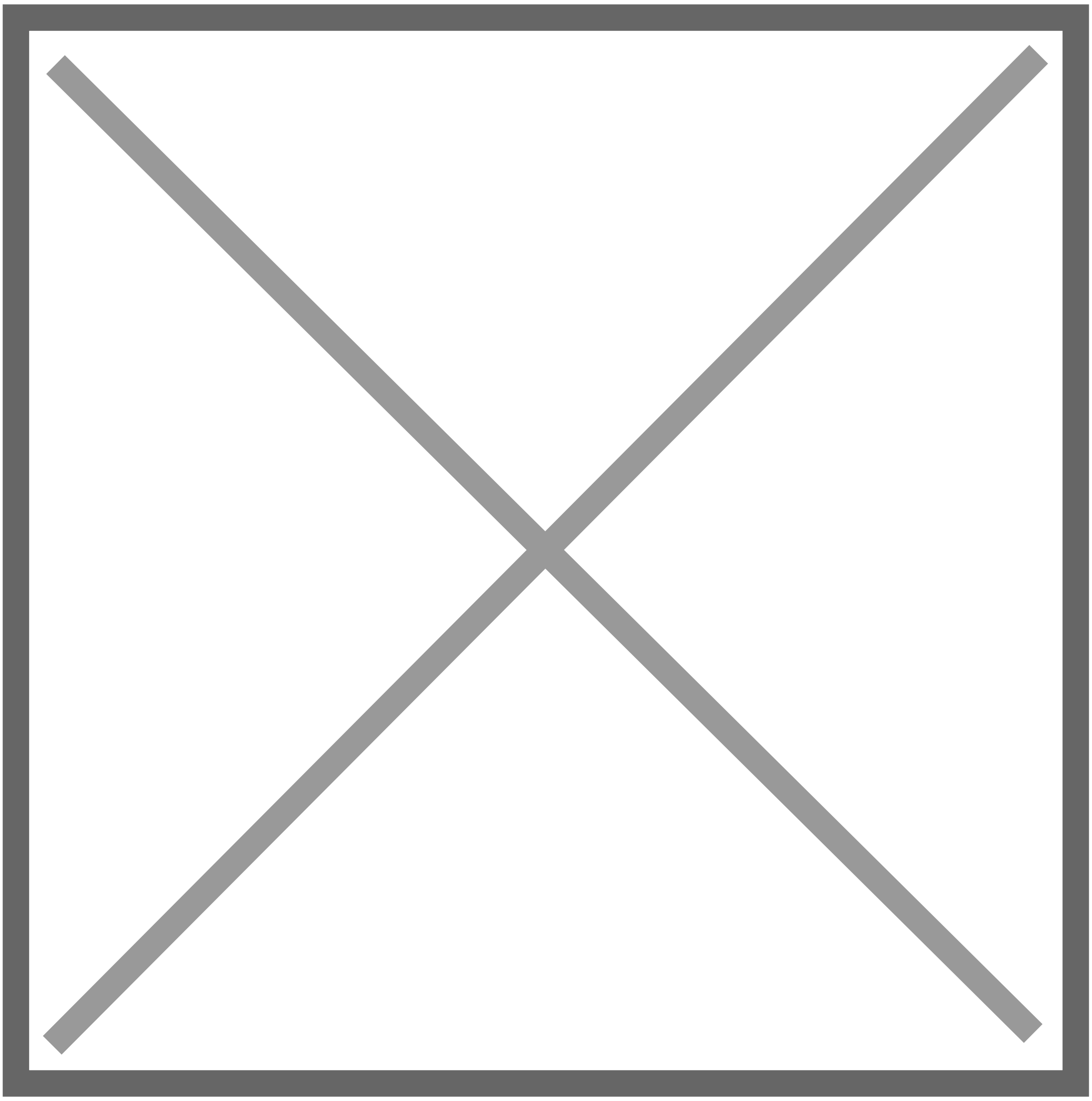
Adding a new connector





Enter the IP address of the server where Huge ERP (Webaccounting) is hosted

……0/24 with a /24 at the end

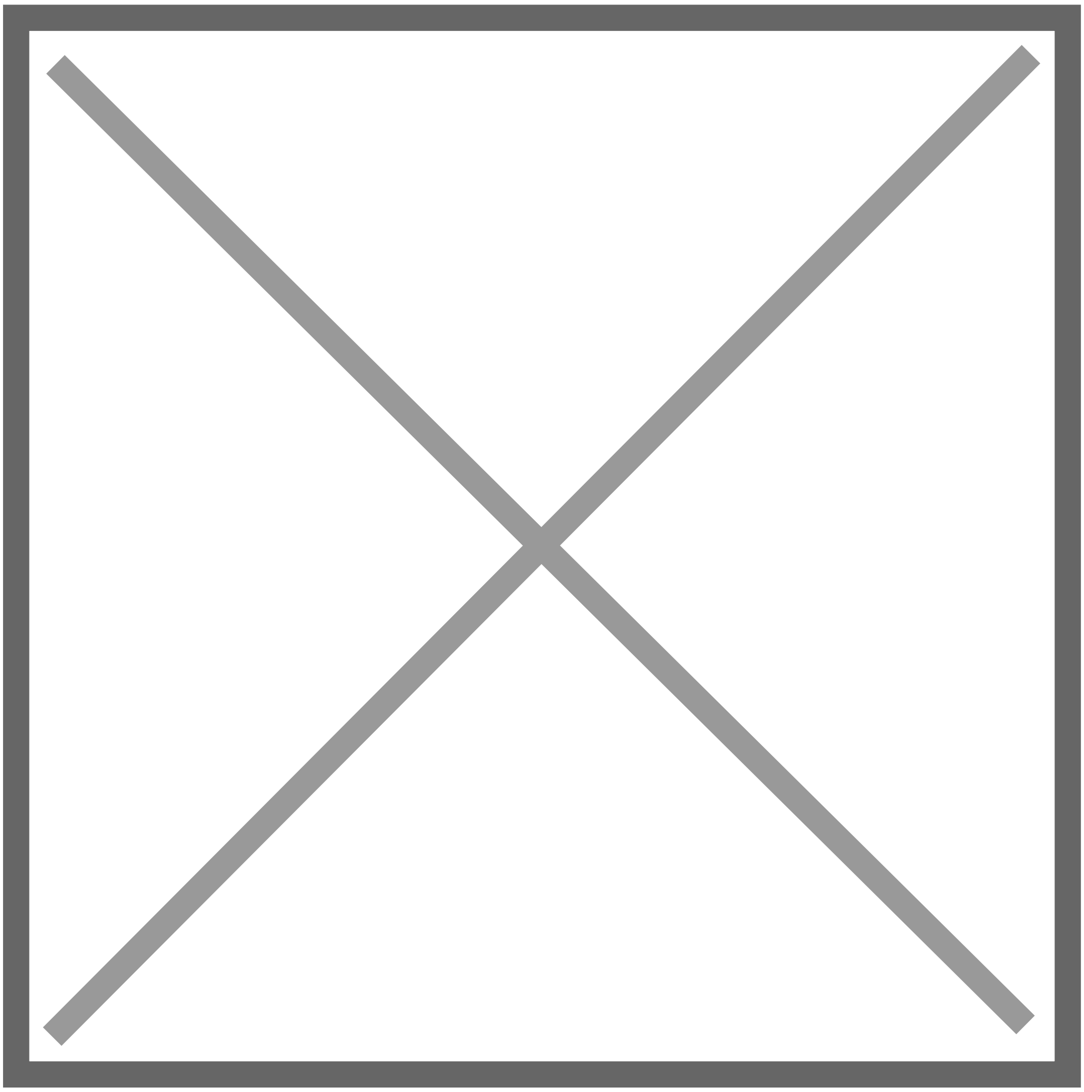


Huge ERP setup

In Huge ERP System configuration company profiles

Enter the email server

Yourdomainname-co-nz.mail.protection.outlook.com



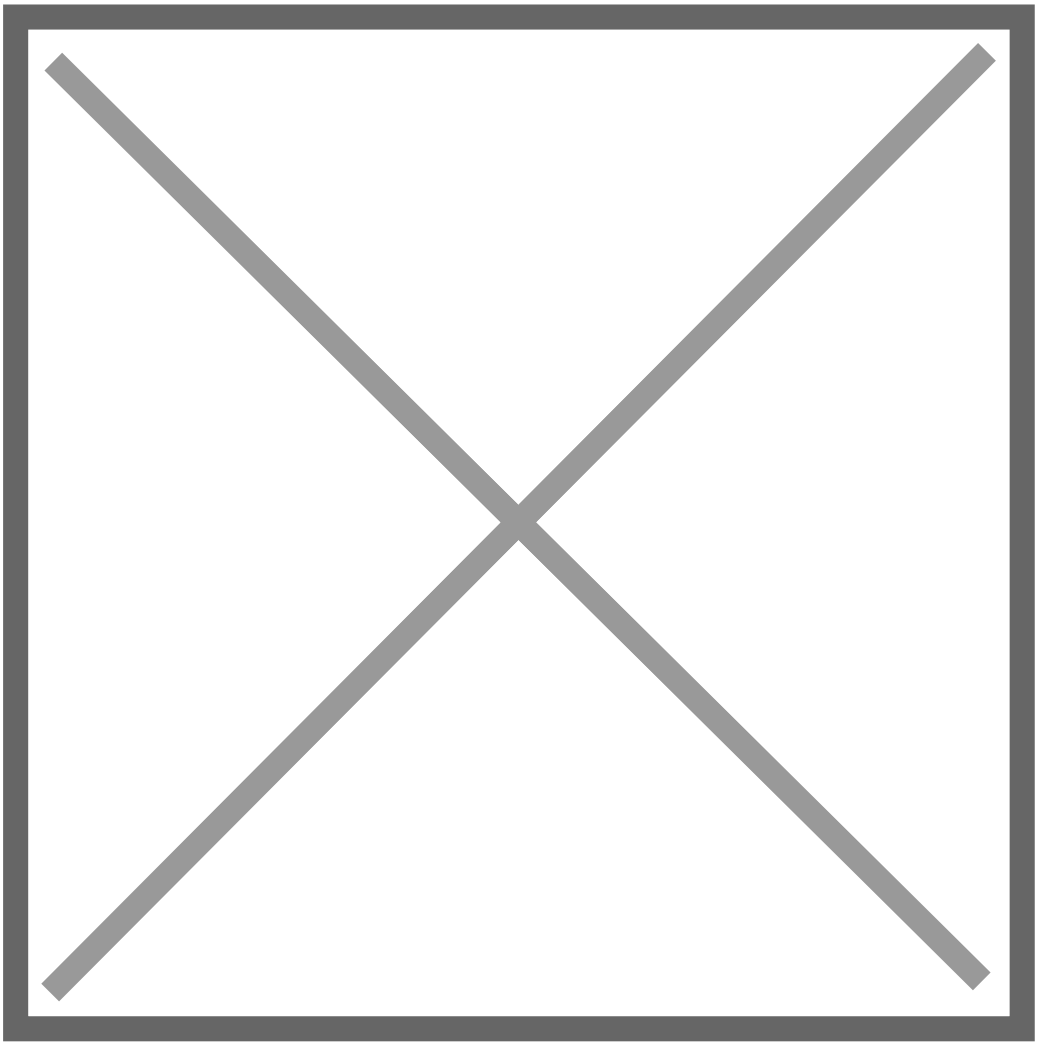
Recommended

Further protection in Office 365 setup is to set up using the SSL email function.

