The Administrator's Guide to CurrencyXchanger

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Installation Instructions

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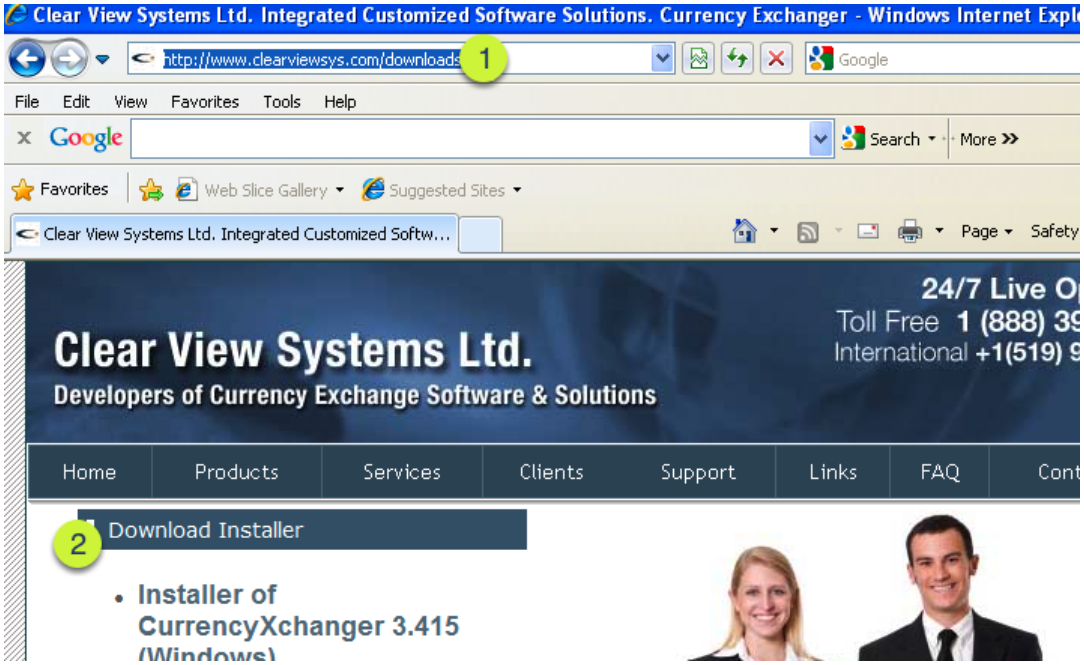
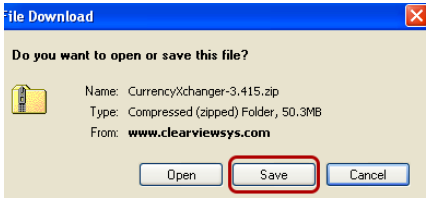
This section explains how to install CurrencyXchanger on a client/server environment.

Download CurrencyXchanger Installer

Using your browser (explorer, safari, firefox, etc...) goto the address http://www.clearviewsys.com/downloads.html and click "Installer of CurrencyXchanger 3.415"



Click Save to downloads and save the installer. The installer will be downloaded in zip (compressed) format.



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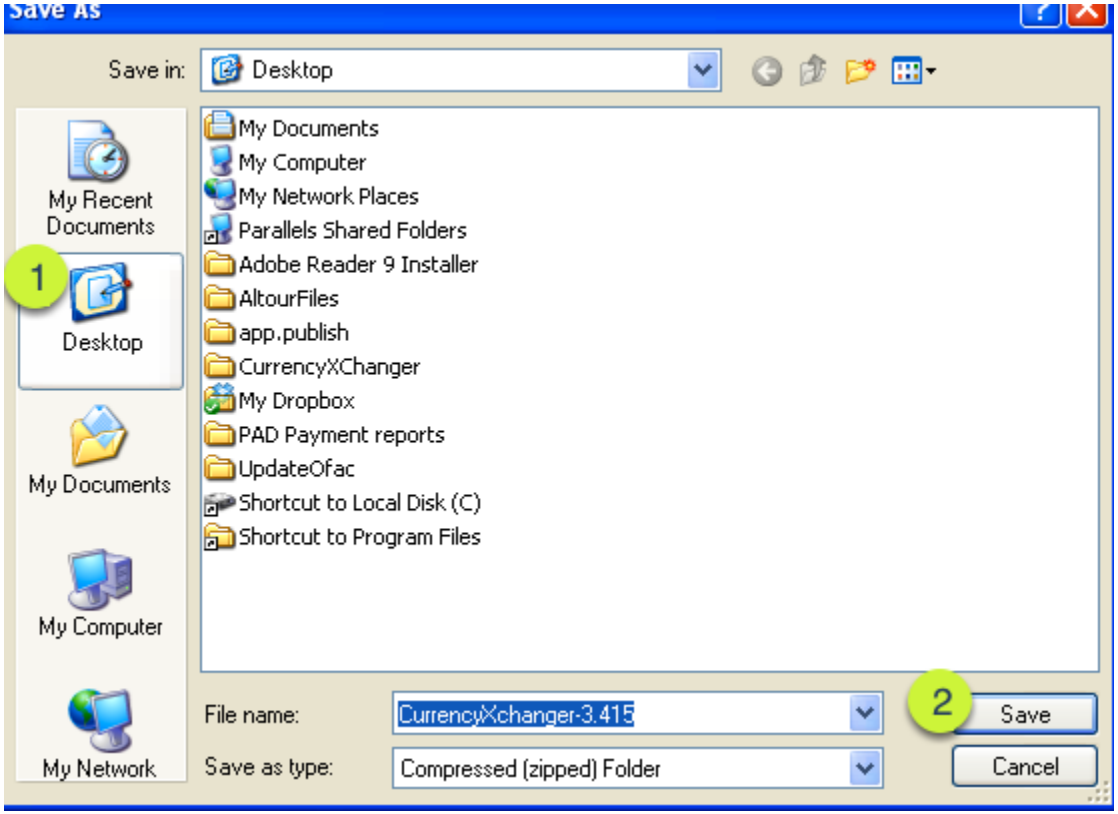
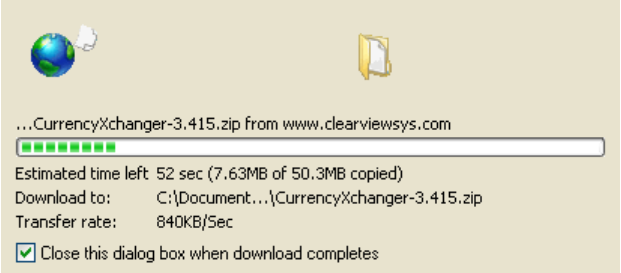
Save the installer on your desktop or somewhere that you could locate it easily later (e.g. the Downloads folder)



The installer is about 50 MB and takes some time to downloads. Please wait while the download is finished



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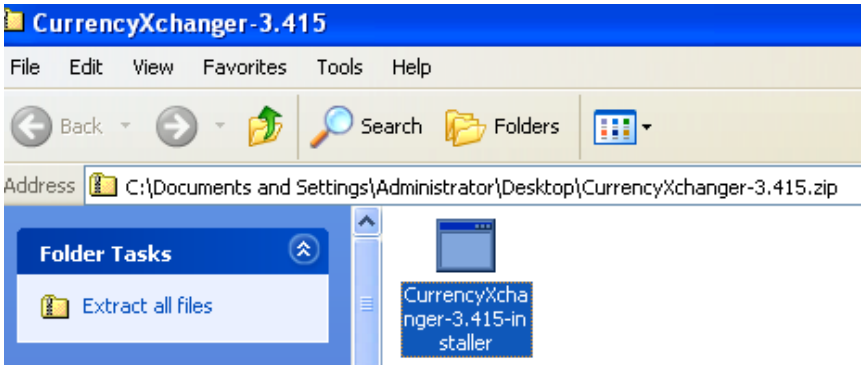
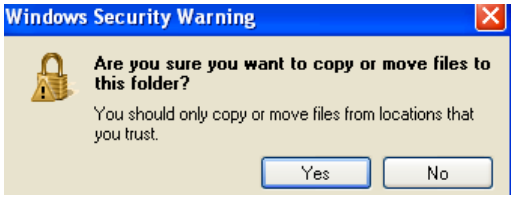
Locate the compressed installer folder

The installer is downloaded in a compressed format and needs to be uncompressed. Locate the folder on your desktop and double click the folder.

Windows will show the content of the zipped folder. Drage the icon out of the



Bypass the security warning



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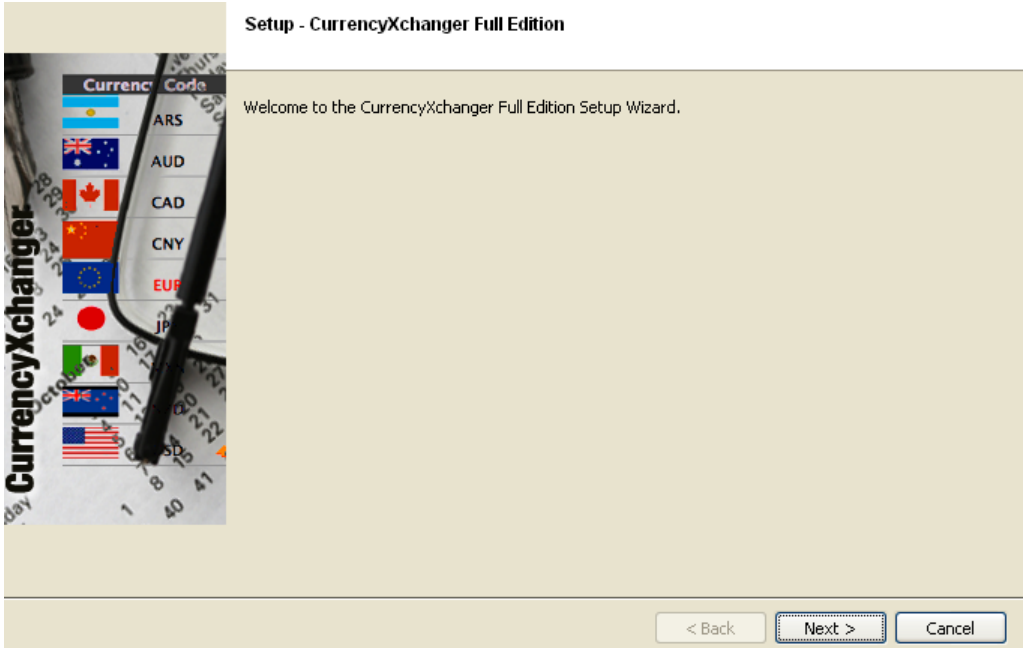
Once the installer is unzipped and ready, double click on the installer to start the installation process.

Installation Process

Click Next



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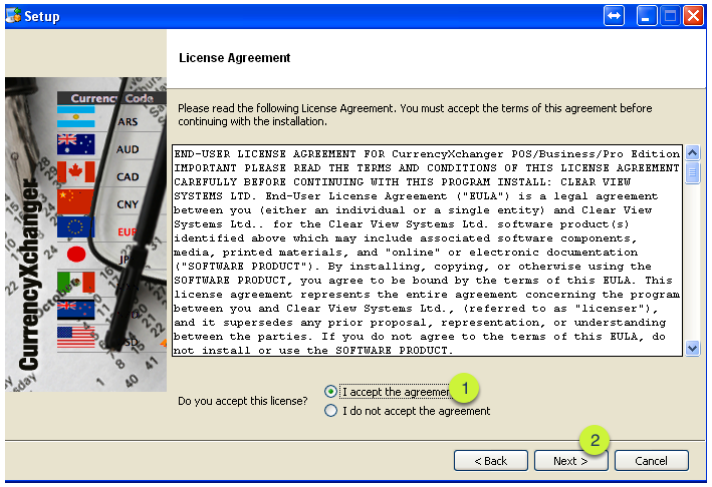
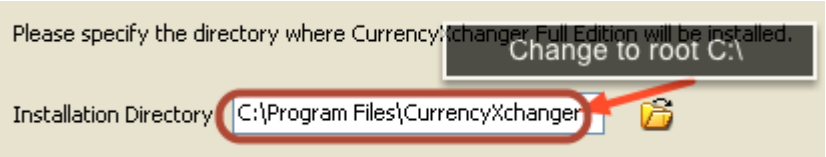
Read the license agreement and select "I accept the agreement" if you accept the terms and conditions. Click Next.

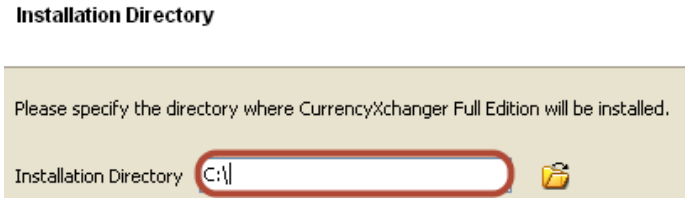


The default installation location must be changed!

