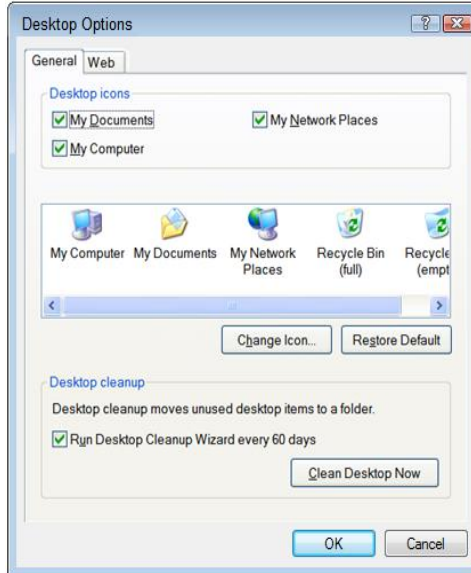


Software Technical Notes (27/09/2013)

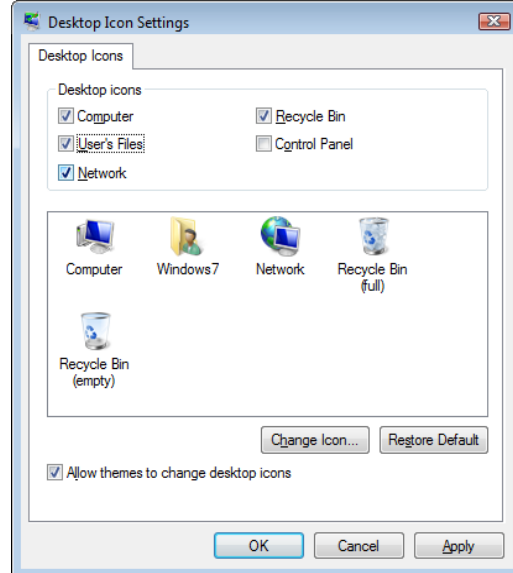
Windows Operating System

1. **Desktop Properties/Personalize**, right click on the desktop (select properties for Windows Xp, personalize for Vista, Windows 7 & Windows 8):
 - a. **Customize Desktop** so that the shortcuts appear on the desktop for easy access.
 - i. **For Windows XP**, click on the button under the Desktop tab and tick the desktop icons, **'My Documents', 'My Computer' and 'My network Places'**.
 - ii. **For Vista, Windows 7 & Windows 8**, click on the **'Change desktop icons'** (found on the left panel). Then click on the **'Computer', 'User's Files', 'Network' and 'Recycle Bin'**.

Windows Xp

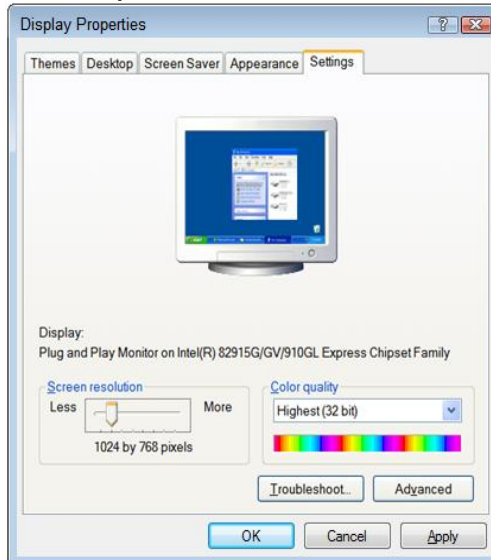


Vista, Windows 7 & Windows 8

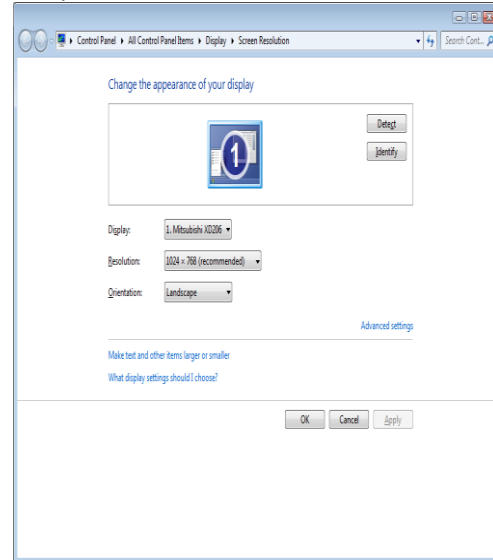


- b. **Resolution Settings**; the resolution should be set at **1024 x 768 pixels** or higher to achieve optimum performance within Synthesis
 - i. **For Windows Xp**, click on the Settings tab and adjust the slider **'Screen Resolution'**.
 - ii. **For Vista, Windows 7 & Windows 8**, click on the **'Display'** (found on the left panel), then click on **'Adjust resolution'** (found on the left panel) and select the resolution by changing the drop down **'Resolution'** list box.