What needs to be done here is to set up an email address with a username and password in Office 365.

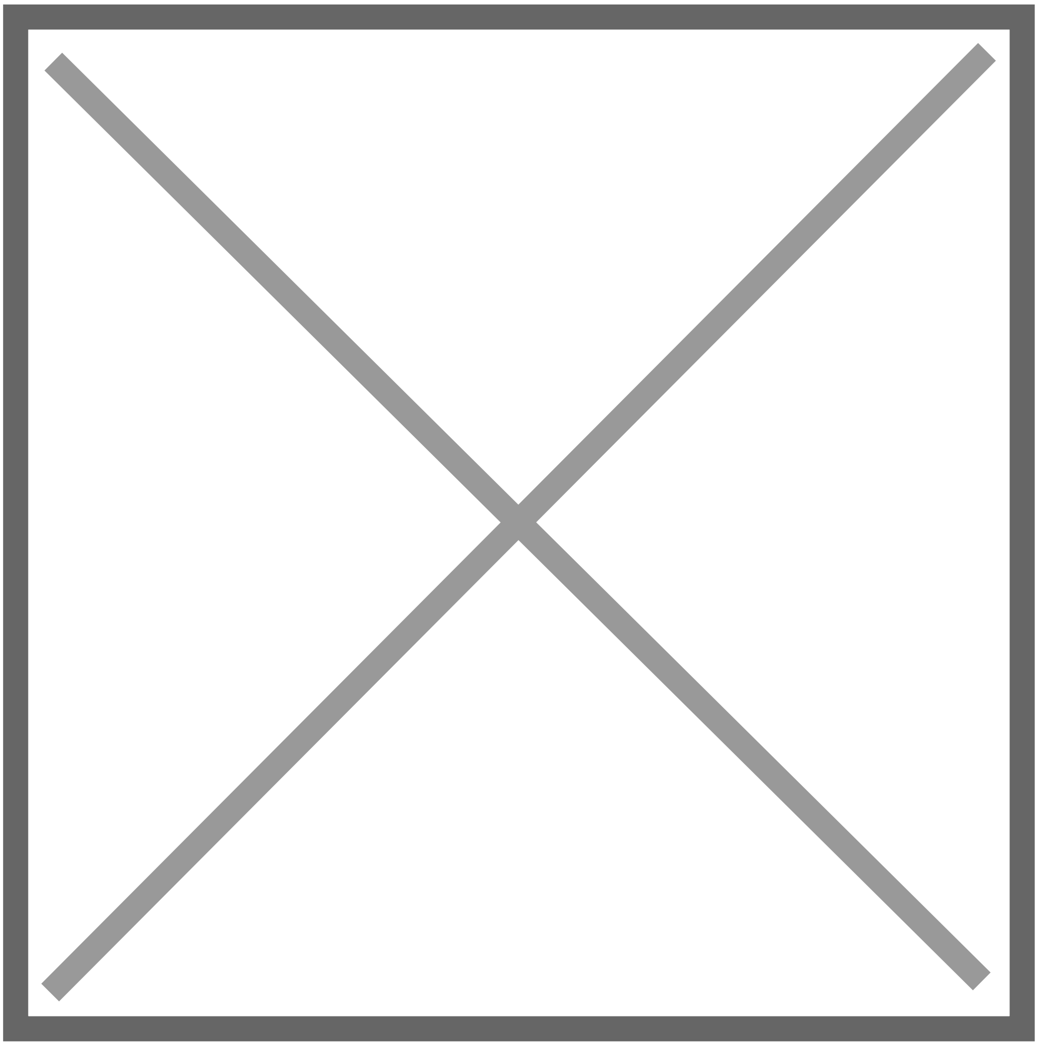
Then allow the user to send on behalf of users.

Office 365 mailbox setup



Set up the mailbox delegation to have the users in Huge ERP (Webaccounting) be set up as the Send As and Send on Behalf etc added.

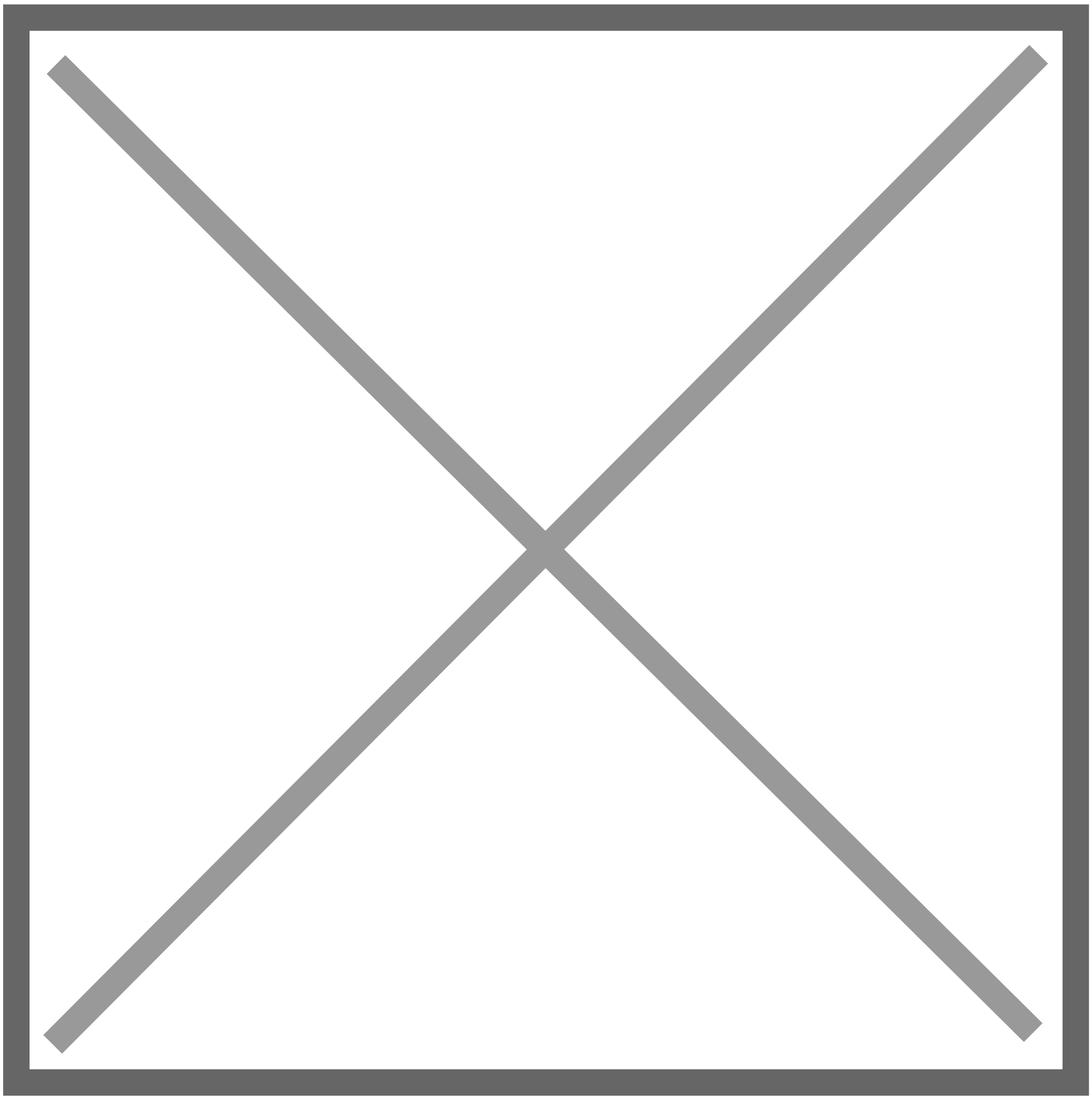
This means that when you send an email from Huge ERP (Webaccounting) it will put the send from of the user



Huge ERP setup for SSL secure

Enter the email address for the setup office 365 email

Enter the SSL Config – EMAIL (confirm with Huge ERP for this name)



Google Gmail Setup

Google Gmail setup for SMTP relay

When you use your Gmail to reroute your emails through the system, you will need to white-list the IP address that our server relays

Add an IP address to your whitelist

Sign in to your Google Admin console.

Sign in using your administrator account (does not end in @gmail.com).

From the Admin console Home page, go to Apps - then G Suite - then Gmail and the advanced settings.

Tip: To see Advanced Settings, scroll to the bottom of the Gmail page.

On the left, select the top-level organization, typically your domain.

In the Spam, phishing, and malware section, scroll to the Email whitelist setting. Or, in the search field, enter email whitelist.

Enter the IP address of the sending mail servers you want to whitelist. To add more than one IP address, enter an IP range in Classless Inter-Domain Routing (CIDR) notation or separate each IP address with a comma.

Note: Be sure to enter public IP addresses, as private IP addresses are not accepted.