Depending on the OS that you are running the default installation could be different. **For consistency of installation change the installation directory to the root directory of the main drive C:**



Delete the installation directory and make sure that you leave the root folder. The program could also be installed on other drives (D: or F: if you have other drives)



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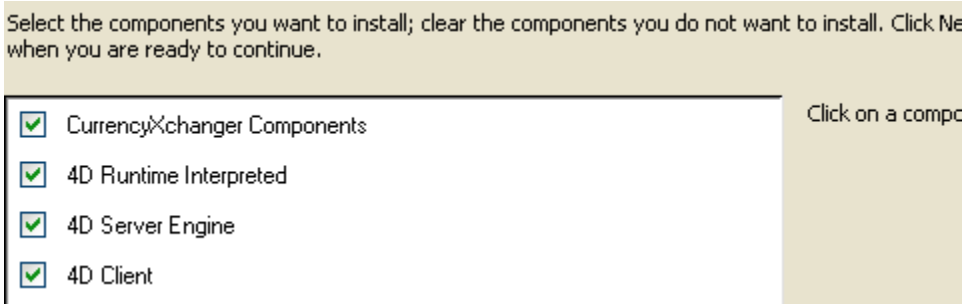
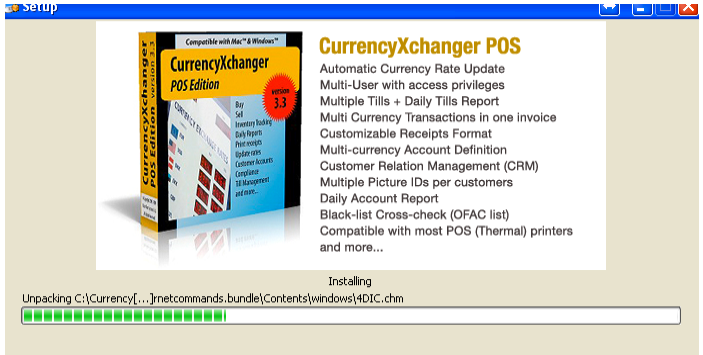
Select the components to install – Important

- If you are installing on the **server machine**, select all options.
- If you are installing on a **client machine, select "4D Client" only**
- If you are installing on a standalone machine, **then select "CurrencyXchanger Components" and "4D Runtime Interpreted"**only.



Wait for Installation to finish

Wait a few minutes and you are done with the installation. Sometimes after the installation finishes, windows will ask you if the program installed correctly. In that case select 'program installed correctly' .



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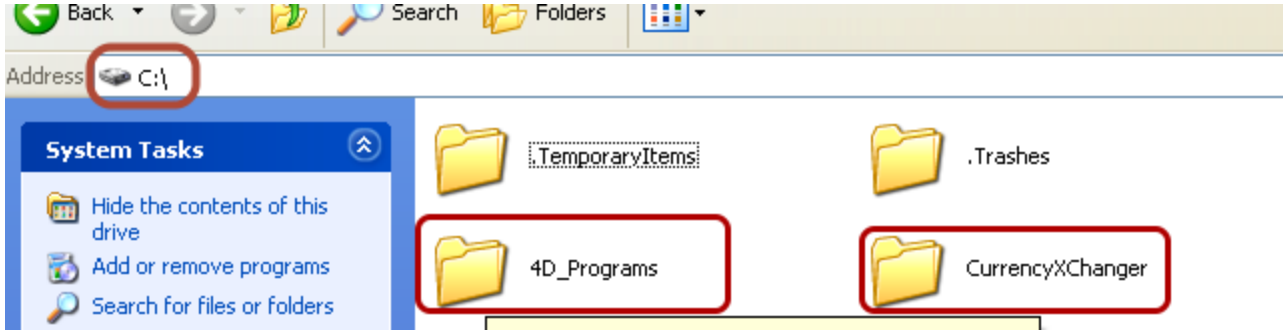
What is installed?

After the installation is finished, there are two new folders created on drive C:\.



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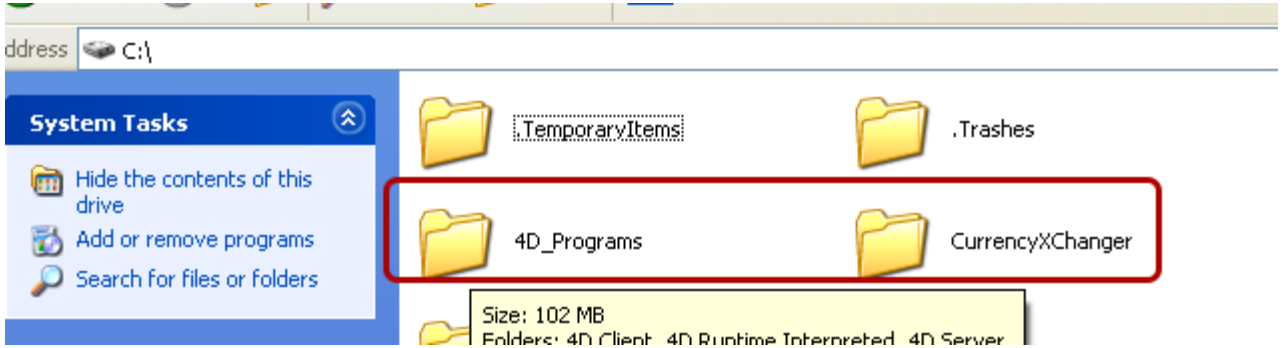
This section explains how to install CurrencyXchanger on a client/server environment.

What is installed on your hard drive?

After the installation is finished, there are two new folders created on drive C:\.

1. 4D_Programs: which contains the database engine (Server, client, runtime)
2. CurrencyXchanger

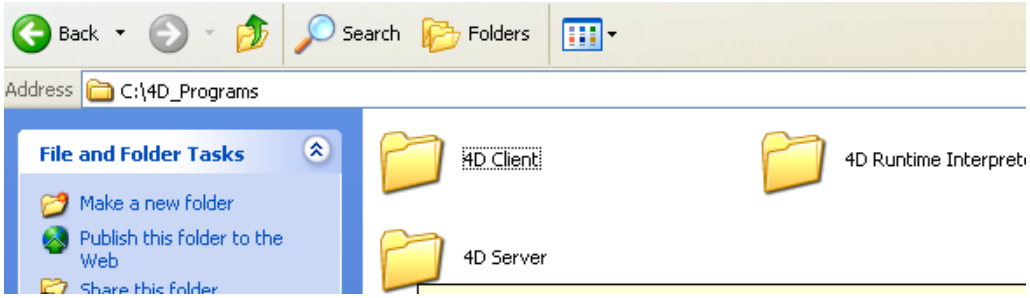


Locate 4D Client and 4D Server (if you are running on a network)

You should skip this step if you are running as a standalone mode.

Open the 4D_Programs folder (should be found at C:\) and locate the 4D Client and 4D Server folders

You also see 4D Runtime Interpreted which is used for standalone installations



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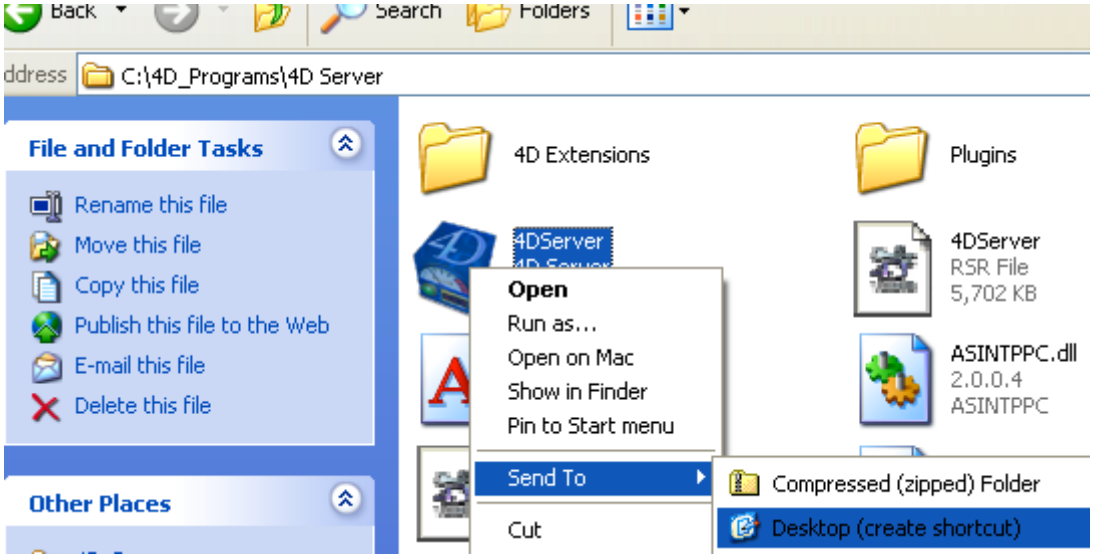
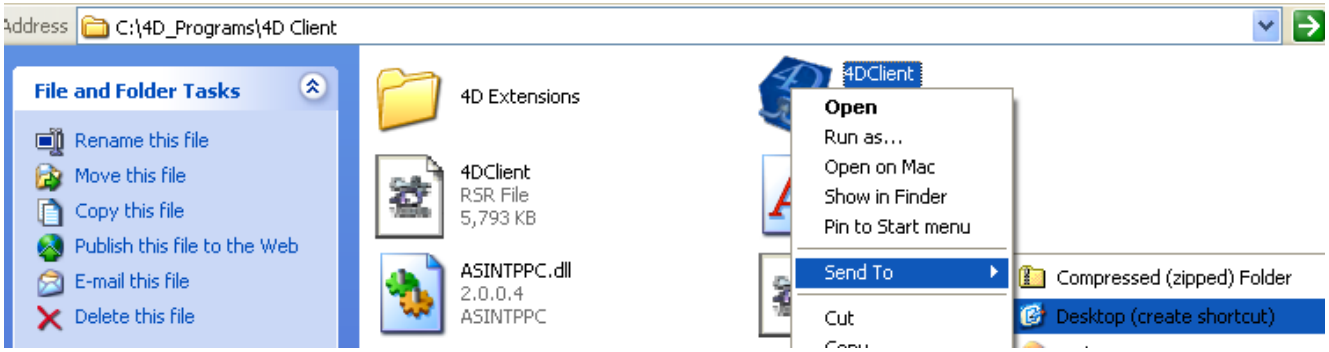
Create a desktop shortcut of 4D Server

Once you open 4D Server folder, you should be able to see the application 4D Server. Right click on 4D Server and select 'Send To' and then 'Desktop (create shortcut)'



Create a desktop Shortcut of 4D Client

Once you open 4D Client folder, you should be able to see the application 4D Client. Right click on 4D Client and select 'Send To' and then 'Desktop (create shortcut)'



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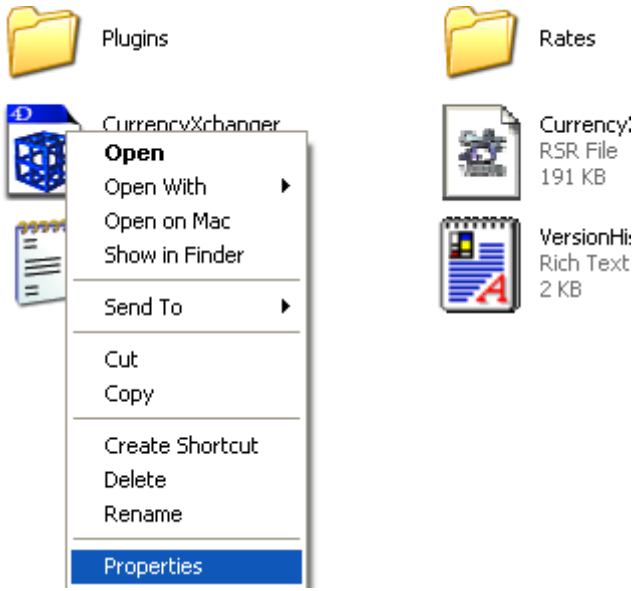
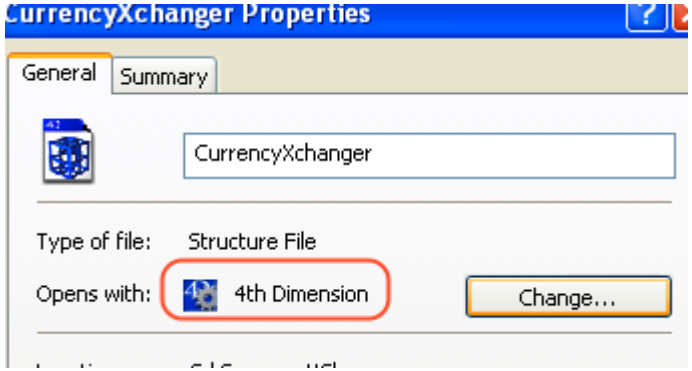
Change properties of CurrencyXchanger

The next step is open the CurrencyXchanger folder. Right click on 'CurrencyXchanger.4DB' (you may not see the extension .4DB) and select 'Properties'



Change the default application corresponding to CurrencyXchanger. The first time you install the program, Windows wouldn't know how to open CurrencyXchanger.4DB. If you see '4th Dimension' then everything is okay, but otherwise click 'Change'



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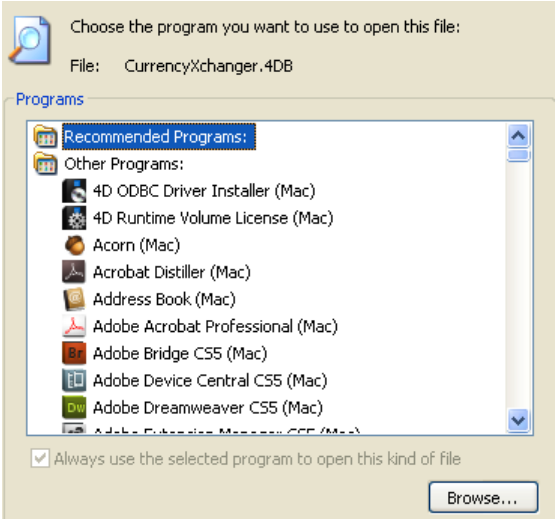
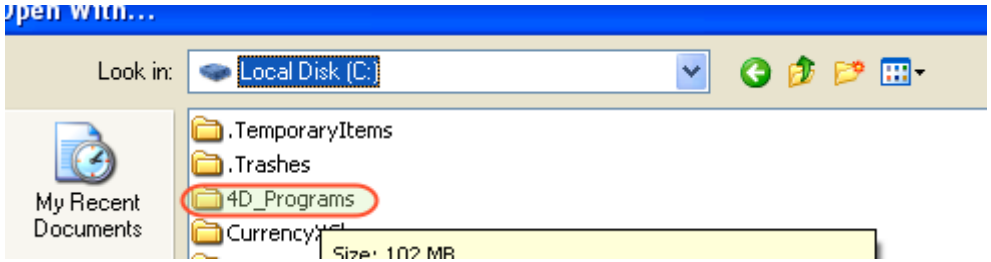
Assigning 4D Runtime Interpreted to CurrencyXchanger.4DB

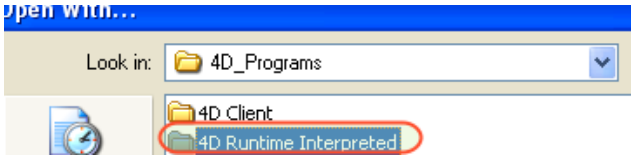
Click Browse



Locate 4D Runtime Interpreted by Navigating to root directory of drive C:\ and looking for 4D_Programs.