Windows Xp



Vista, Windows 7 & Windows 8

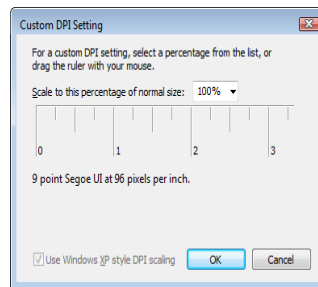
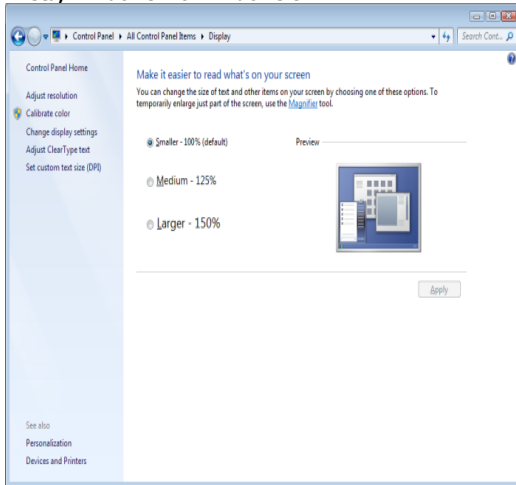


- c. **Large Icons Settings**, so that the icons on the desktop are bigger than usual.
- For Windows Xp**, click on '**Settings**' tab, '**Advance**' button and then on '**General**' tab. Change the '**Display**' setting to '**Large size**'
 - For Vista, Windows 7 & Windows 8**, click on the '**Display**' (found on the left panel), Select the '**Smaller – 100% (default)**' and then click on the '**Set Custom text size (DPI)**' (found on the left panel) and change the resolution by selecting the '**Resolution**' from the drop down list box.

Windows Xp

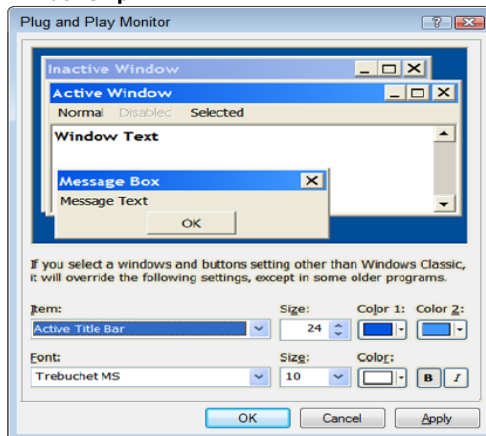


Vista, Windows 7 & Windows 8

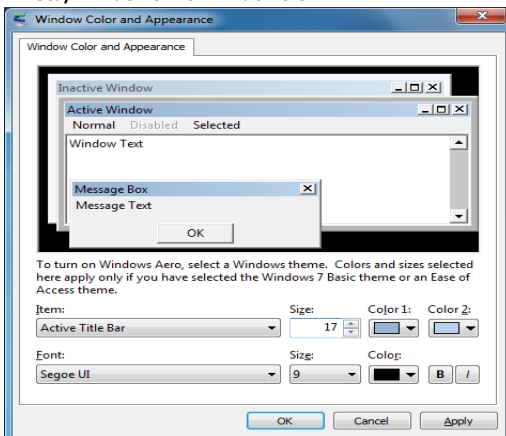


- d. **Window Size Appearance**, to reduce the size of the title bars of windows so there will be more space for the details in the active window.
- For Windows XP**, on the '**Appearance**' tab, click '**Advanced**' button, then on the '**Active Window**' and reduce the '**Size**' number next to the Item '**Active Title Bar**' as much as possible.
 - For Vista, Windows 7 & Windows 8**, click on the '**Window Color**' (found on the bottom of the main window), then click on the '**Advanced appearance settings**' which will open the '**Window Color and Appearance**' window. Then reduce the '**Size**' number next to the Item '**Active Title Bar**' as much as possible.