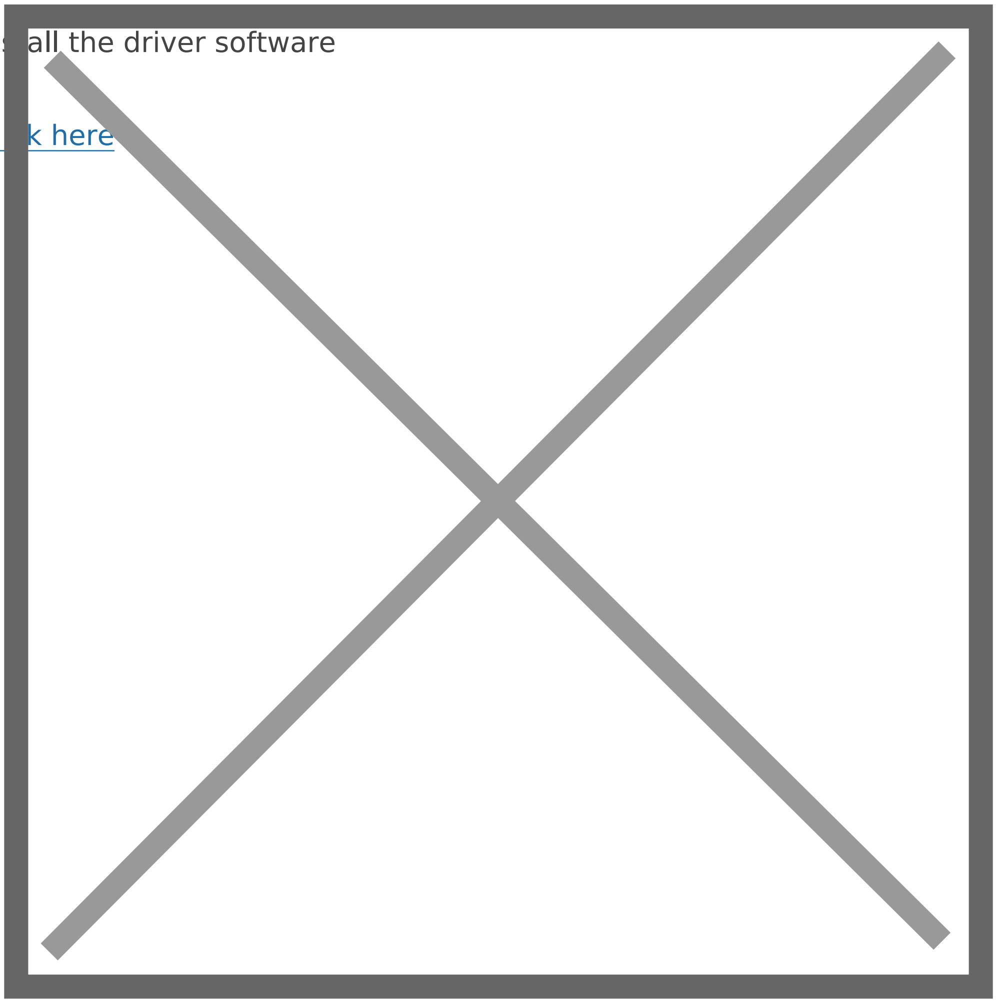
At the bottom of the Gmail Advanced settings page, click Save.

It can take up to 24 hours for any changes to take effect. You can track changes in the Admin audit log.

Barcode Printing Setup

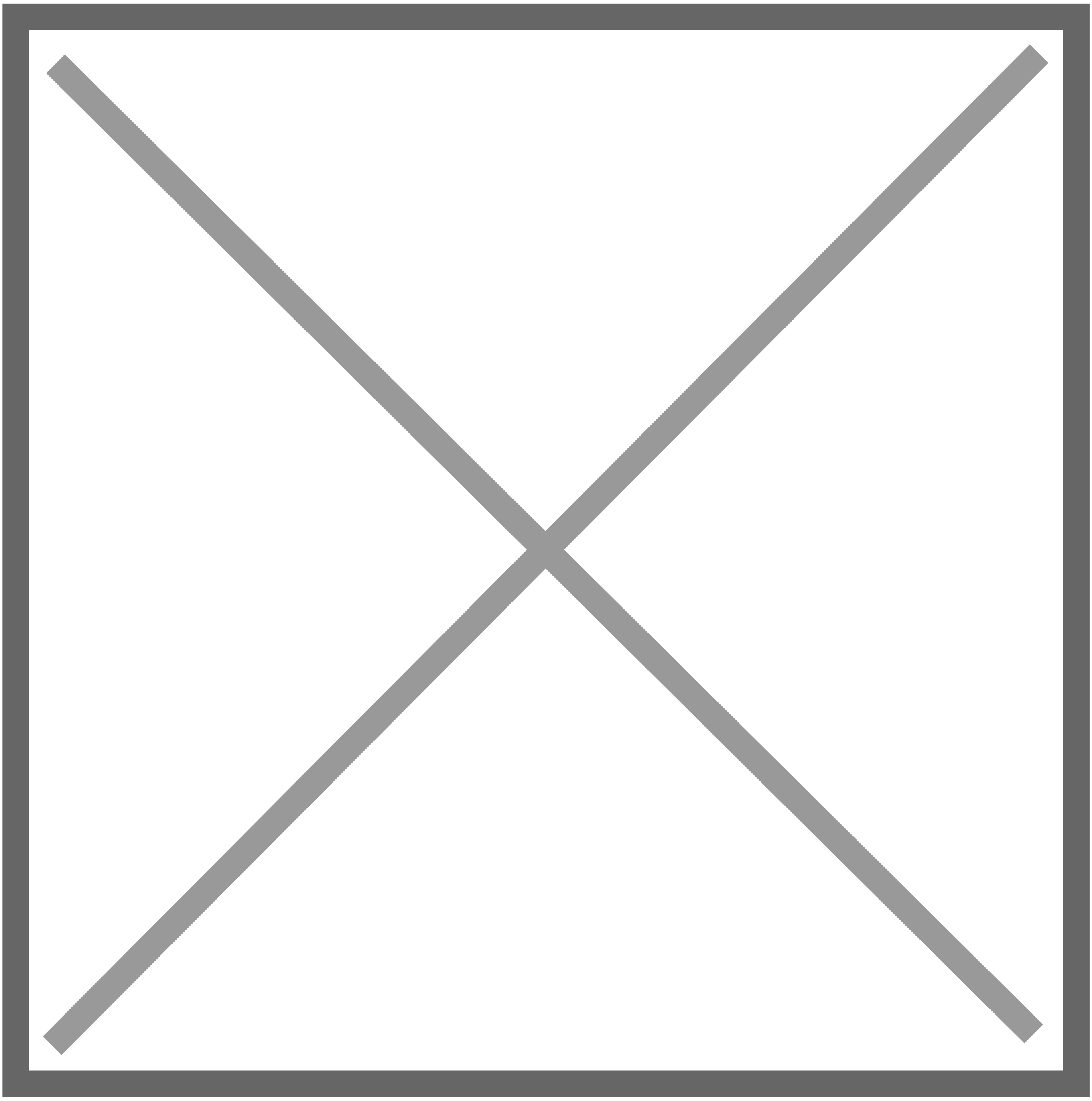
Install the driver software

[Click here]