Once you found it, open 4D Runtime Interpreted folder



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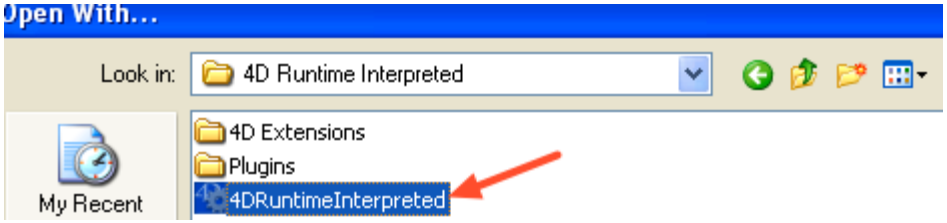
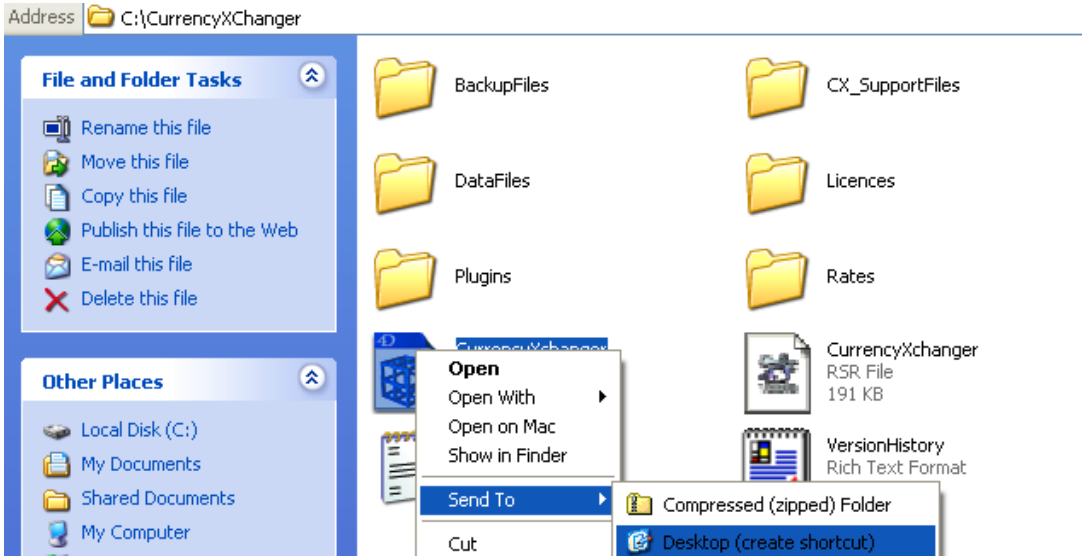
Select 4DRuntimeInterpreted and click Open



Navigate to C:\CurrencyXchanger and create a desktop shortcut of CurrencyXchanger by right clicking on CurrencyXchanger.4DB icon.



You should see a desktop icon titled 'Shortcut to CurrencyXchanger'. Double click and run the program for the first time. The first time you setup CurrencyXchanger, you should run it in standalone mode (even if you would like to run it in client/server mode in the future).

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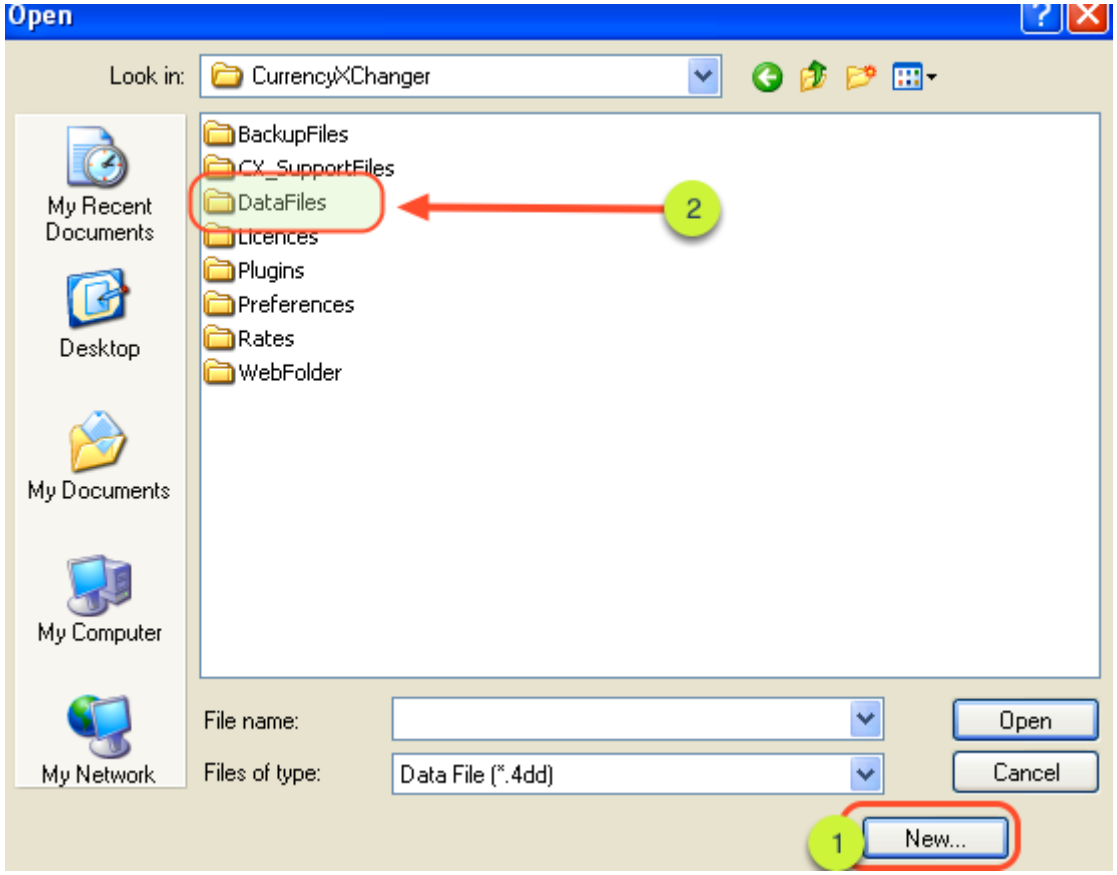
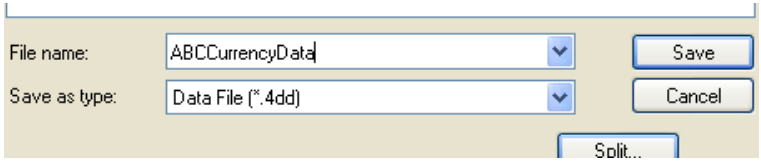
Creating the data files

The first time you run CurrencyXchanger it will ask you the location of the data files. Click the 'New...' button and make sure that you save the new data file inside the "DataFiles" folder.



You should pick a name for the datafile that corresponds to the exchange company name (e.g. ABCCurrencyData)



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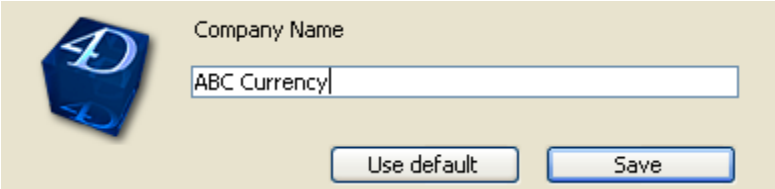
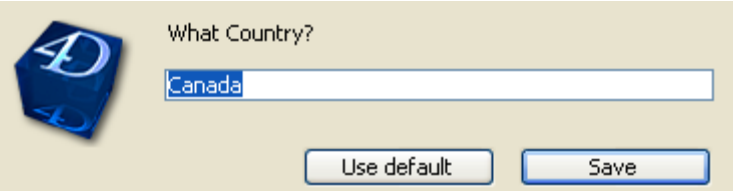
Enter your company name, country and currency code

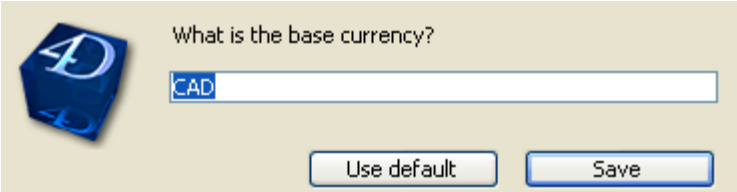
Once you created the data files, the system will prompt you to enter your company name.



Enter the country where your company is located and Save.



Enter the three letter standard ISO code for your local currency (e.g. USD for US Dollars, CAD for Canadian Dollars, GBP for Great Britain Pound, AUD for Australian Dollars)



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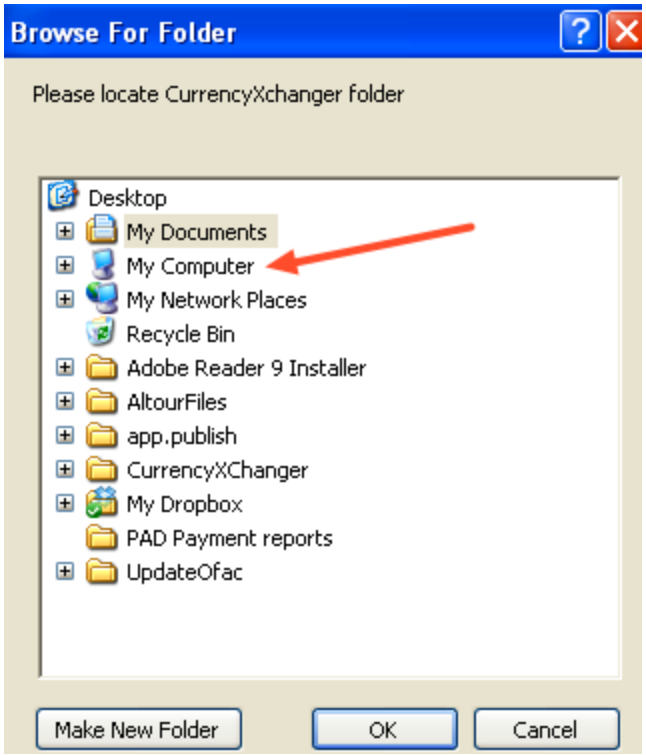
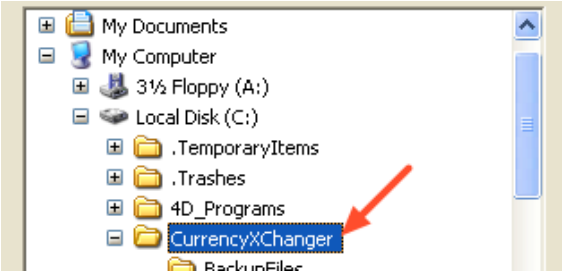
Very Important step

In the next step, the system will ask you to 'Browse for Folder'. You should navigate and find CurrencyXchanger folder (C:\CurrencyXchanger)



Once you have located the CurrencyXchanger folder (under C:\CurrencyXchanger) then click OK. This step will load all flags into the system. **If you don't do this step properly the flags won't be showing up in the system.**



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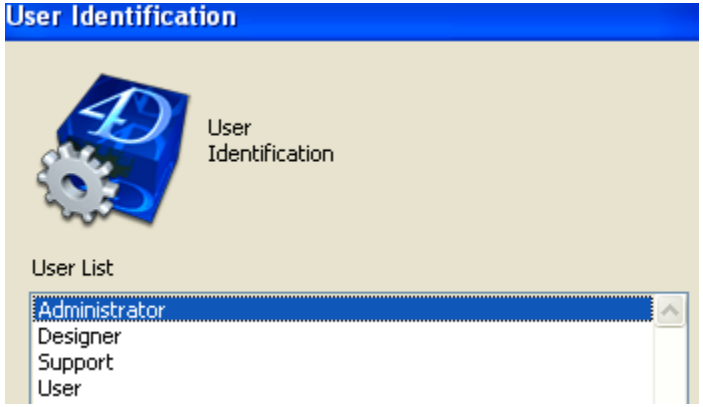
Login Panel

You will now be presented with the User Login panel. Click on **Administrator** and use the password '**admin**' to login (the password for administrator is case-sensitive).



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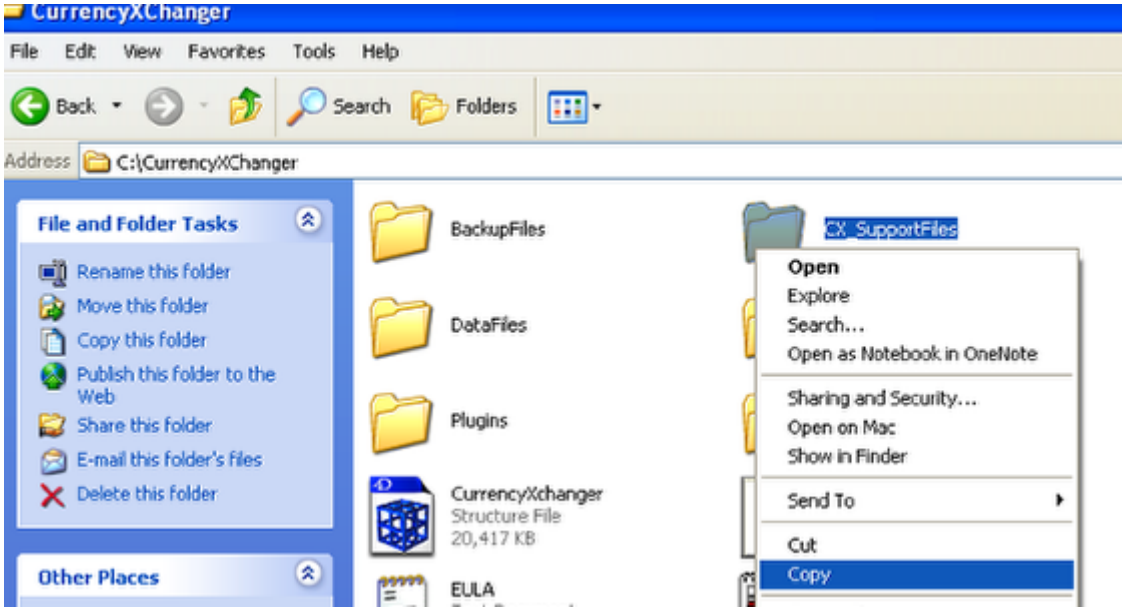
This section describes how to install the CX_SupportFiles. **These steps must be done on the server**. The CX_SupportFiles contains templates for importing and exporting from different tables of the database.