Windows Xp



Vista, Windows 7 & Windows 8



2. **Regional Settings** (Control Panel):
 - a. **Regional Options**, on every client the settings for currency and number's options should be the same. Click on '**Customize**' (Vista & Windows 7 click on '**Additional settings**') and change
 - i. Decimal Symbol to '**,**' or '**.'**'.
 - ii. Digit grouping symbol to '**,**' or '**.'**'.
 - iii. Both Long and Short date format to '**dd/mm/yyyy**'.
 - b. **Non-Unicode Language**, click on '**Advanced**' tab (Vista & Windows 7, click on '**Administrative**' tab and then on '**Change system locale**') and set the Language appropriately.
 - c. **Date/Time**, all computers must have the same Time Zone. Where applicable, the '**Automatically adjust clock for daylight saving changes**' should be checked.
3. **Hide extensions**
 - a. **File Extensions**, to show the extension of a file (e.g. '.txt', '.exe' and etc.)
 - i. **For Windows XP**, Inside the '**My Computer**' window, Enter Tools at top of the window menu (where File, Edit, View,....Tools), click on '**Folder Options**', '**View**' tab and Under '**Hidden Files and Folders**', unclick the '**Hide extensions for know file types**'.
 - ii. **For Vista, Windows 7 & Windows 8**, Inside the '**Computer**' window, Enter Organize at top of the window menu (where System, Properties, ...Uninstall or change a program), click on '**Folder and search options**', '**View**' tab and Under '**Hidden Files and Folders**', unclick the '**Hide extensions for know file types**'.
4. **Underlined letters hidden**
 - a. **Windows XP, Vista, Windows 7 & Windows 8** by default hide the underlined letters until you press '**Alt**'. To set the underlined letters always on
 - i. **For Windows XP**, right click on desktop, '**Appearance**' tab, '**Effects**' and uncheck the '**Hide underlined letters for keyboard navigation until I press the Alt key**'.
 - ii. **For Vista, Windows 7 & Windows 8**, Open Control Panel, '**Ease of Access Center**', click on '**Make the keyboard easier to use**' and tick the '**Underline keyboard shortcuts and access keys**'.
5. **Create a Temp Folder**
 - a. **Backup, Create Companies, Import/Export and Errors**, please make sure you have a '**Temp**' folder on the root of the disk.
6. **Permissions for Admin/Users and Sharing**
 - a. **Administrator**, Full Access.
 - b. **User**, Read-Only Access.
 - c. **Sharing/Security**, when sharing a folder, right click on the folder, the permissions should be set as instructed above. Also the security settings should not conflict with the sharing settings.
7. **Server Scheduling Features**
 - a. **Validation & Backup**, open '**Control Panel**', '**Scheduled Tasks**' and click on '**Add Scheduled Task**'. Browse and enter your personalized Backup batch file (xxxxbackup.bat). Make sure it runs when the system is most likely not to be used, like late at night.
 - b. **Stop-Start Engine**, The '**NET_STOP_NET_START.BAT**' could be performed once at the start of the week, so that the engine resets itself. This is done in exactly the same way, browse until the file is found and add the time and frequency accordingly.

Terminal Services (TS)

1. **Regional Settings**, on TS where the users access the server remotely, make sure that the regional settings are exactly the same as on the server.
2. **Access Rights**, The administrator must set the correct access rights for the TS users in order to avoid any problems by allowing users to run unauthorized programs and delete/update folders/files that they shouldn't have access on. From 'Synthesis' side, we need full access on '**C:\Synthesi**' and '**C:\Temp**' folders.
3. **Connections/Sessions**, make sure that you check and clear non-operational TS connections/sessions often (probably you should set the 'time out' option). Keeping inactive connections in the TS system will slow down your active ones.
4. **Synthesis Applications**, remote access must be programmed to call directly '**Synthesis**' program (normally '**C:\Synthesi\Synthesi.exe**'). On exiting the program, the user must be logged off the TS.
5. **Upgrading**, when upgrading '**Synthesis**' systems, make sure that no active TS connections exist. '**Synthesis**' programs may still be locked if TS connections are active (even if no users are in the system) and the 'upgrade program' will give an error.
6. **New Connections**, if a new TS connection is created, the '**Synthesis**' program will behave exactly the same way as with previous connections. The program is the same and there shouldn't be any difference. But users accessing '**Synthesis**' have their own settings and access rights. This may result to the system's different behavior.

7. **Customer Display**, if you have a **P.O.S.** system installed and there is a **customer display** defined in '**Stock Control Document Codes**' (STPR2), make sure that the name is **valid** and such a **printer is defined** (e.g. \\POS-Computer\PrinterName).