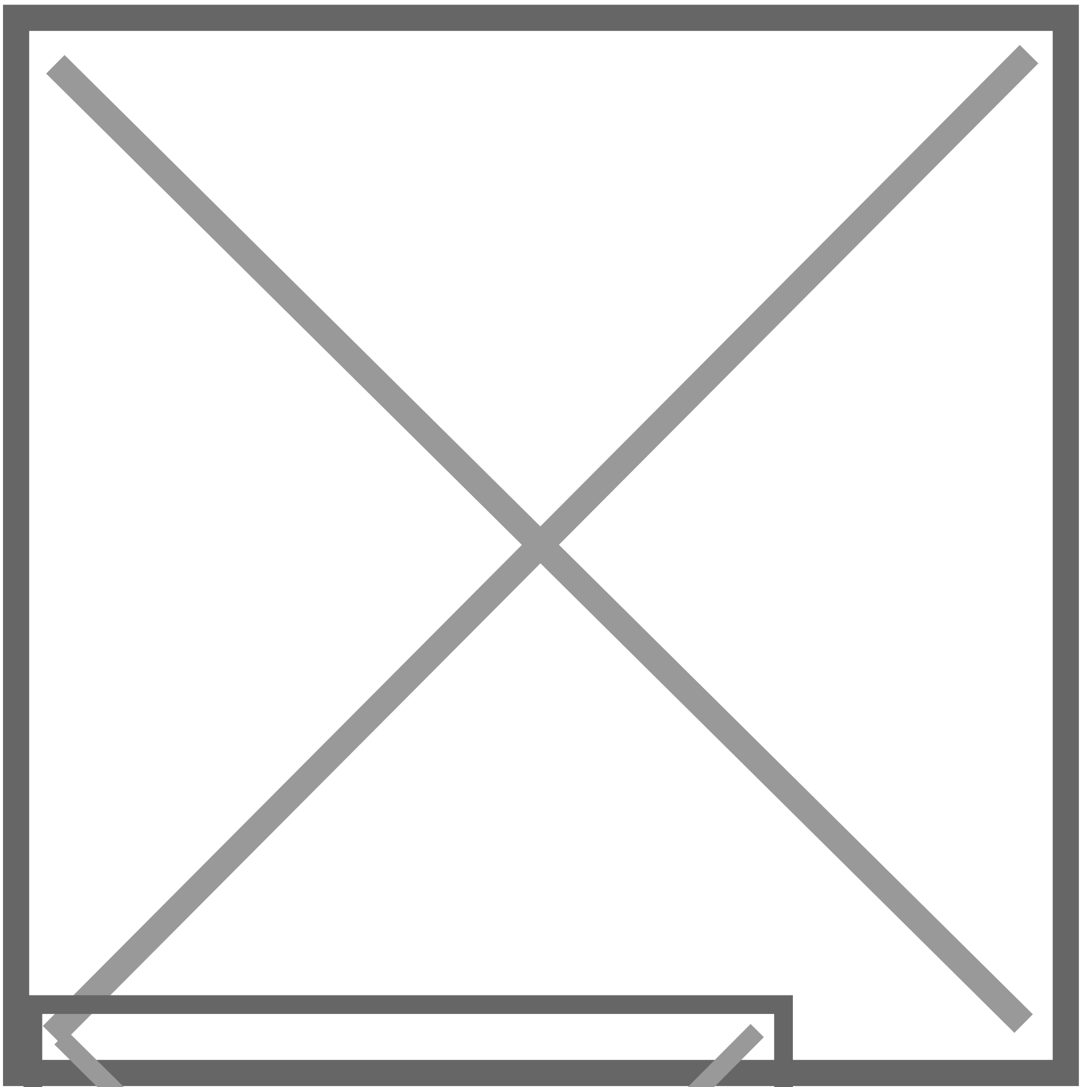


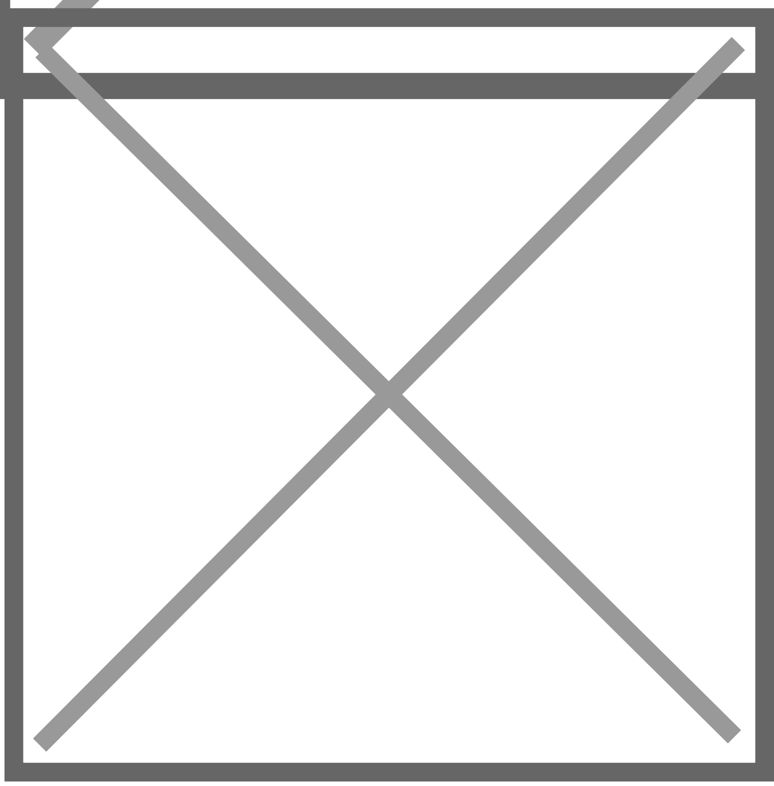
In printing preferences for the printer use the following settings:

Changing the width and Height of the label

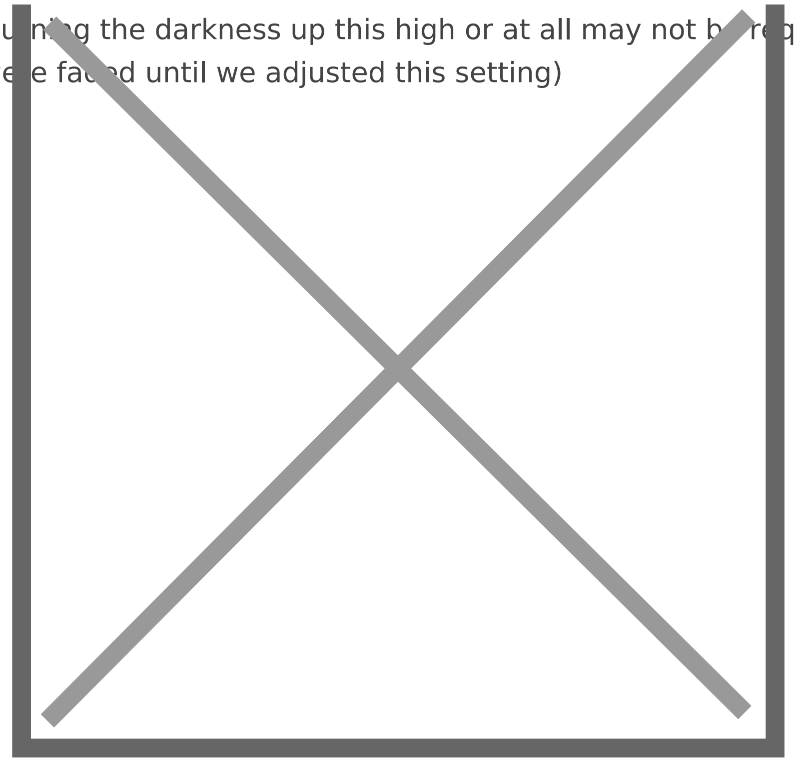


Label size changes

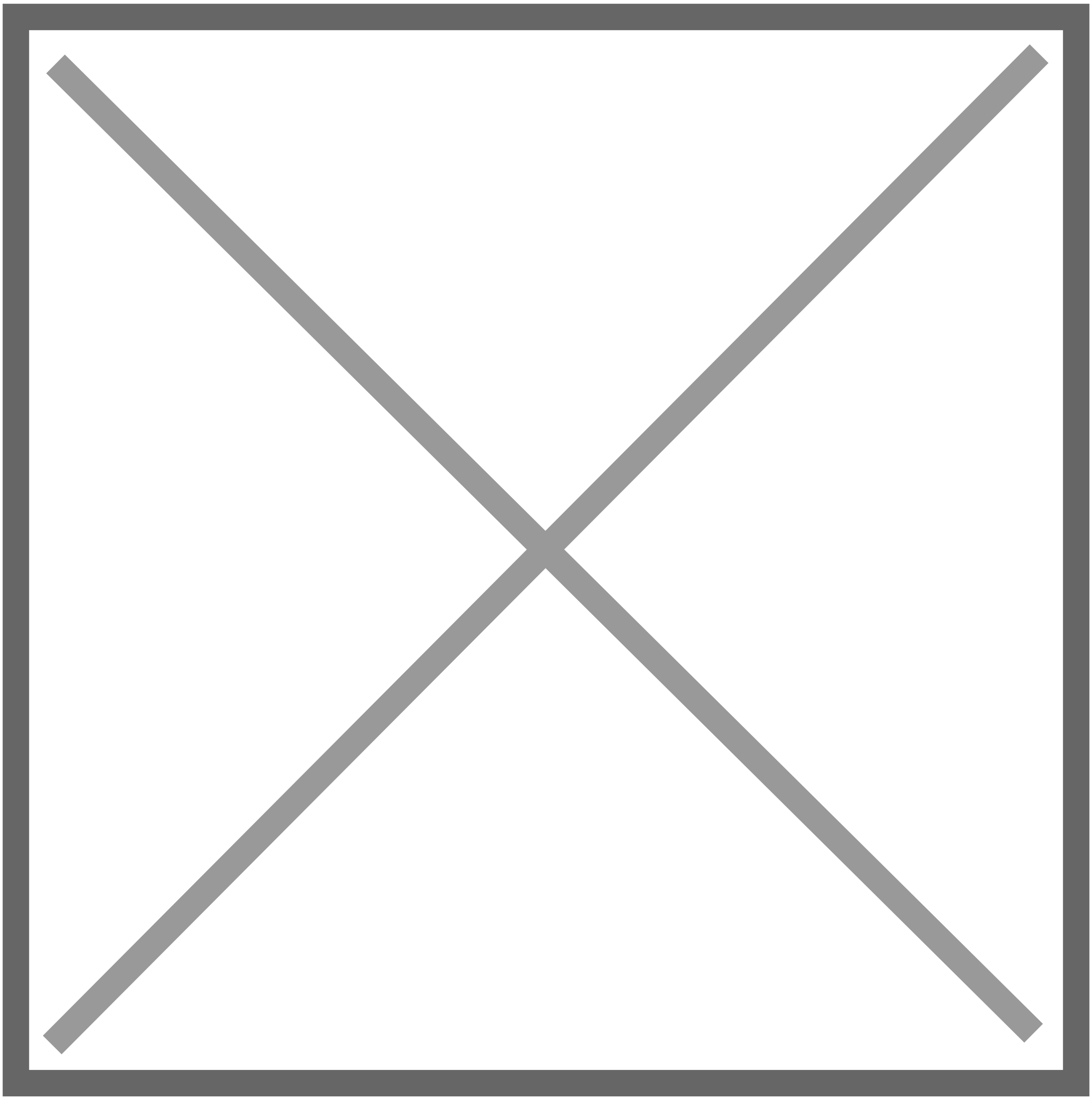




(turning the darkness up this high or at all may not be required, but the barcodes that was printing were faded until we adjusted this setting)



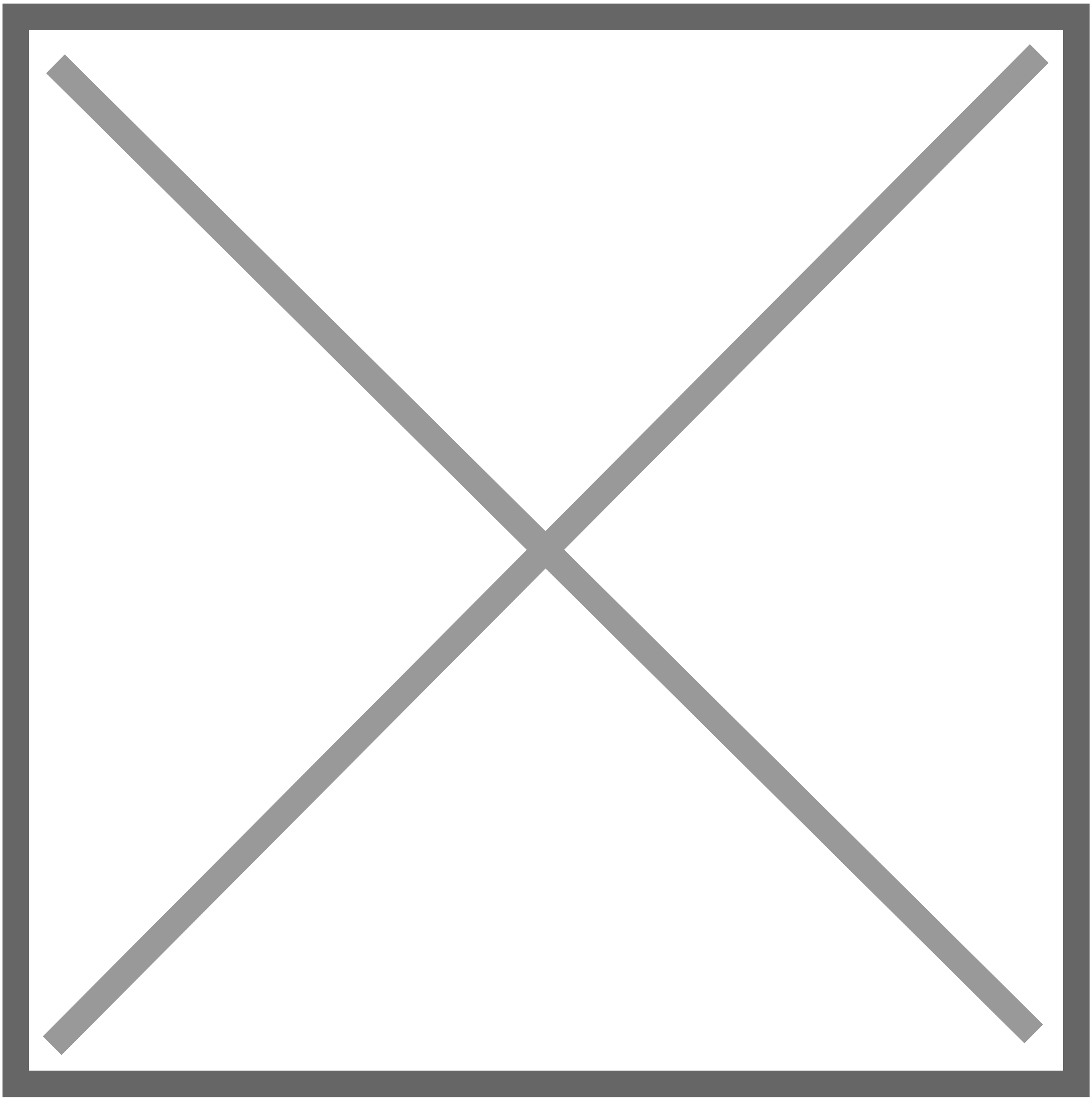
To print the barcode the button highlighted below is clicked. The size of the barcode and text is currently set specifically for the label and printer as set up above.