Copy the folder

Copy the CX_Support folder from C:\CurrencyXchanger



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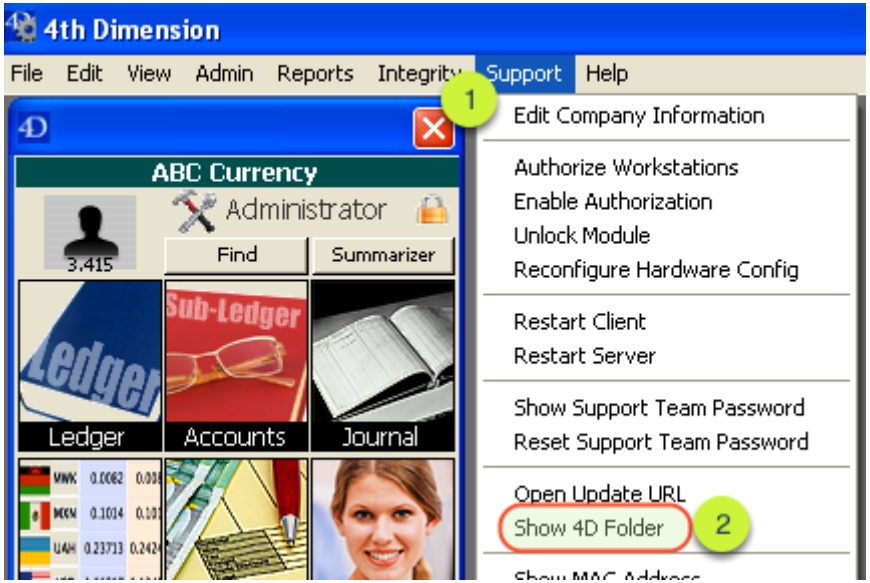
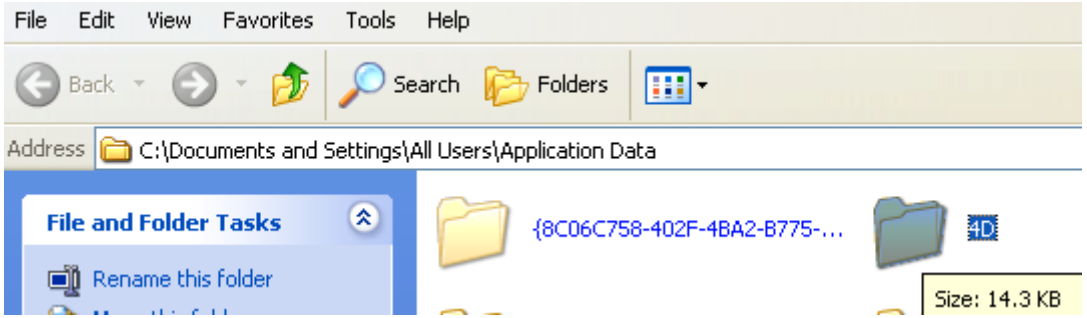
Open 4D Folder

You need to locate the 4D Folder which can be accessed from the above menu. The location of the 4D Folder may be different depending on the Operating System that is being used. Click on the Support menu and then select 'Show 4D Folder'



The 4D Folder is a location that you need to intall CX_SupportFiles into. From the next screen you need to copy CX_SupportFiles from the CurrencyXchanger folder. See the next step is open the folder and paste the support folder into it.



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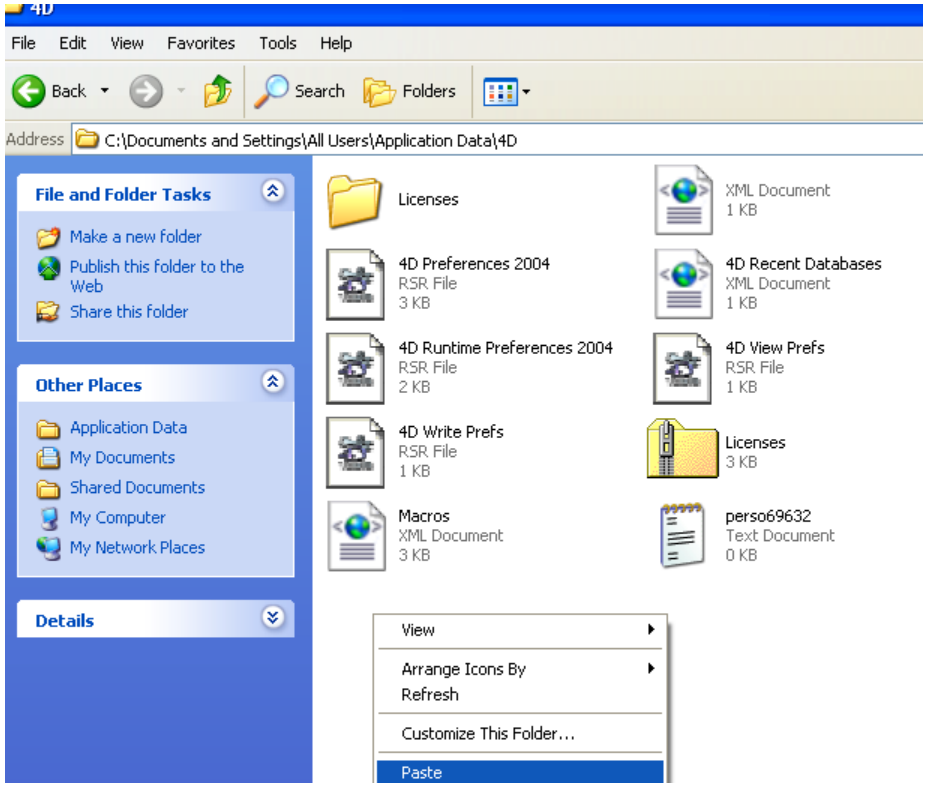
Paste the CX_Support Files in 4D Folder

You 4D Folder may not look like the above screenshot. Also the path may be different from what you see in this screen. Just paste the CX_Support folder here.



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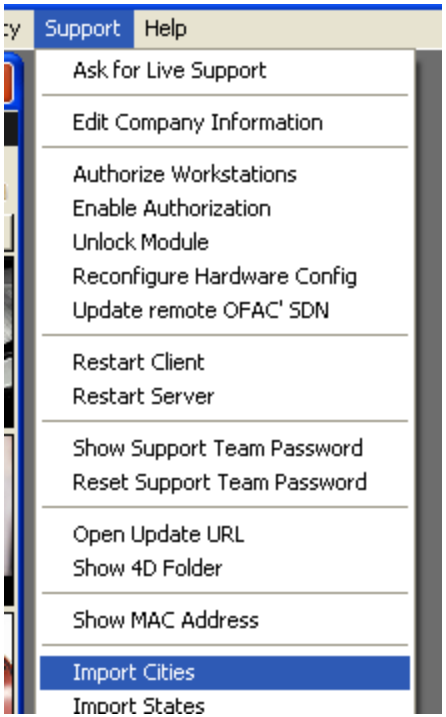
Importing North American Cities and States

In this section you learn how to import north american cities, states (provinces) and all countries of the world. Before attempting to do this step, you should have installed CX_Support files in the 4D Folder as explained in previous section. **These steps must be performed on the server.**

Go to Support Menu

From within the application, click on the Support menu and then select Import Cities.



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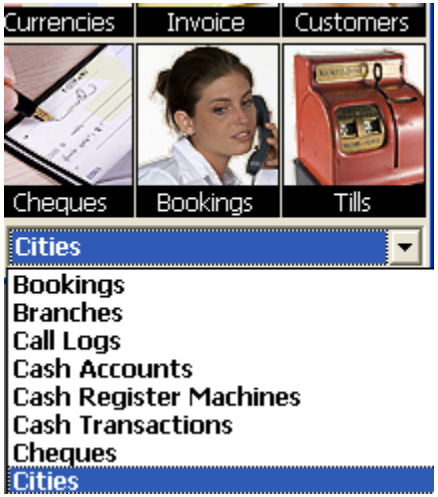
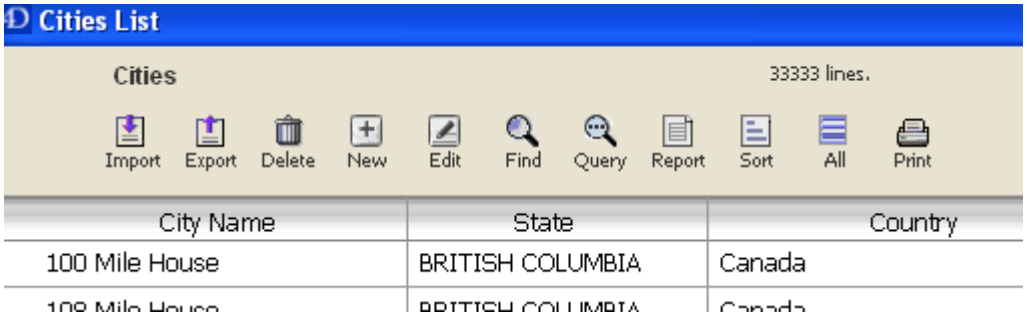
Accessing the Cities

If you need to access the cities module to add or delete cities from it, you should be able to access it from the pulldown menu at the bottom of the modules panel.



Adding or modifying cities

Once you have opened the cities, you may be able to delete, modify, or add cities.



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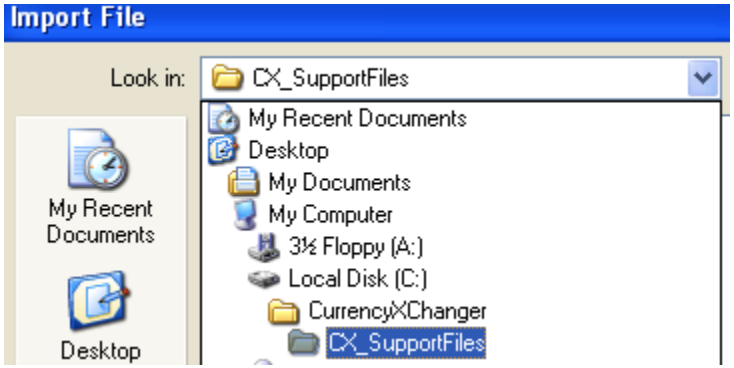
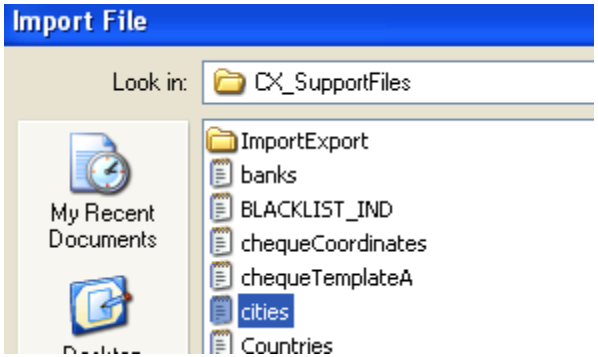
Locate the CX_SupportFiles

When the Import File dialog box open, select the CX_Support files from C:\CurrencyXchanger\CX_SupportFiles



Select cities

Select the 'cities' files and click open



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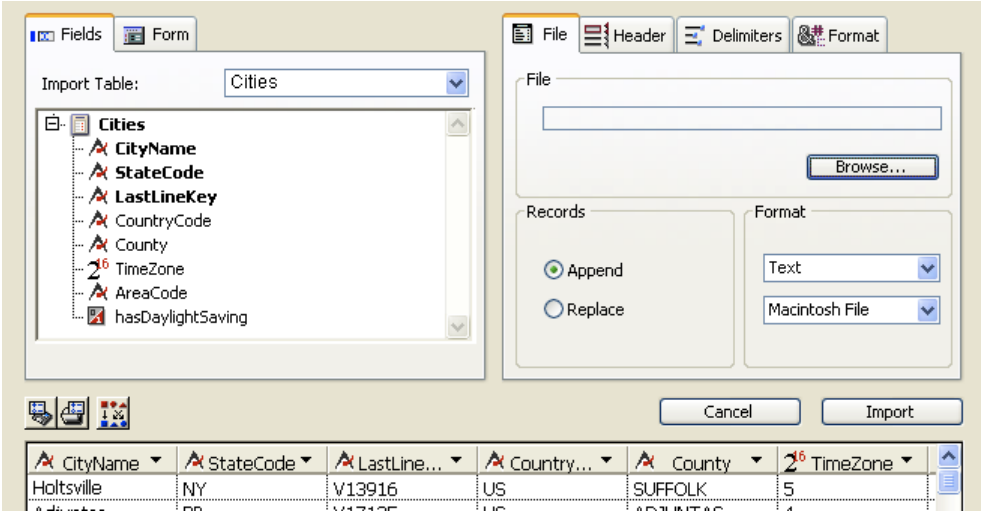
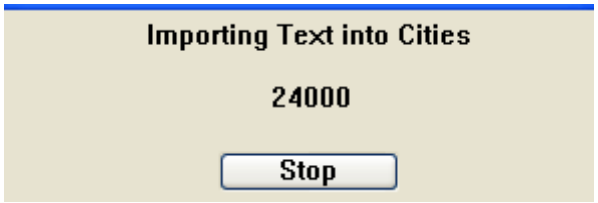
The Import Dialog

When you see the above screen, click Import



Wait for the import



Import States

From the Support Menu, select Import States

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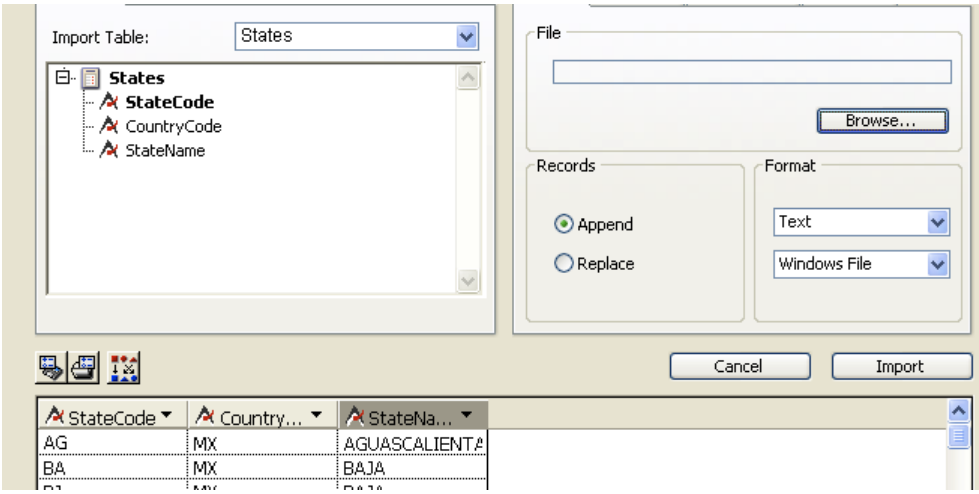
Highlight 'States' and open the 'States' file

Click on the Import button to import all north america states and provinces.