Synthesis Systems

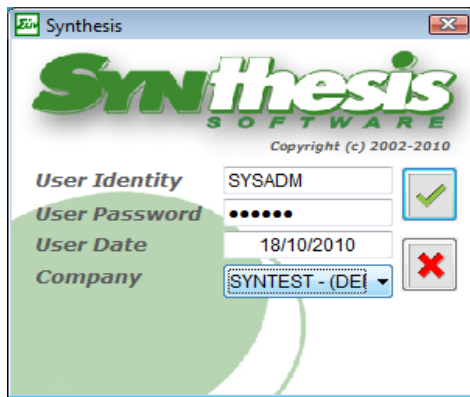
1. Synthesi.Ini

- a. **Folder Path's**, in the synthesi.ini file, the working and menu folders must be specified correctly before starting the program, depending in which drive and folder Synthesis is installed, e.g.
 - i. SynthesiDir=C:\Synthesi Or SynthesiDir=C:\SynPay
 - ii. MenuDir=C:\Synthesi\SynthesiMenu Or MenuDir=C:\SynPay\SynPayMenu.
- b. **For Windows Server 2008 or Server 2012 64-bit**, to Create/Validate and Backup Companies, add the following in the synthesi.ini under section [SynthesisDataBases],
 [SynthesisDataBases]
 ;Ignore dbprogrampath
 UseDBProgramPath=N

2. **Synthesis Software Upgrades for Windows Server 2008 or Server 2012 64-bit.** When performing upgrades, make sure that winzip & WinZip Self-Extractor folders are installed in the root folder of the synthesi.exe.

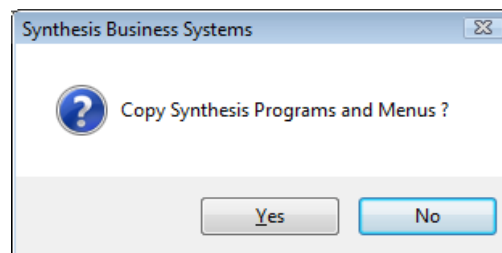
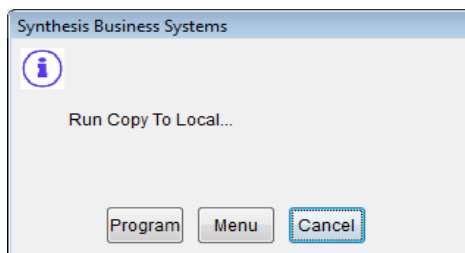
3. Loggin into Synthesis Systems

- a. **Log-In Window**
 - i. Make sure that the Username and Password are correct. Login is **not case sensitive**. Wrong login and the databases will not show up.

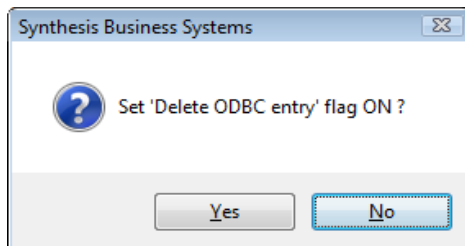


ii. Shortcut Keys,

1. '**Ctrl+F5**', invokes Copy to local to copy and replace **menu/Library** or **program** from server.



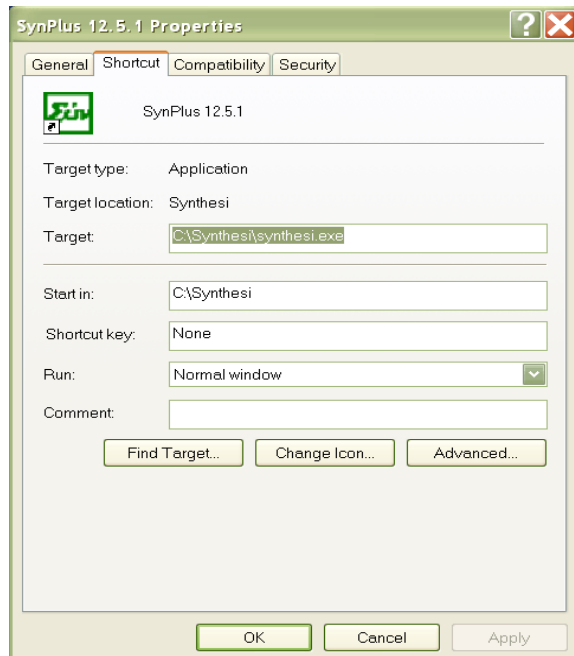
2. '**Ctrl+Shift+F5**', clears **ODBC** entry for current database and optionally SySystem