In the print dialog:

1. Select the printer
2. Select the paper size as the “Stock” defined in the printer preferences

Use default for margins and scale and set layout to portrait



Excel Files Open

Export files to open as Excel files

When trying to open up files downloaded from the system, it tries to open up XML files in the browser. This does not render correctly.

This happens if this is the first time one is using the system or Microsoft upgrades or upgraded to Windows 11 and now all your defaults are back to standard.

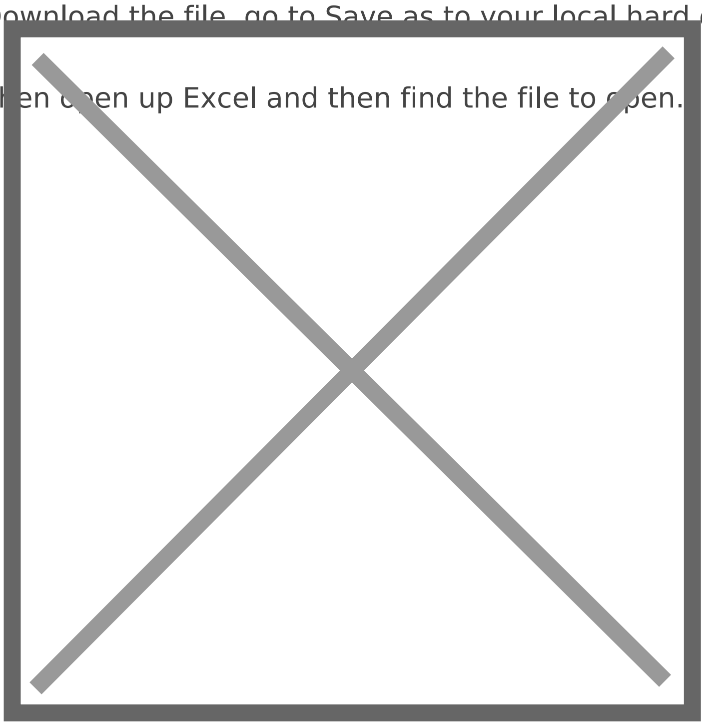
The XML file is trying to open in MS Edge.

Methods to read file

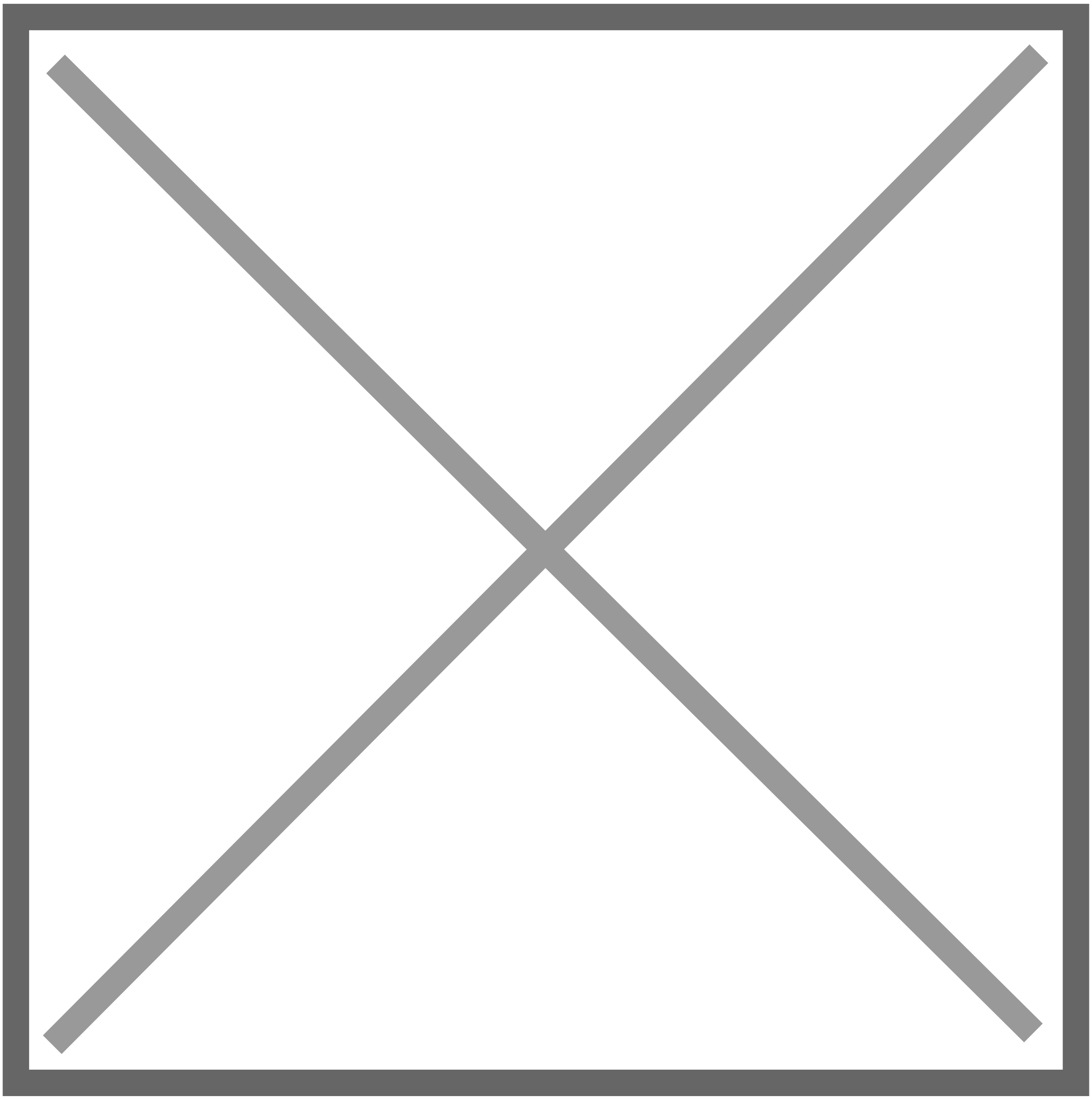
Method 1

Download the file, go to Save as to your local hard drive.

Then open up Excel and then find the file to open. Open up file.



Save the file to the harddrive



Method 2

You can set your Windows to open up XML files as an Excel file in Windows apps.

Steps

Download a file from the system as per Method 1

Find the file via windows explorer

Right click on file

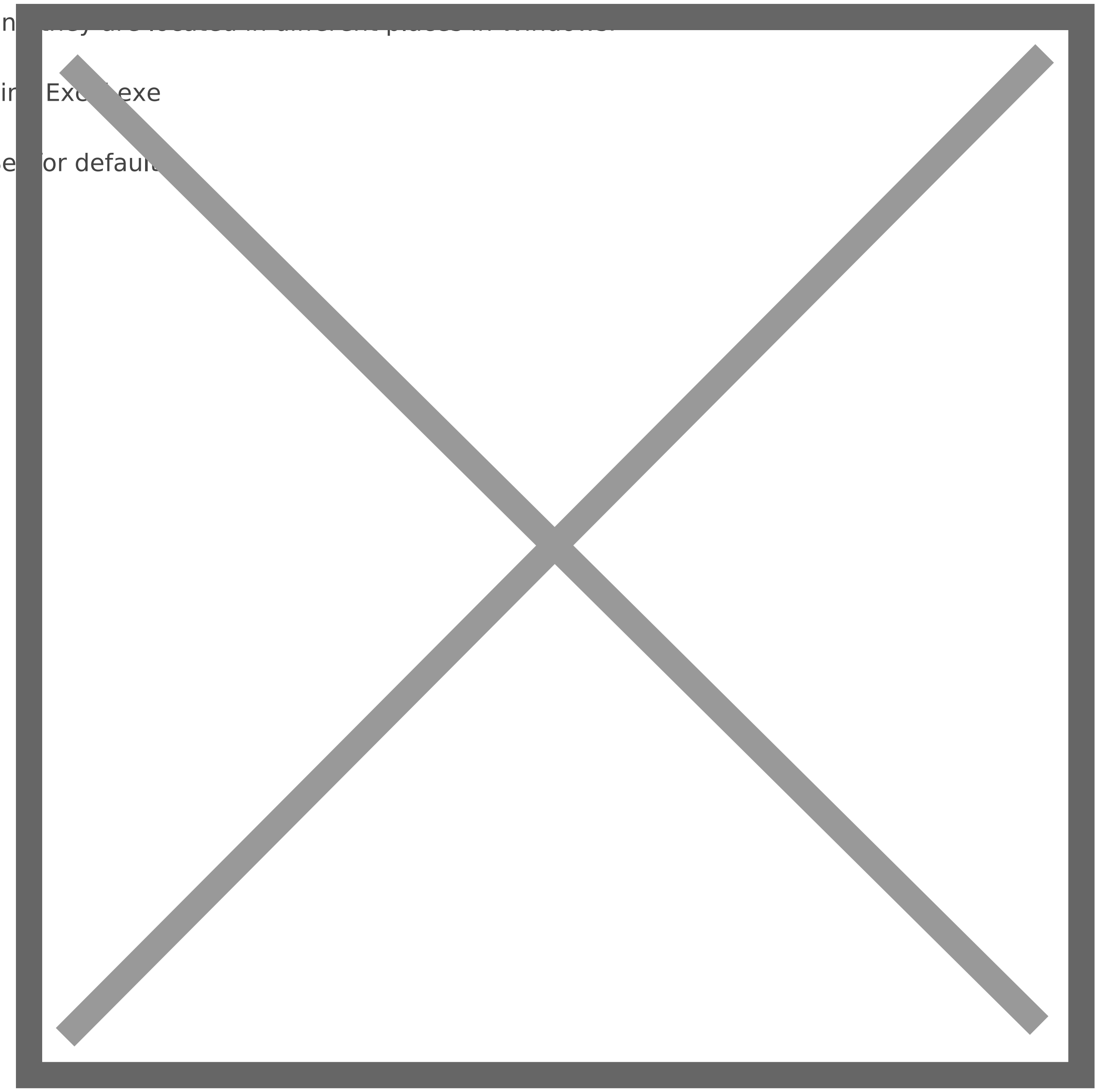
Go to look for another app on this PC, if you cannot find Excel as per number 1 below