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Import Countries

Similarly, import all the countries into the database.

Country...	Country...
AF	Afghanistan
AL	Albania
DZ	Algeria
AS	American Samoa
AD	Andorra

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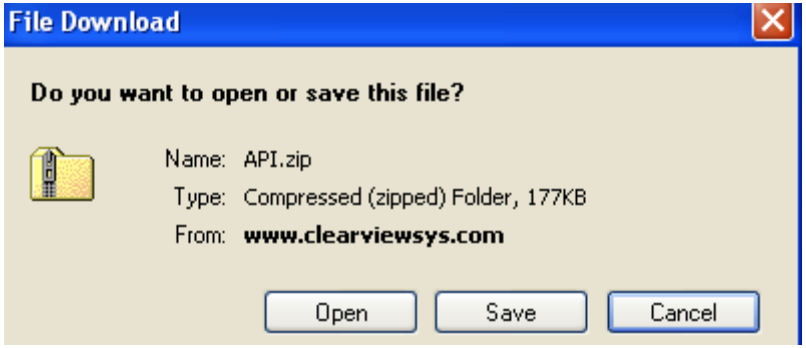
This section how to install the API Plugins inside the Plugins folder.

Download the Plugin

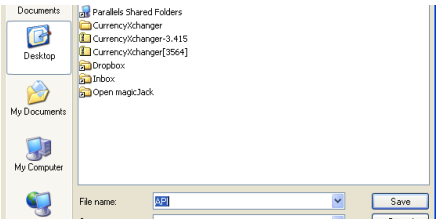
Please go to the above URL to download the plugin

Click Save to save the compressed file



Save to Desktop

Save the API.zip to your desktop



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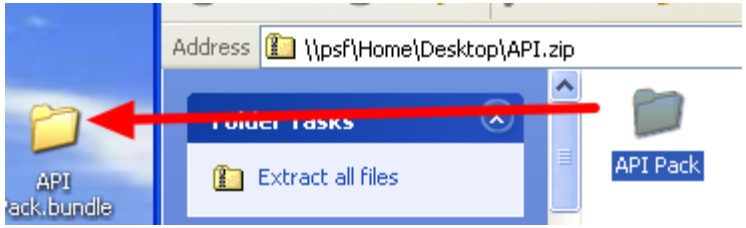
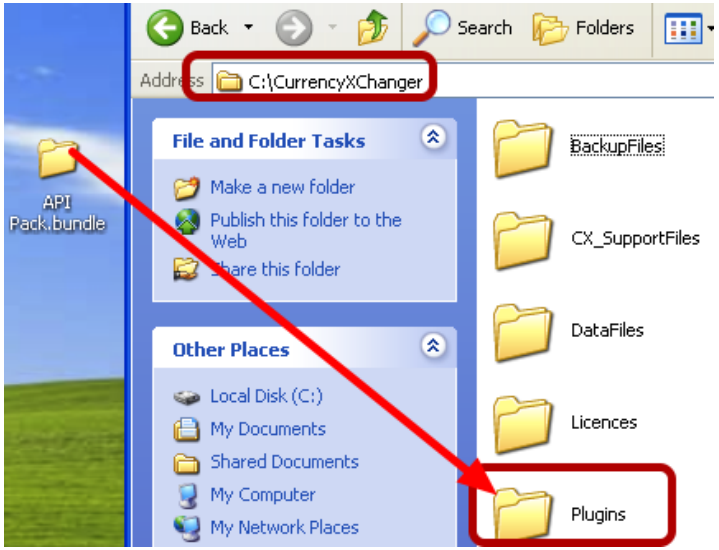
The zipped file should now be opened (double click)

By dragging the content out, you can unzip the file



Install the Plugin inside CurrencyXchanger folder

Drag the the unzipped file called 'API Pack.bundle' to the Plugins folder inside CurrencyXchanger folder.



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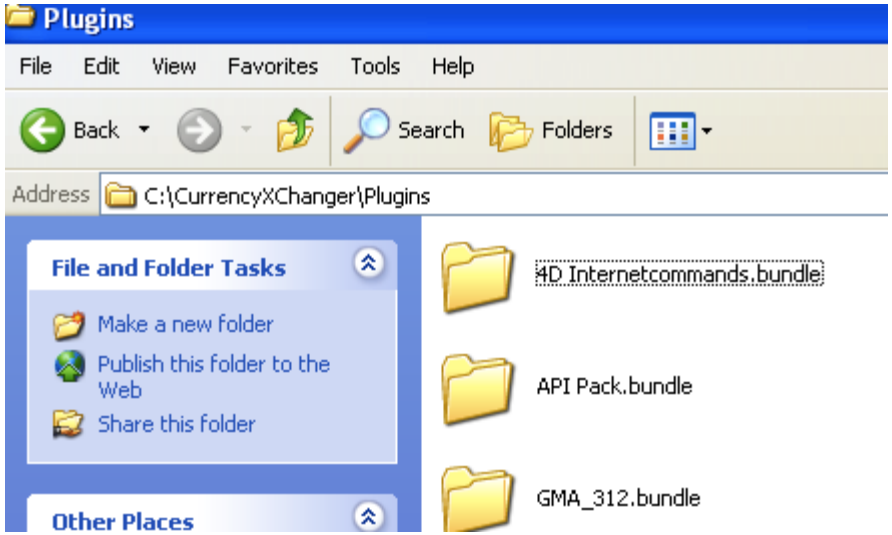
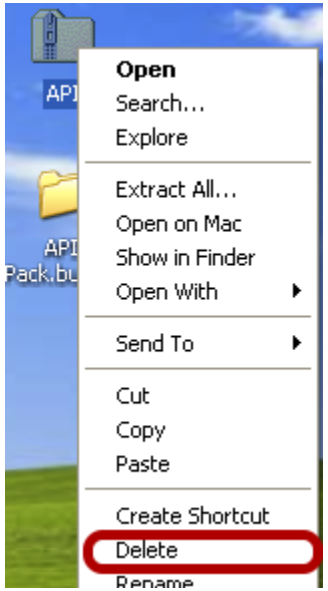
The Plugins folder should contain the above bundles.



Clean up your traces by deleting the API.zip folder. Right click on the folder and select Delete.



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Upgrading CurrencyXchanger to the latest version

This section describes how to upgrade your structure file to the latest version of CurrencyXchanger. This process is the same for both server and standalone editions.

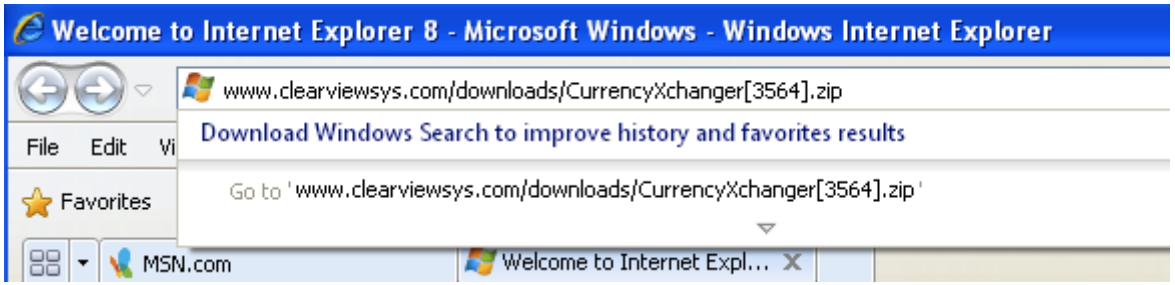
Backup backup backup!

Before going on with this lesson, make sure that you backup first. For more information about backing up the database, check out the backup section of this manual.

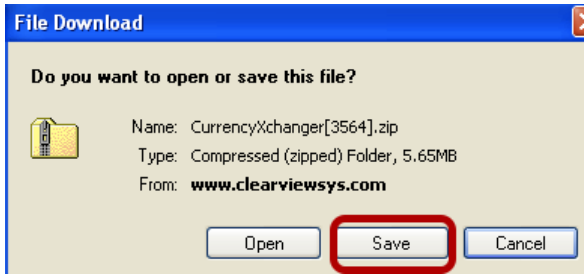
NEVER EVER TRY UPDATING THE DATABASE BEFORE BACKING UP FIRST.

Downloading the latest version

Ask Clear View Systems about the latest download URL (like the above URL) and point your browser to that URL.



Click Save to download the latest version in zip format.



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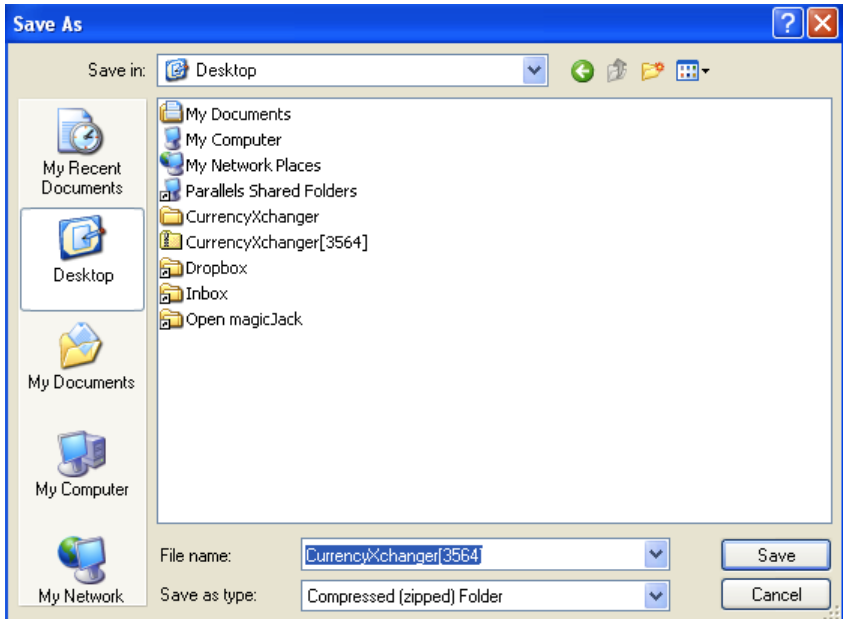
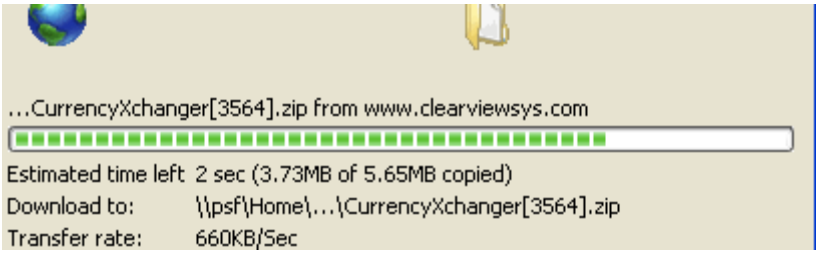
Save the latest link to the desktop or somewhere that you can immediately locate such as **the Desktop**.



Wait a few minutes for the program to download.