- b. **Personalized log-in**, Restrictions applied upon installation of the software, each user may have a different access level of the software, thus enabling them to perform/edit more/less fields. E.g. the administrator may edit or create new forms whereas the sales person using it should have restricted access to the software so that any mistakes can be avoided.
 - c. **Copy to local**, the path must be specified correctly in the 'SySystem' details (SY1), e.g. '\\ServerName\Synthesi\Batch\Copy_to_local.bat'
 - d. **External Library**, the path should be specified correctly, e.g. 'C:\Synthesi\Pbls\xxxx_im_reports.pbl' or '\\ServerName\Synthesi\Pbls\xxxx_im_reports.pbl' if retrieved from the server.
4. **Synthesis programs shortcut Usage**, customize the look and behaviour of synthesis when opened from shortcut icon. Right click on the Synthesis short cut and select properties, then at the end of target add the following paramaters (e.g. '...\synthesi.exe /displayname Payroll'),
- a. **/schedule:<User>:<Password>:<Company>:<Schedule>**, run schedules tasks within synthesis, e.g. print reports, import/export, etc.
 - b. **/displayname <Title Name>**, change the display title of the synthesis program.
 - c. **/windowicon <Window Icon>**, change the display icon of the synthesis program.
 - d. **/autologin:<User>:<Password>:<Company>**, connect to a company without using the log-in screen.

Please note that the following may be run by the administrator once this has been agreed with Synthesis support

- e. **/timestamp**, call timestamp to change the program date kept SySystem database
- f. **/resettimestamp**, reset the timestamp.
- g. **/runallcompanies**, run specific SQL's to all companies.



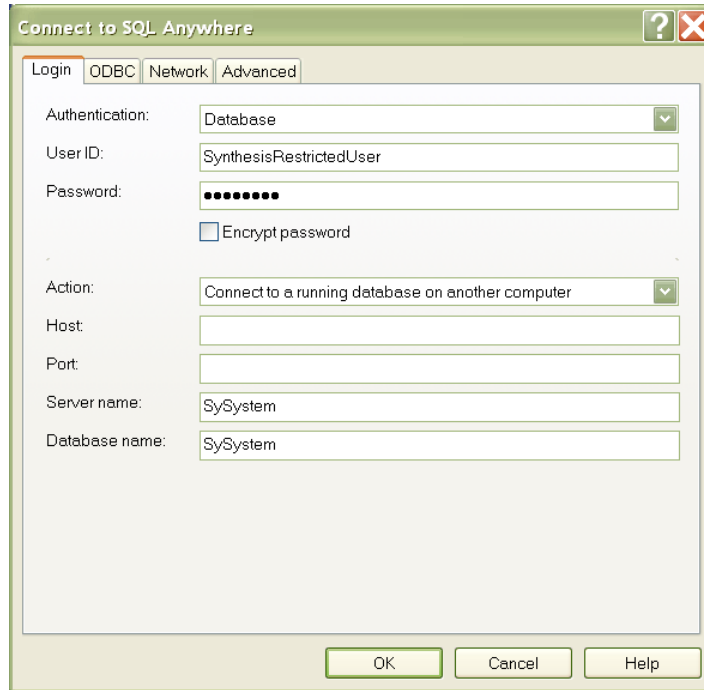
- 5. **Screens layout** (From all screens), press '**Ctrl+L**' to change all open screens (windows) to layred.
- 6. **Reports export to Excel**, When saving a report or a list window as XLS from '**Save as ASCII/XLS**', report/list numeric codes (e.g. employee code, account code) are saved as strings. When opening the XLS file, you may get a warning saying 'File error. Some number formats may have been lost'. A **green triangle** is shown at the edge of these cells. Normally this should be **ignored**.

7. Antivirus

- a. **Slowing down**, An antivirus software running in the system background may result in slowing down Synthesis, especially if set to scan all files.

8. Firewall

- a. **ODBC connection fails**, and the popup window 'Connect to SQL Anywhere' appears, this means that your "Firewall" blocks the connection (please note that SQL Anywhere port is 2638) or the program cannot find the server. In the first case, ask your administrator to check and correct the firewall parameters. If still the system cannot find the server, change the connection setting in your synthesi.ini file (Synthesis_Database_Technical_Notes under Server I.P.). If the problem persists, please contact Synthesis support.



The image shows a 'Connect to SQL Anywhere' dialog box with a green title bar and standard Windows window controls. It features four tabs: 'Login' (selected), 'ODBC', 'Network', and 'Advanced'. The 'Login' tab contains the following fields and options:

- Authentication:** A dropdown menu set to 'Database'.
- User ID:** A text box containing 'SynthesisRestrictedUser'.
- Password:** A text box with masked characters (dots).
- Encrypt password:** An unchecked checkbox.
- Action:** A dropdown menu set to 'Connect to a running database on another computer'.
- Host:** An empty text box.
- Port:** An empty text box.
- Server name:** A text box containing 'SySystem'.
- Database name:** A text box containing 'SySystem'.

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.