Click on number 2 to Choose another app in order to find Excel

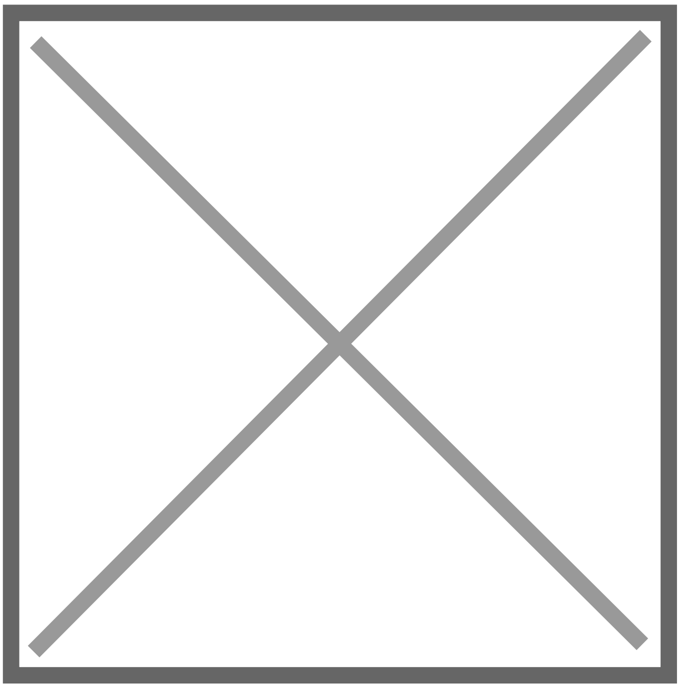
This may require some assistance from your IT department as there are various versions of Excel and they are located in different places in Windows.