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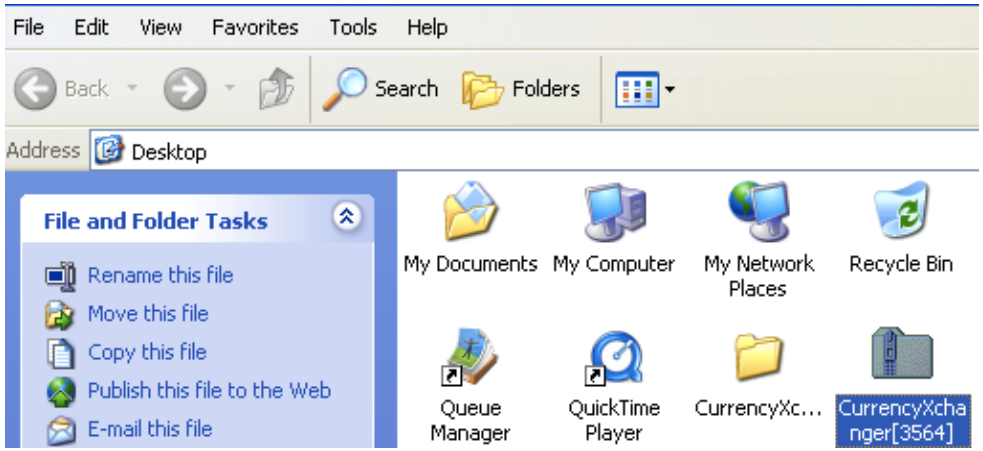
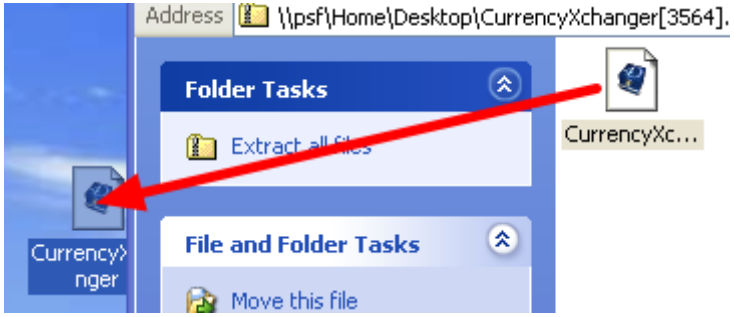
Locate the zipped folder

Double click the latest downloaded folder (in zip).



Unzip the zip folder

To unzip the folder, you could open the folder and drag and drop the compressed file out to your desktop.



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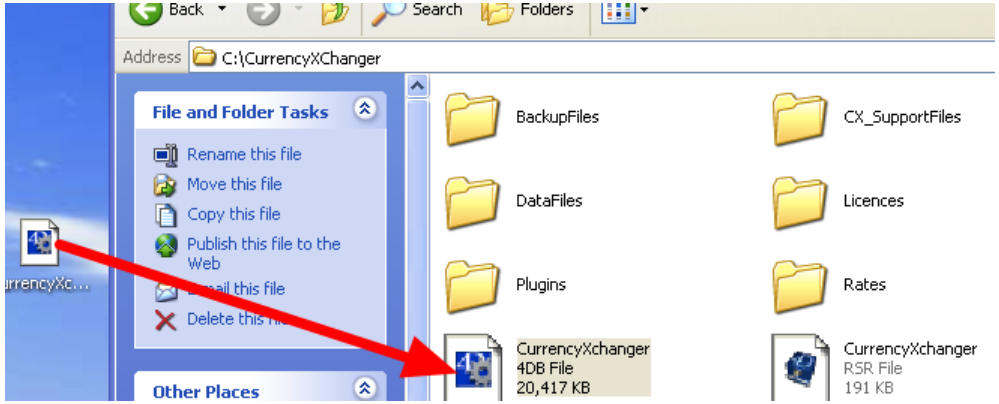
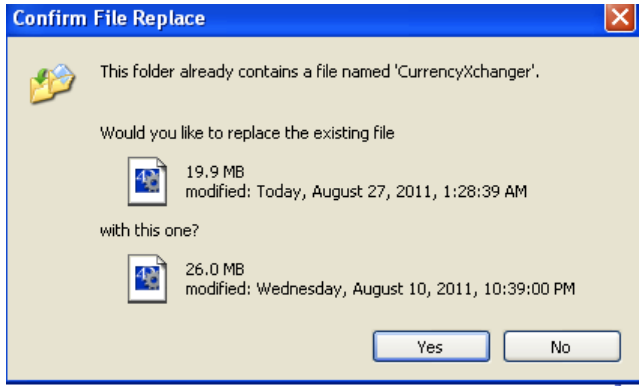
Replace the old structure file

Now open the CurrencyXchanger folder and replace the CurrencyXchanger.4DB file with the new one on the desktop. Just drag and drop the file into the folder.



You should see a confirmation window pop up to make sure that you are replacing the old structure file with the new one. For this process to work 4D Runtime and/or 4D Server must be closed, or else the datafile may become locked.



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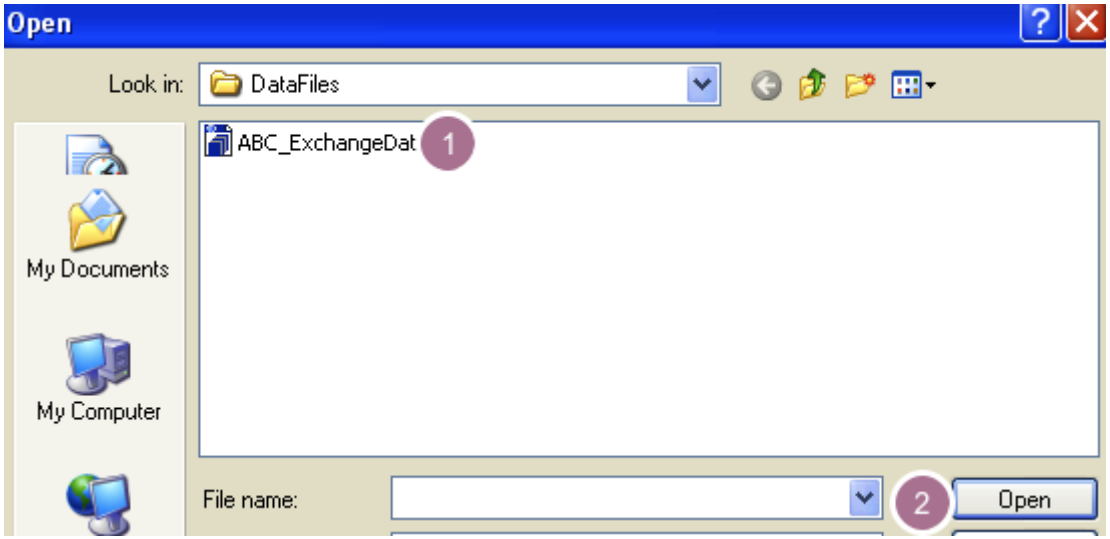
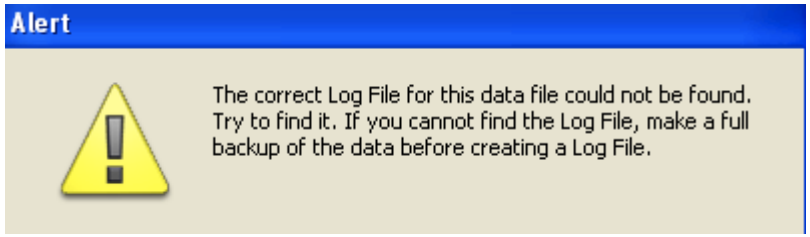
After you run the new program, by opening the CurrencyXchanger shortcut, you will be prompted to reselect the datafile.

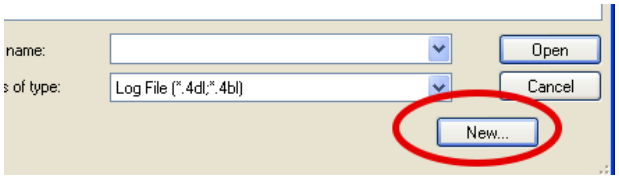


Create a new LogFile

The log file is used to write all changes to the database since the last backup.



Create a new log file by clicking the 'New...' button



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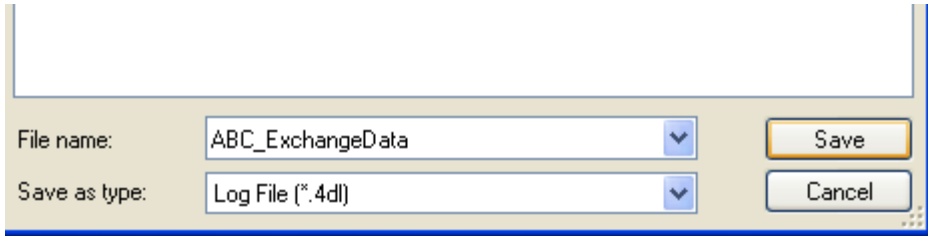
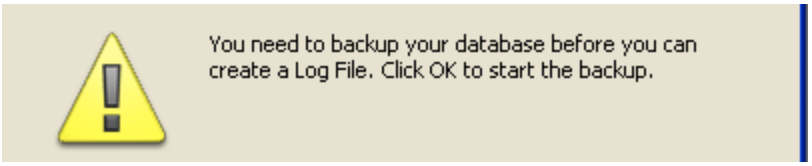
Click Save to save the logfile inside the DataFiles folder.



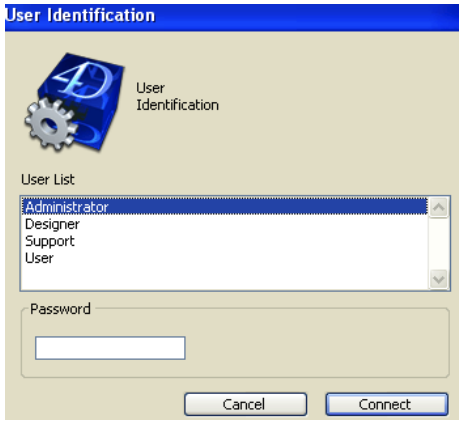
Backup

After creating a log file, a message will pop up on the screen to ask you to backup. Click OK to backup. Refer to the backup section to see how to configute your backup.



Login page

Once you have upgraded the system, the password for the administrator will be reset to '**admin**' (lowercase).



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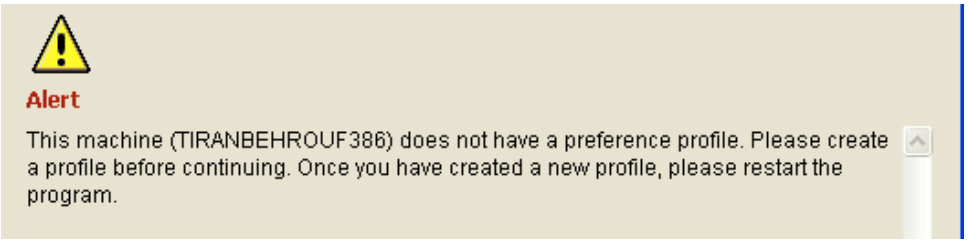
Verify the upgrade version

Check the upgrade version on the top left to see if your upgrade was successful. The number 3.564 is the version that is running.

Create a machine profile

After you startup the new version, the version will ask you to create a computer profile (preference file).



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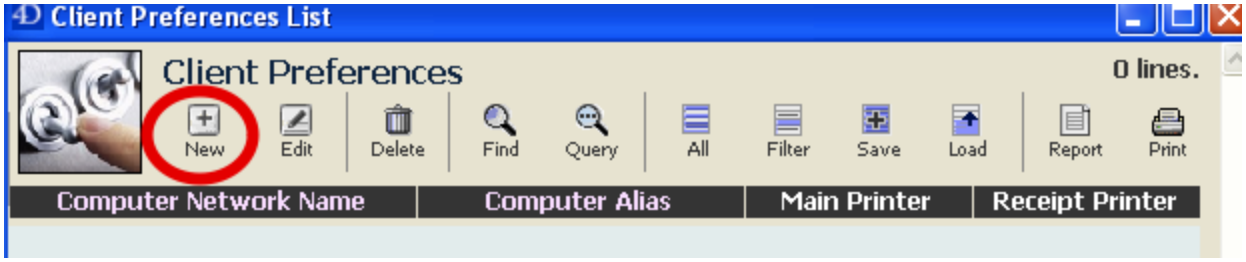
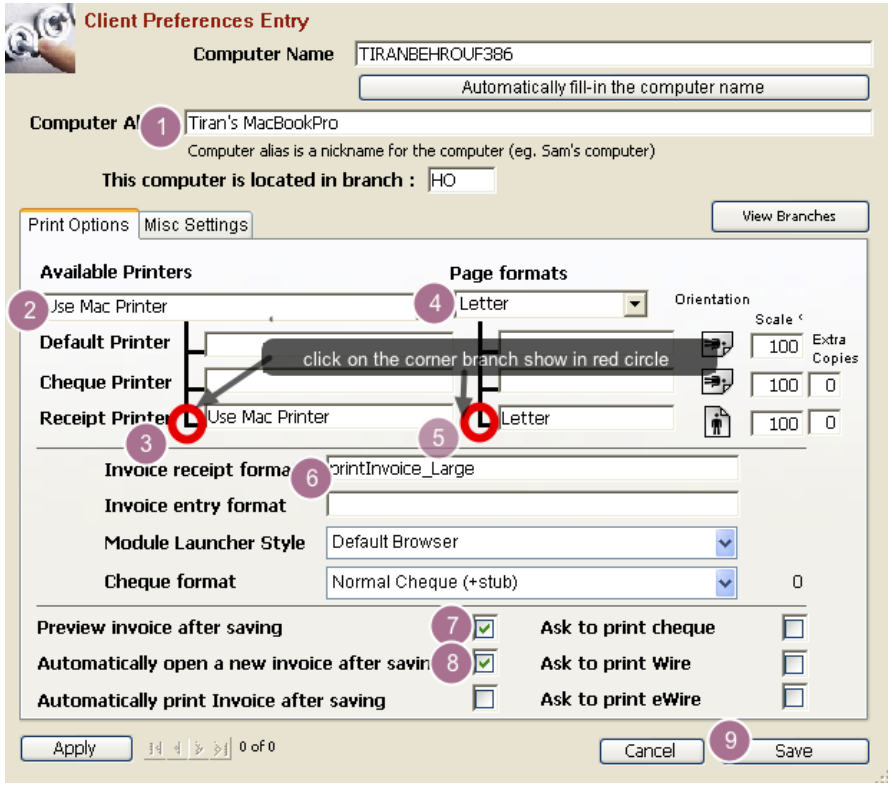
Create a new machine profile



Setup the client preferences

Create a workstation (computer) preference profile and save. Fill in the preference as per your personal preference. The above screenshot is just a sample. Follow the steps as shown in the above screenshot (**It's important the you follow step 2 to 5 in the exact order**).



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You could review the preference profile of the machine by double clicking on the line. You could also highlight and click edit to change it.