Find Excel.exe

Set for default

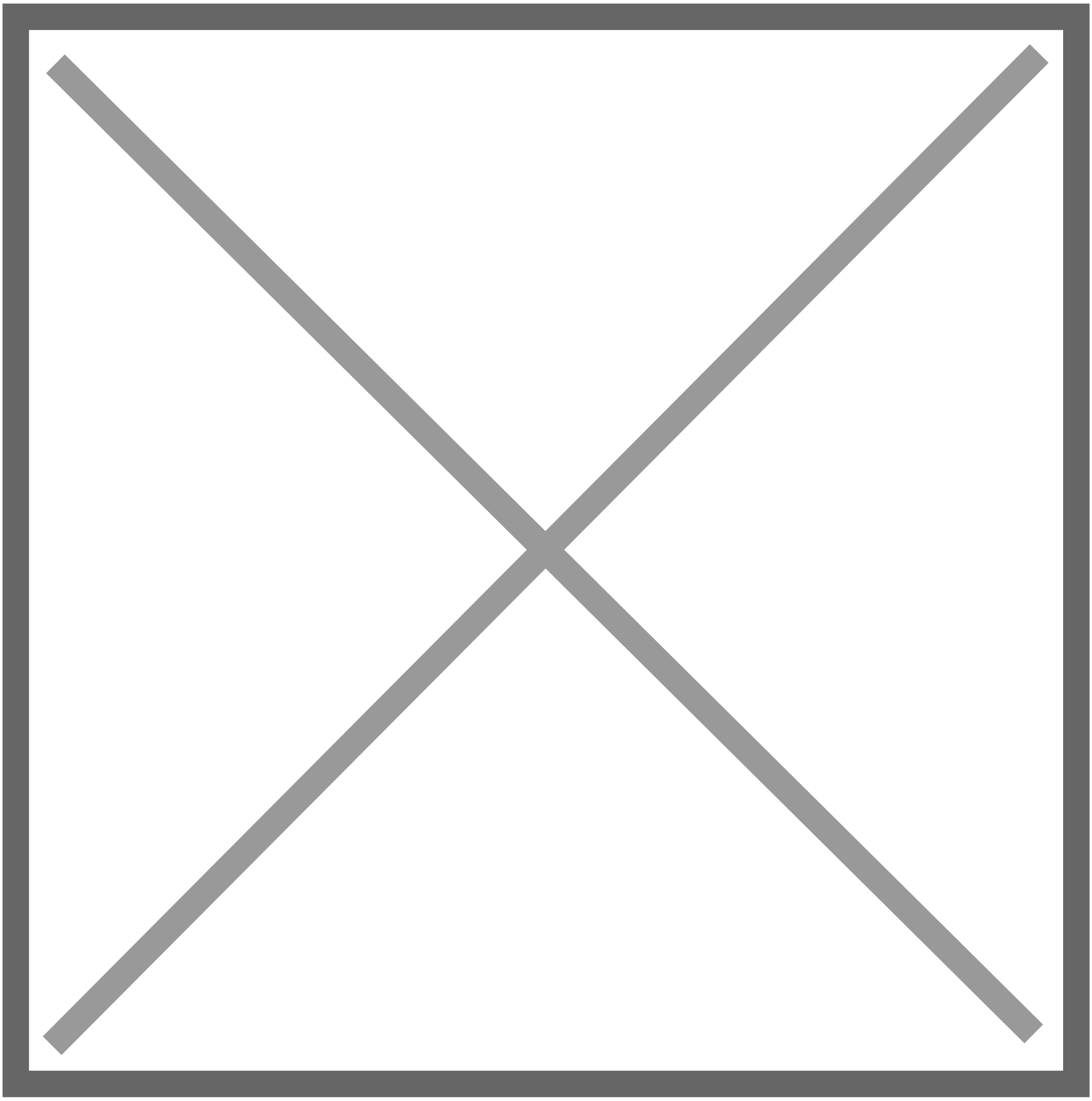


Scroll down to Look for another app on this PC



Once you find the Excel.exe

Click on Open



After you have opened up the Excel file, close it down again

Right click on the XML file

This time you will see the Excel icon

Before you click on this, click on Choose another app

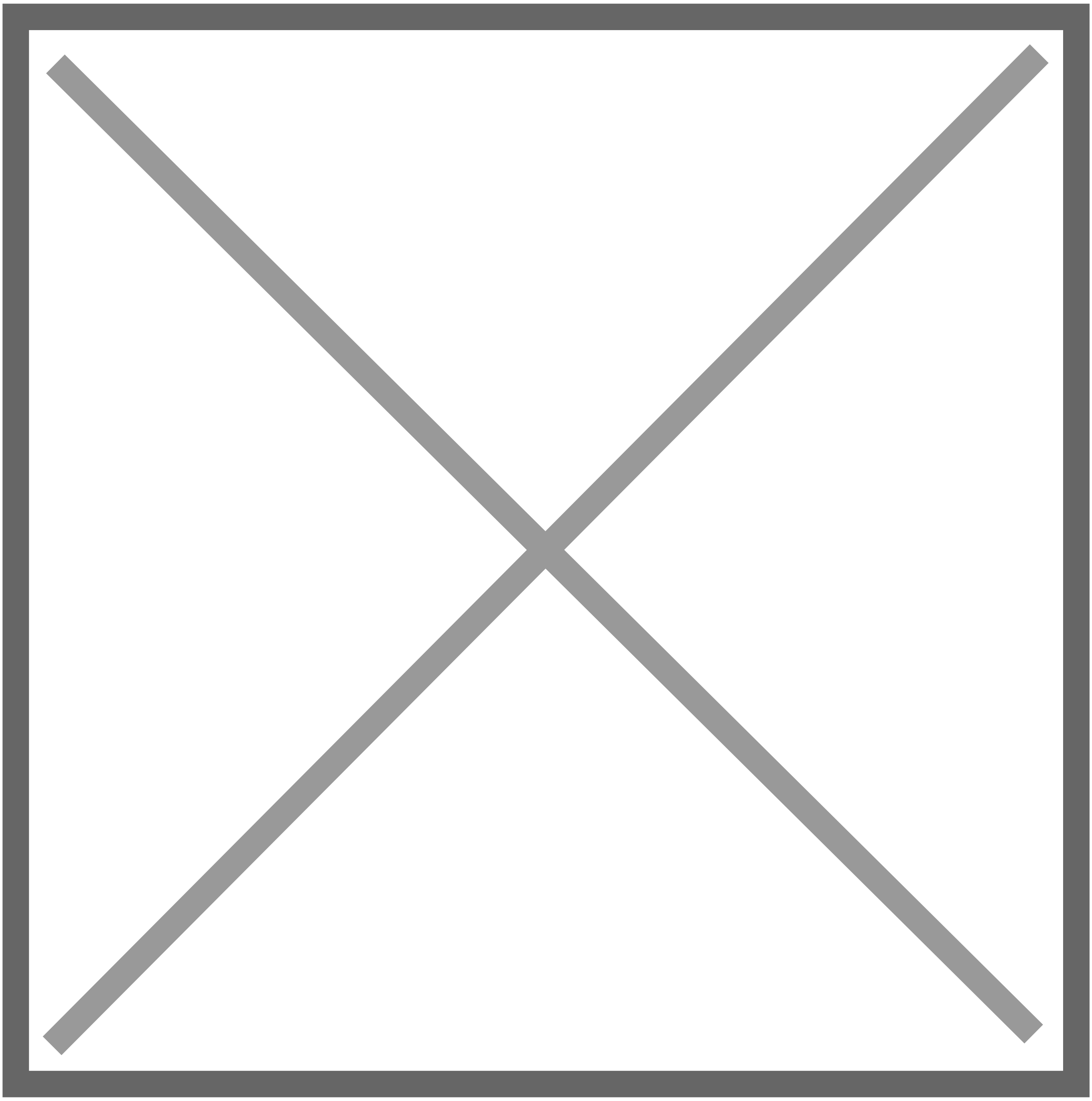
But before you click on this

Put a tick on - Always open file with this app

Then click on Excel

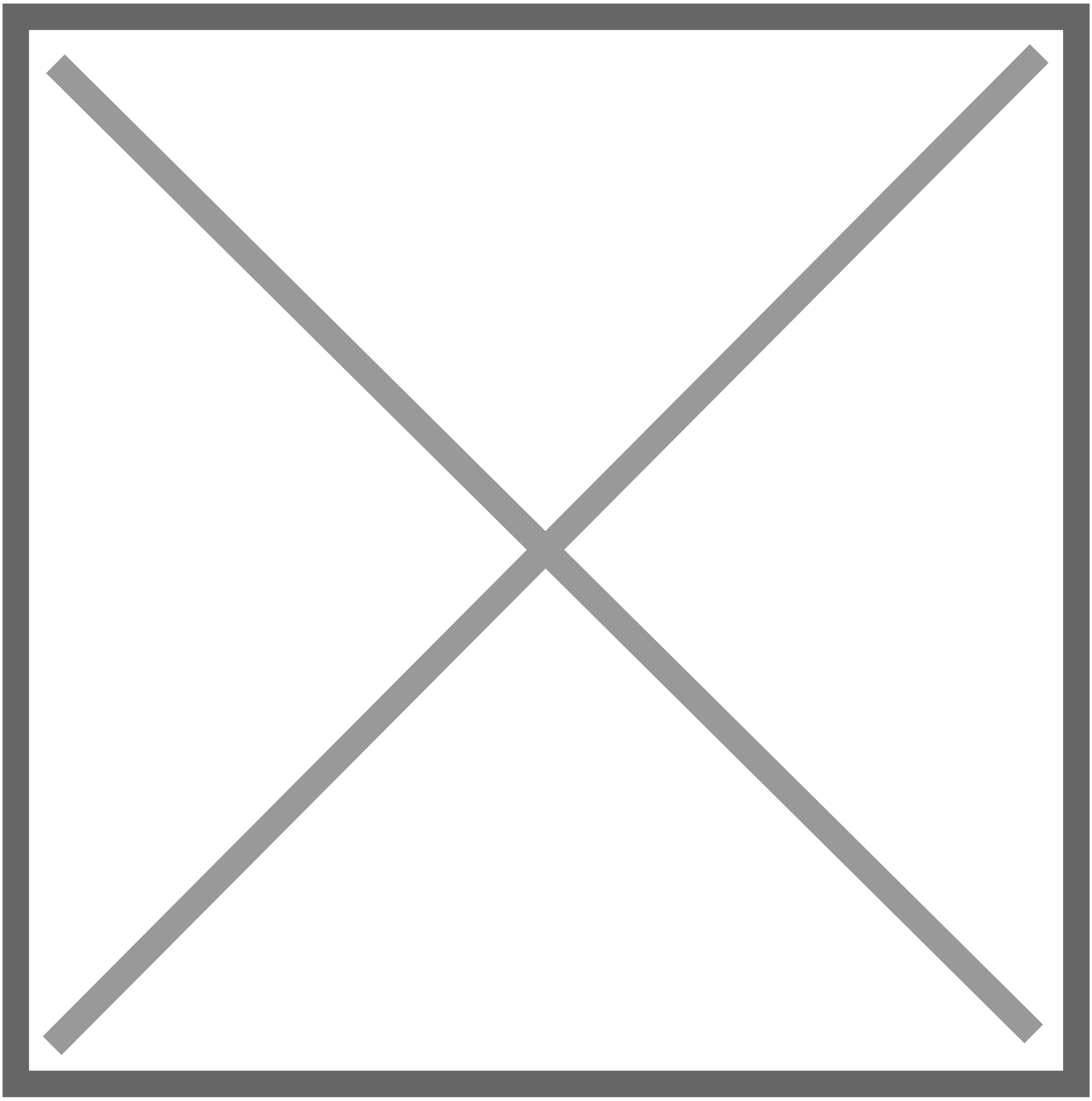
Method 3

Set the default for file type .xml



Once you find the Excel.exe

Click on Open



Window Hiding

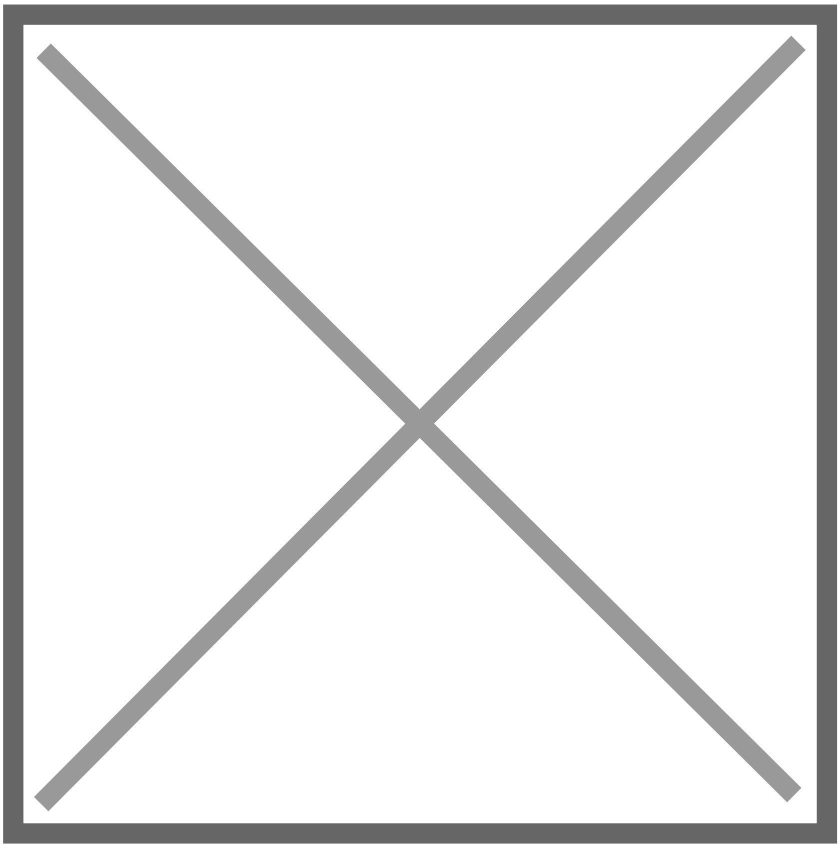
When a Window Opens Off-Screen

This issue usually occurs when switching from using the laptop screen only to connecting the laptop to an office monitor. A browser or application window may open outside the visible display area, making it difficult to access or move.

It commonly happens with Google Chrome and Microsoft Edge, especially after changing monitor settings or reconnecting an external display.

How to Bring the Window Back Into View

1. Select the affected application from the taskbar so that it is active.
2. Press **Alt + Spacebar** on your keyboard to open the window menu.
3. Select **Move**. If needed, press **M** on the keyboard to choose the Move option.
4. Use the arrow keys to bring the window back onto the visible screen.
5. Press **Enter**, or click the mouse, once the window is visible and positioned correctly.
6. Double-click the window title bar to maximise it.



If the Issue Continues

You may need to repeat these steps a few times. Once the window is displaying correctly, restart the laptop while the monitor is connected so that the application opens in the correct position the next time.

PDF Statement Fix

Post status reset

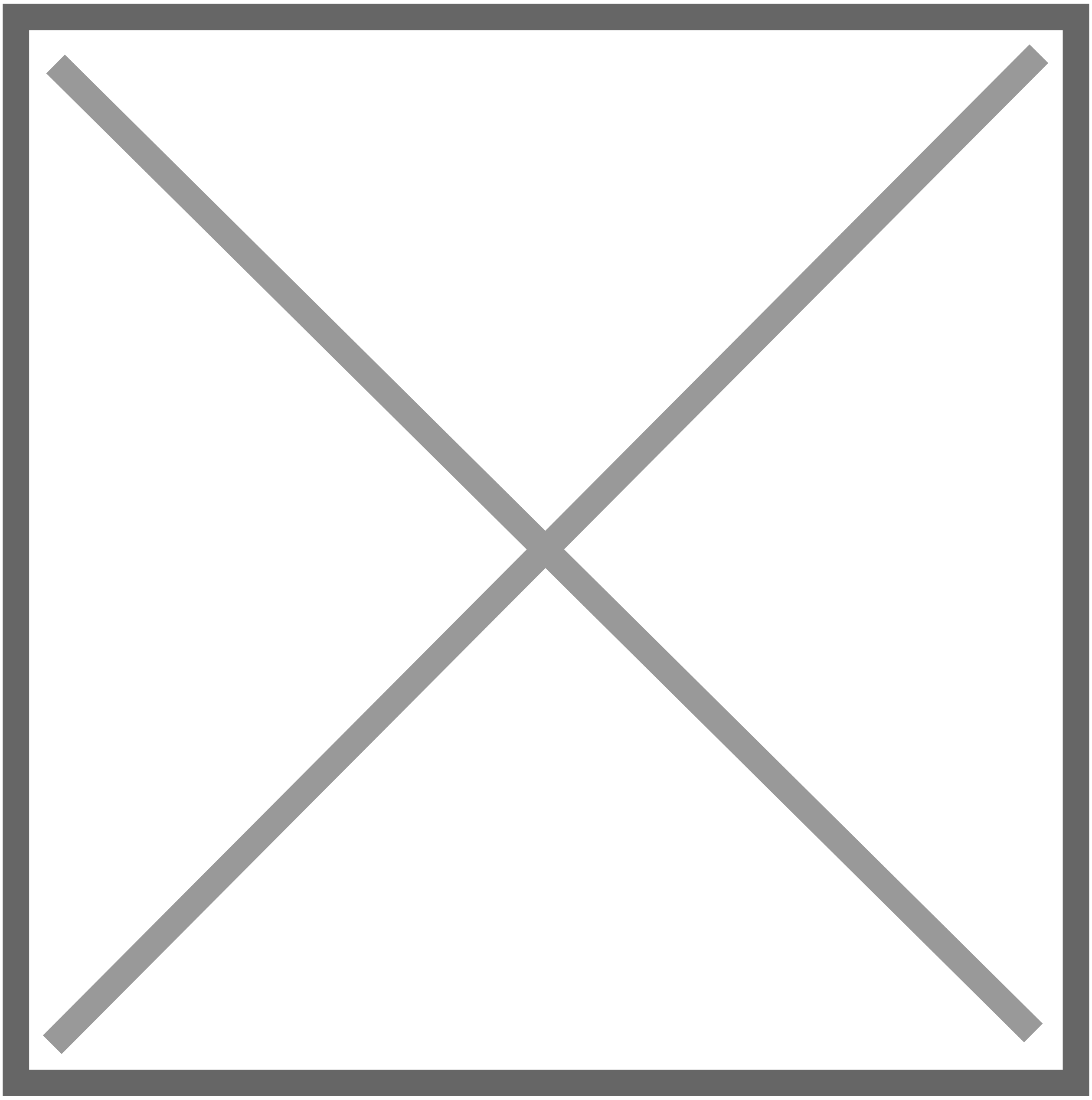
Updated 2014 issue

There has been changes to statement layouts for PDF. To fix this follow the instructions below.