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Additional Programs to Install

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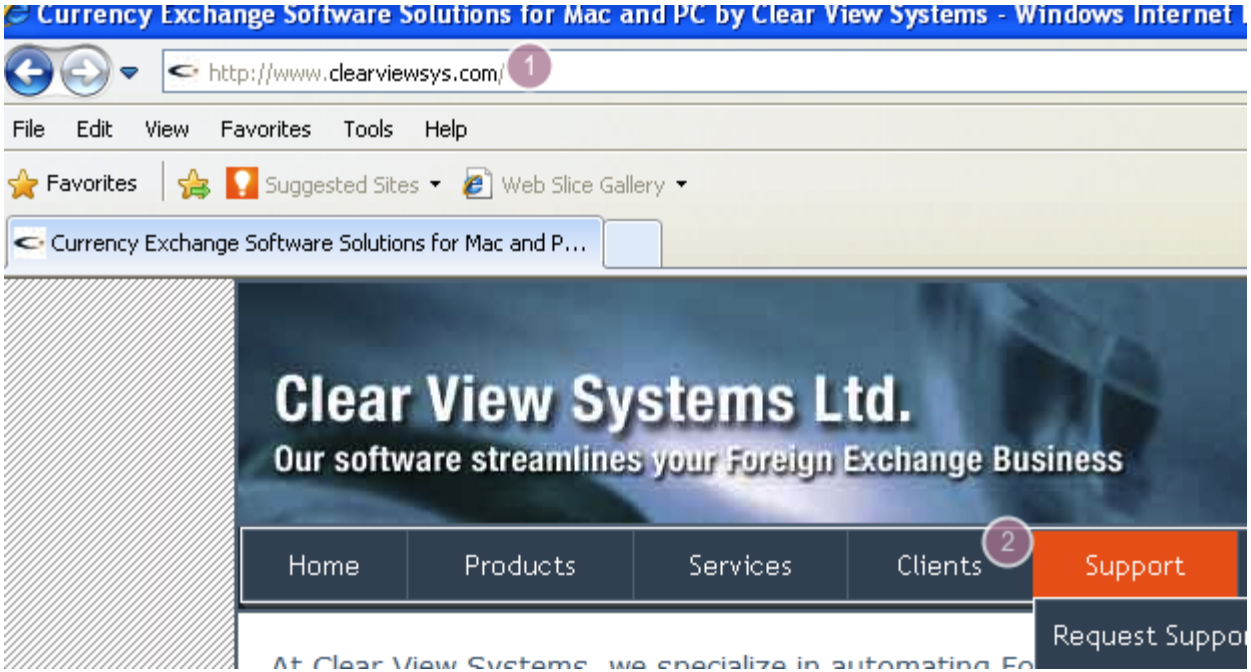
Downloading and installing TeamViewer QuickSupport. TeamViewer QuickSupport is a secure remote access application which is FREE and has great advantages in speed and functions compared to other solutions like PCanywhere, VNC, rAdmin. The package is very small, runing immediately.

Go to ClearViewSys.com

Go to www.clearviewsys.com and click 'Support' without select the submenus.



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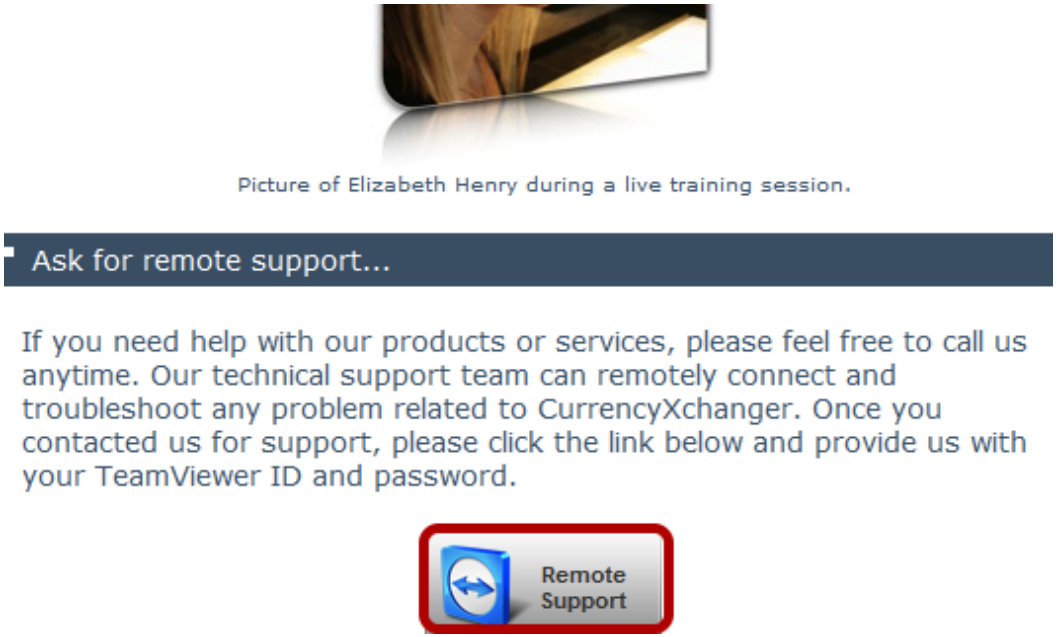
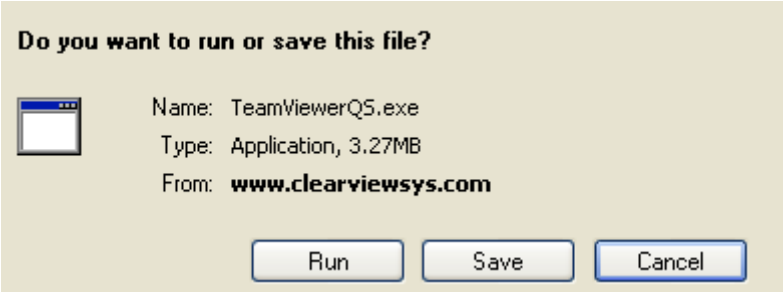
Click the Remote Support

Click the Remote Support button to download TeamViewer QS.



Save to desktop

Save the file on your desktop



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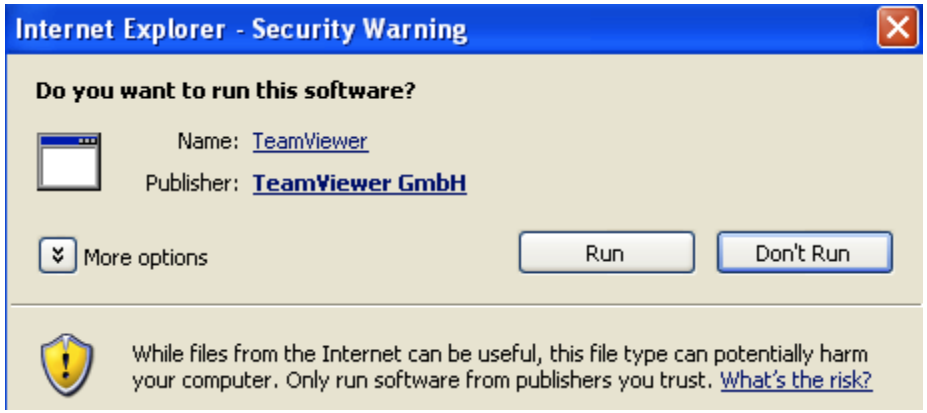
Run TeamViewer QS



Accept the disclaimer

Read and accept the disclaimer

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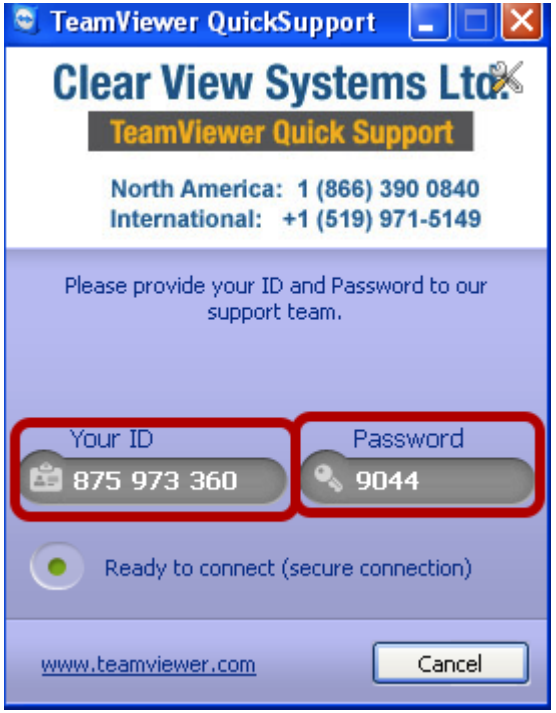
Provide ID and Password

You need to provide your TeamViewer ID and Password to Clear View Systems technicians everytime you need help with the system. They can temporarily connect and solve any issues related to CurrencyXchanger.



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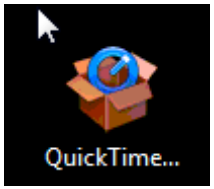
It is necessary to install quicktime before using CurrencyXchanger. The quicktime engine is used by the database to decode pictures and graphs.

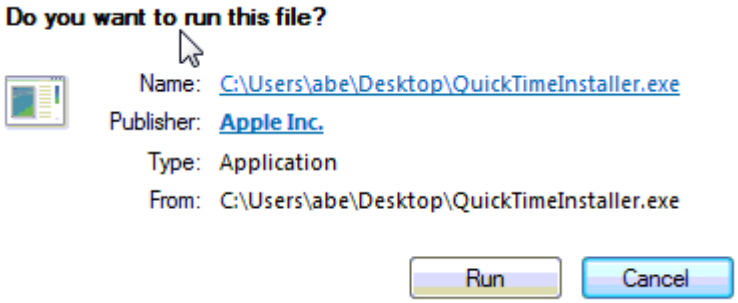
Download quicktime

Goto to www.quicktime.com and download the installer.



Run Quicktime Installer

Run the installer.



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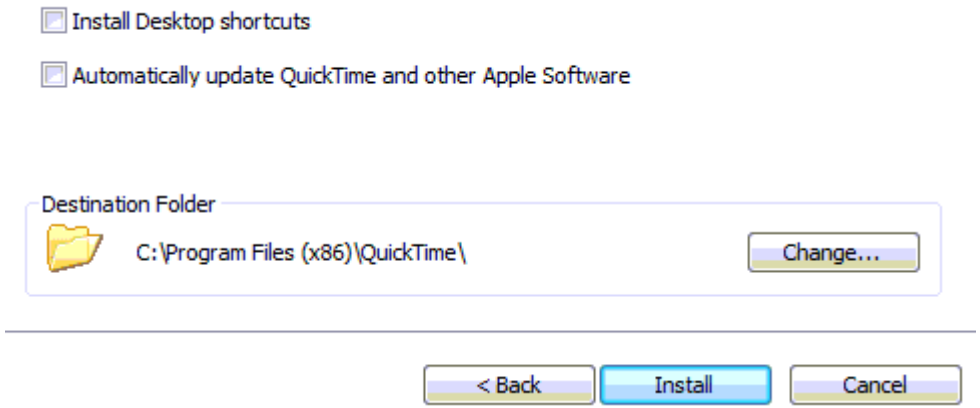
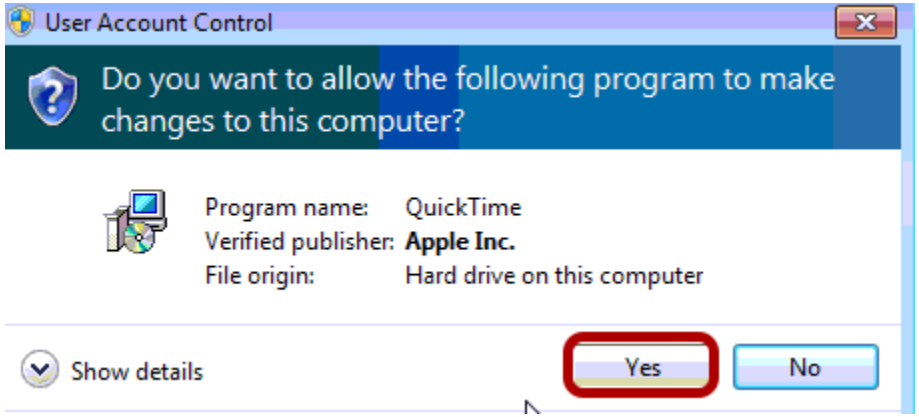
Install

Follow the instruction for installation.



Accept the warning

Allow Quicktime to make changes to your computer



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Initial Setup

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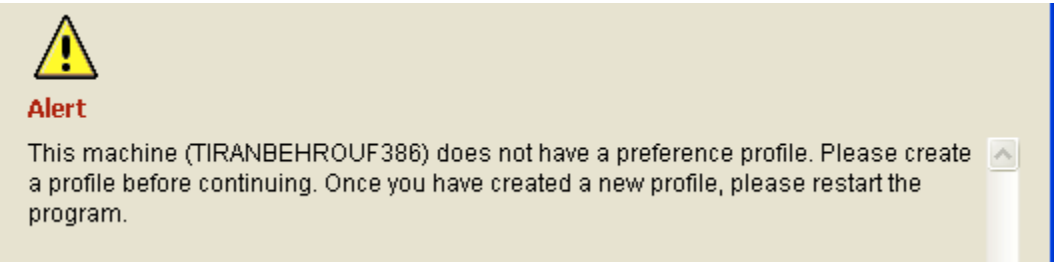
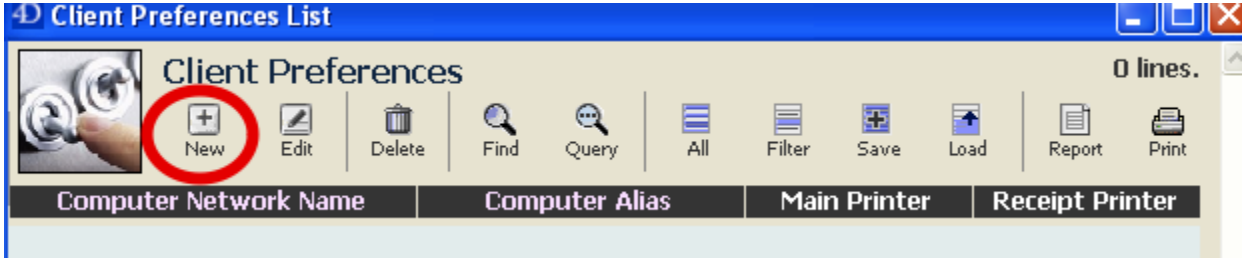
The first time you upgrade the software and run CurrencyXchanger, the system may complain that you need to create a machine profile.