Log into the system and go to **System Config Module>Administration>Company Profiles** , amend the Head office company.

Click on the More Options button, select the Statement.xsl in the drop down for Statement template.

Click on Save and Close, Save on the next window. Log out of the system and back in for the changes to take effect.



Job Manage Utility Fix

Update quotes to exclude Reports flag on that are marked as prepriced

This flags the quotes with the Exclude from Reports tick box

In each of the first query, you need to note the quote numbers to update

Rules

Only sub quotes with . numbers are applicable

Any quotes that have the Charge up and prepriced ticked are excluded

Any quotes that have the prepriced ticked and not the charge up tick are eligible for the query update.

Run query for each quote that means the condition

Update Job lines that are CTC with sell value and set to zero

This sets CTC lines that have a selling value to zero for both job lines and job history lines

The second query checks for any job lines that are marked as CTC and have a sell price in them.

If any are found, then tick the box to run the queries

There are two queries to run for the job

Set Invoice lines that are marked as CTC with sell value to SC for Usage invoice only

This changes usage invoice lines that are CTC which have a sell value to SC line

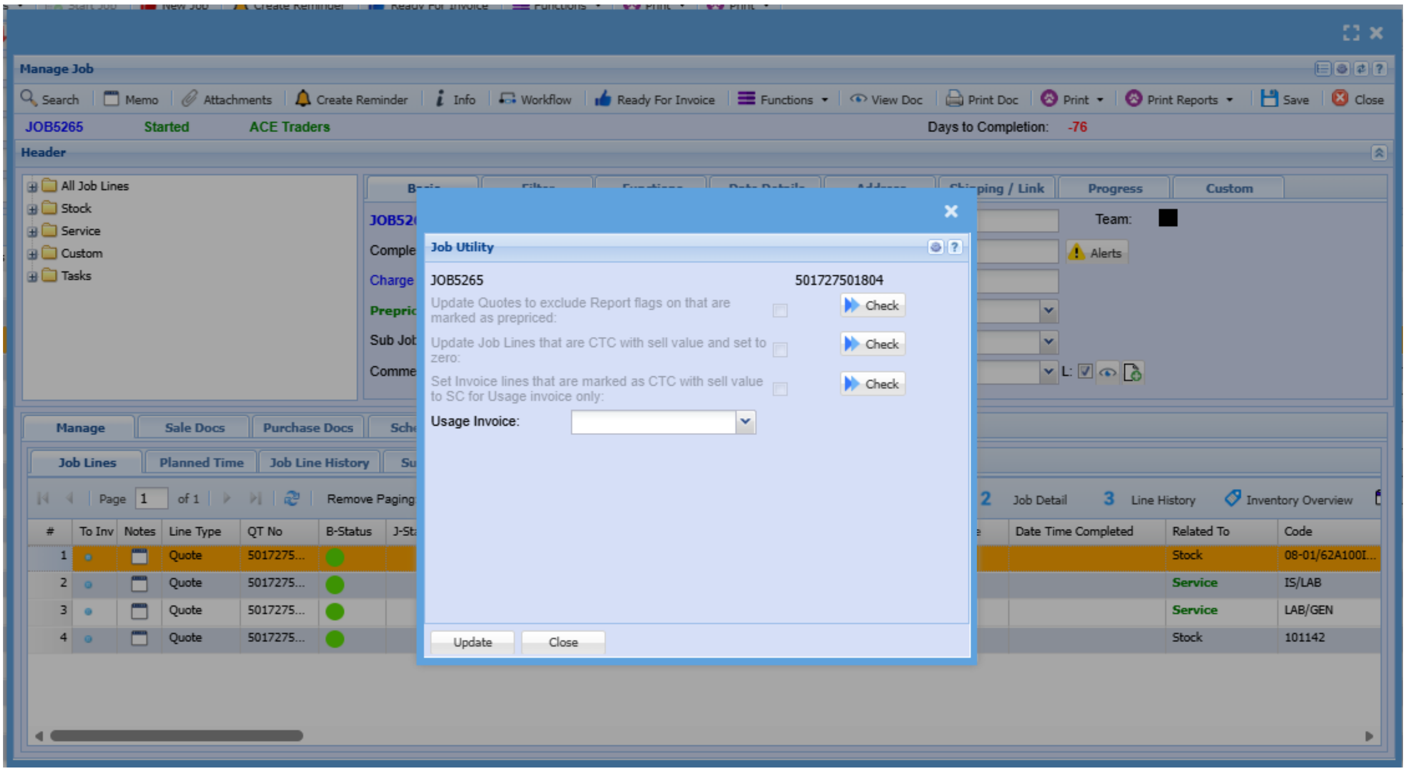
It also sets the SC line to display quantity based on quantity to sell

This is to ensure that the invoice displays the correct lines to match to the total of the invoice

The third query

This is specific to only usage invoices on this job

In order to active the check button, one must select an invoice to update which searches for usage invoices only linked to this job


Manage Job
Search
Memo
Attachments
Create Reminder
Info
Workflow
Ready For Invoice
Functions
View Doc
Print Doc
Print
Print Reports
Save
Close
JOB5265
Started
ACE Traders
Days to Completion:
-76
Header
All Job Lines
Stock
Service
Custom
Tasks
Progress
Custom
Team:
Alerts
Job Utility
JOB5265
501727501804
Update Quotes to exclude Report flags on that are marked as repriced:
Check
Update Job Lines that are CTC with sell value and set to zero:
Check
Set Invoice lines that are marked as CTC with sell value to SC for Usage invoice only:
Check
Usage Invoice:
Update
Close
Manage
Sale Docs
Purchase Docs
Job Lines
Planned Time
Job Line History
Page
of 1
Remove Paging
Job Detail
Line History
Inventory Overview
#
To Inv
Notes
Line Type
QT No
B-Status
Date Time Completed
Related To
Code
Quote
5017275...
Stock
08-01/62A100I...
Service
IS/LAB
LAB/GEN
101142

Post Status Reset

This occurs when a transaction could not be posted for some reason:

Examples

1. Journal is out of balance

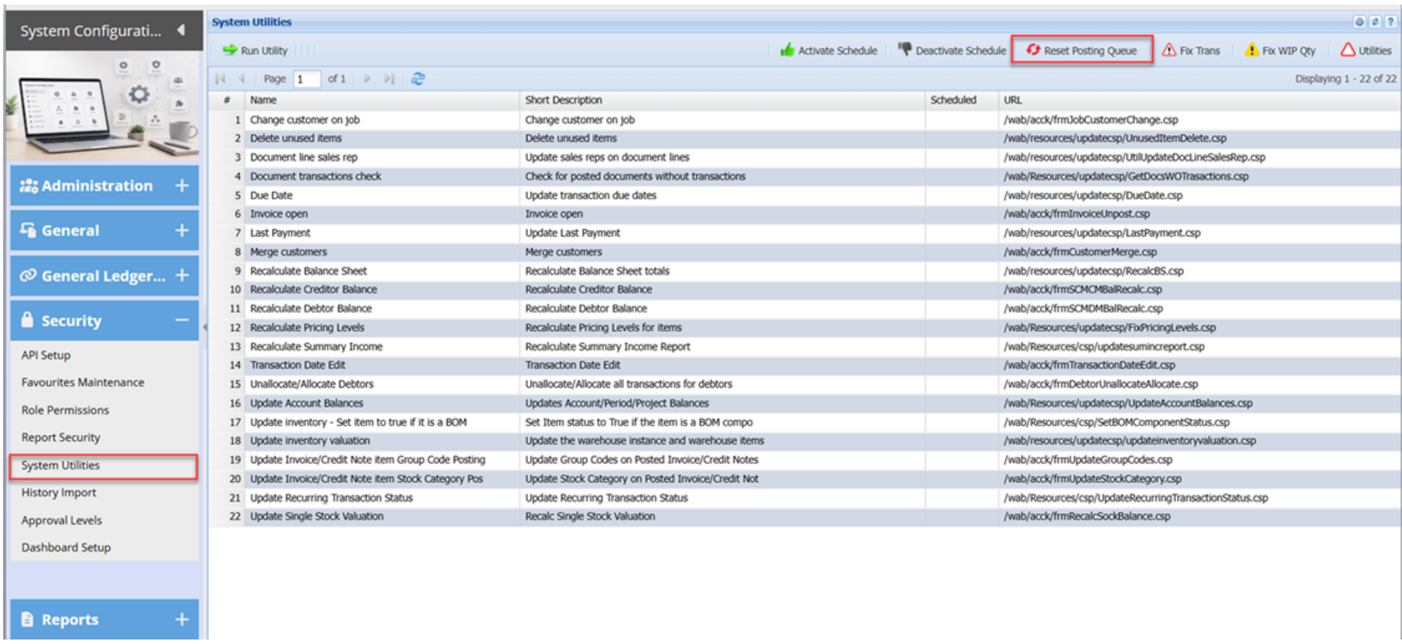
2. Ledger account is blocked

3. Financial period is blocked

Log into the system and go to one of the transactions in Activity, example General Ledger Journal or Cashbook, Invoice or Credit Note, Goods Received Voucher or Stock Return, Stock Takes, Stock Value or Stock Level Adjustments.

Should the post status not want to reset, there is a force reset

System Configuration> Security> System Utilities



Own Server

Own Server minimum requirements

Should you decide to run your own server, here are the minimum server requirements.

Server Software

Latest is best, however Server 2019 standard upwards

We recommend Server 2025 Standard Edition x64

MS Server 2016 Std X64 (Not recommended as it will become obsolete)

MS Server 2019 Std X64

MS Server 2022 Std X64

MS Server 2025 Std X64

16 Gig RAM minimum (Anything higher is great)

300Gig of Harddrive space is best (Anything higher is great)

Could work on 100Gig of free harddrive space (not recommended)

Computer Desktop

The system can work on Desktop software, however it must be professional

Windows 11 Professional X64 is recommended.

Similar requirements as above

16Gig RAM and minimum of 100Gig free harddrive space.

Microsoft desktop version is limited for 3 to 5 user access and then it will log out users from the system at random.

This is because you are using a desktop as a server which is not recommended.