System complains about your computer profile

After you startup the new version, the system will complain about the lack of a computer profile and will ask you to create one (preference file). When you click OK the client preferences module will open automatically.



Create a new machine profile



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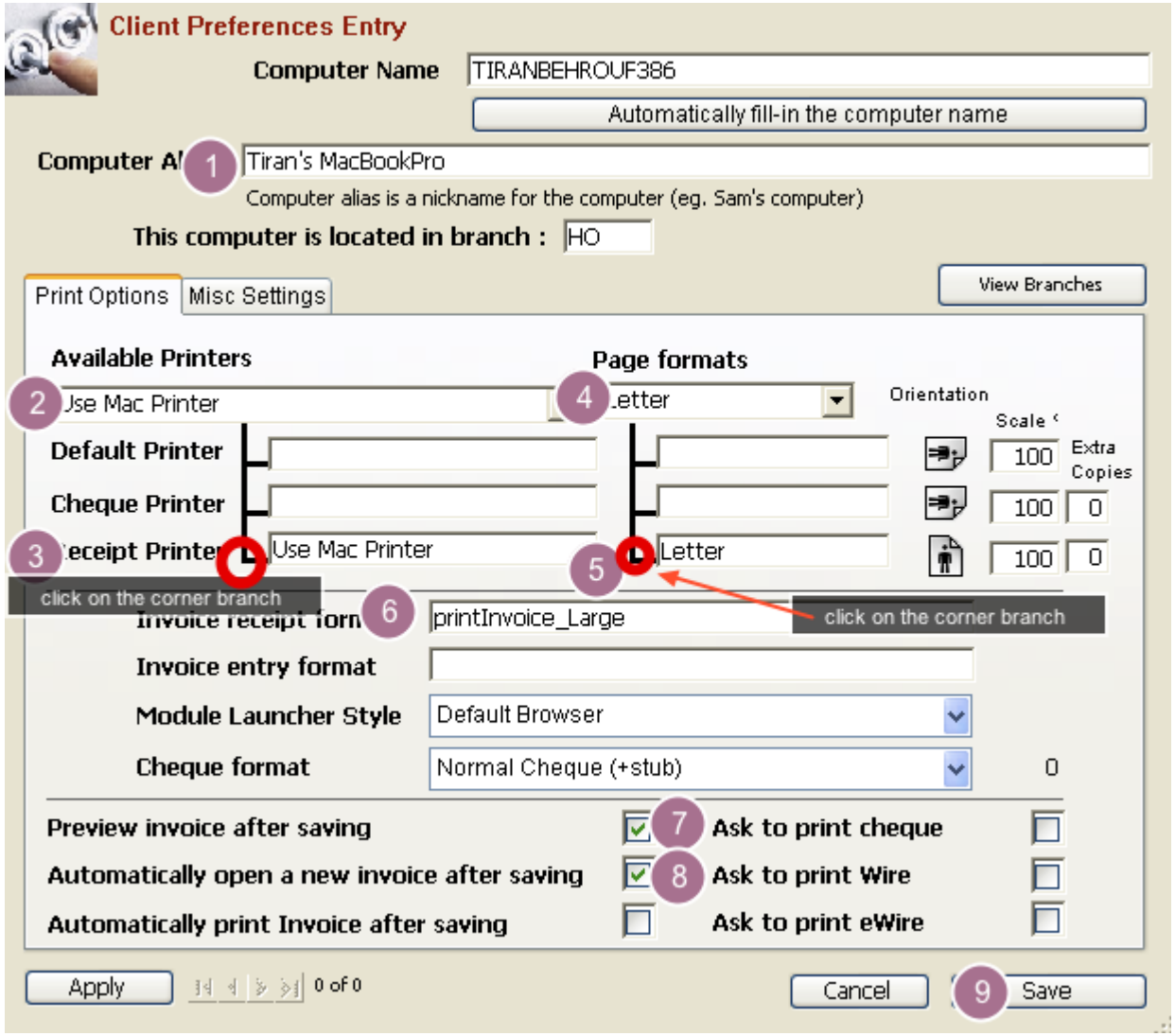
Setup the client preferences

Create a workstation (computer) preference profile and save. Fill in the preference as per your personal preference. The above screenshot is just a sample.



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Review

You could review the preference profile of the machine by double clicking on the line. You could also highlight and click edit to change it.

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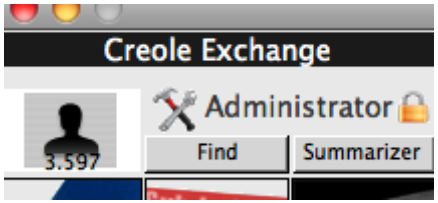
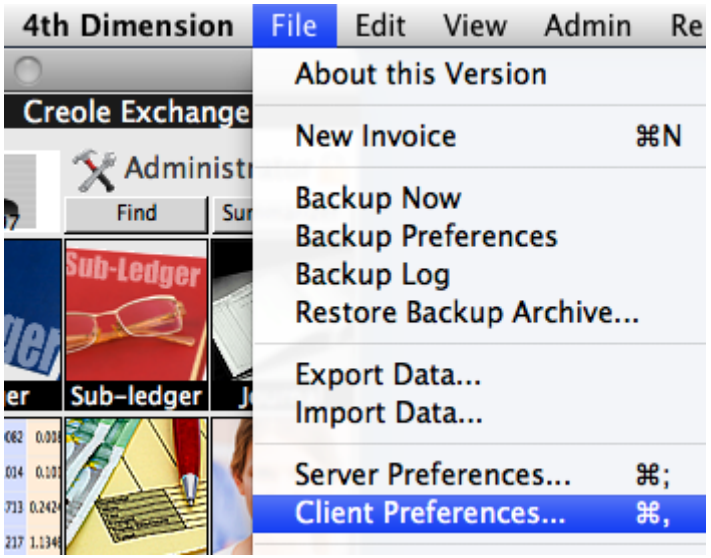
Setting up different print formats

This lesson shows how to change the printing style for the invoices.

Make sure you are signed in as administrator.



Go to Client preferences



1) First select this computer by pressing the button in the bottom of the page.
2) Highlight the computer by clicking on it
3) Click edit to change the computer preference profile (also known as the client preferences)

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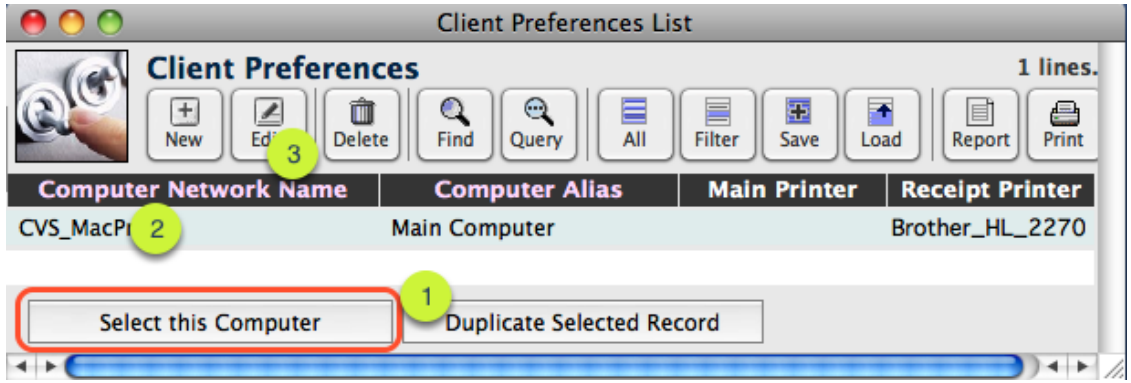
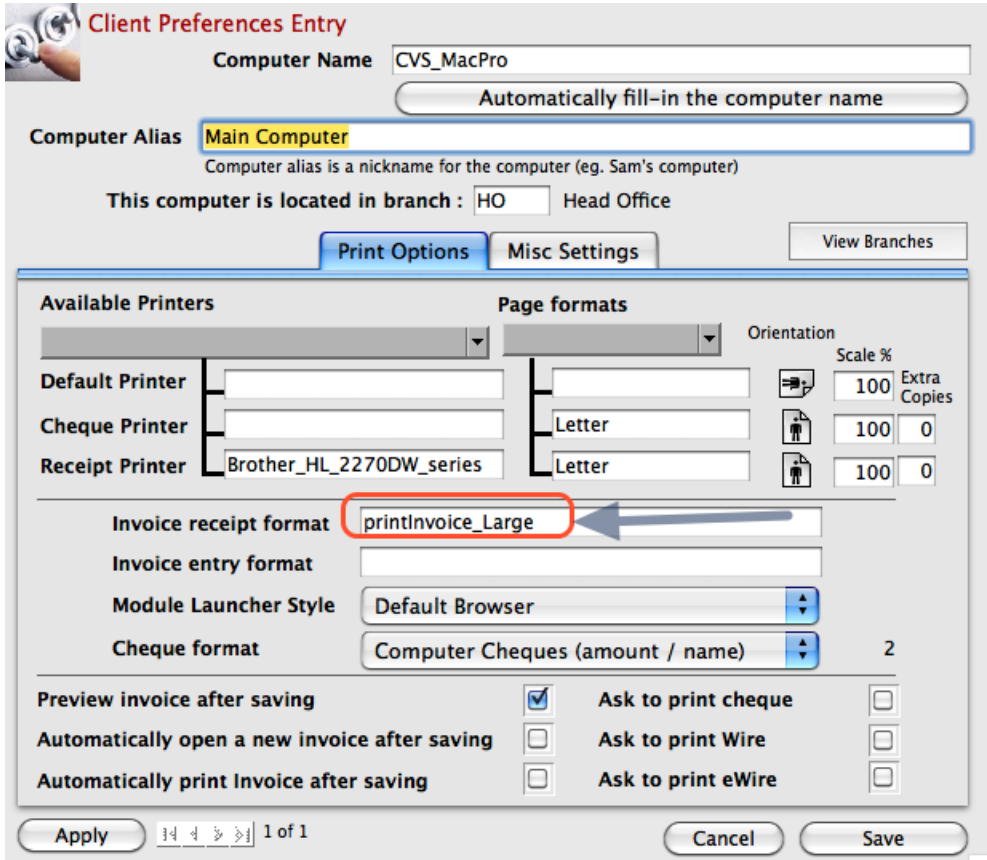


When you click on the Invoice receipt format, it will give you a list of preformated receipts which you can pick from.



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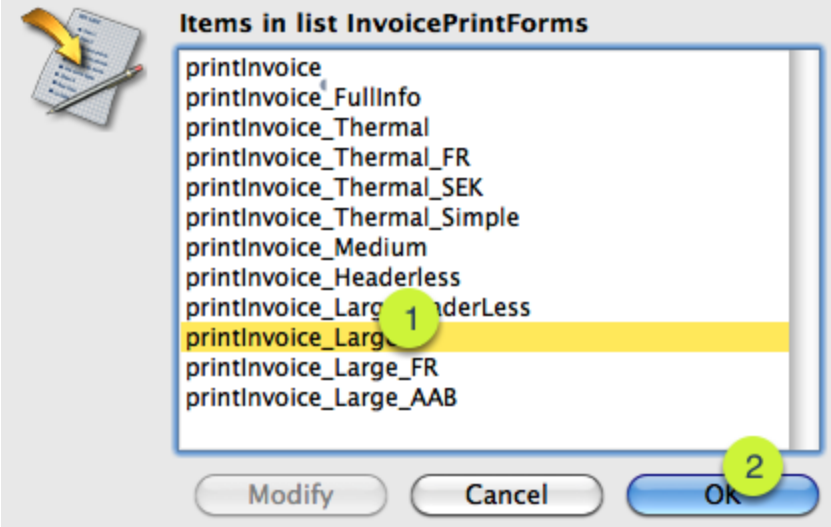
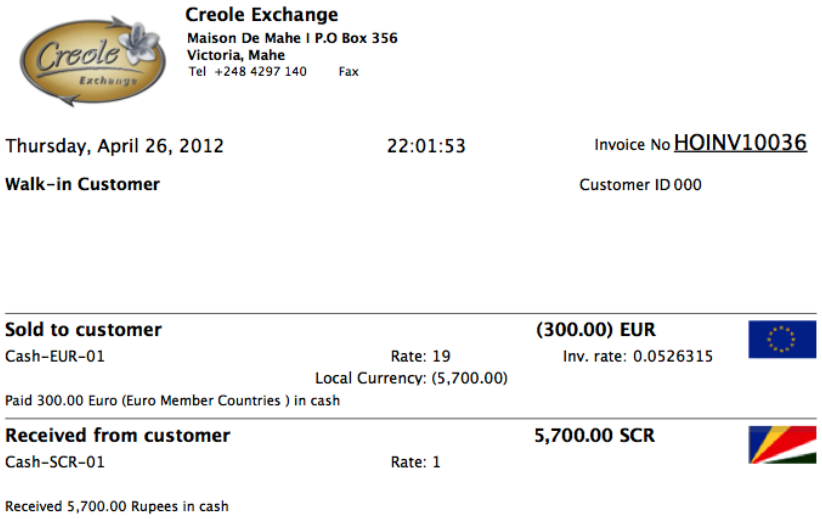
Select a print format that you like.



Sample invoice formats

This is an example of a large format print



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This is a sample print of the "printinvoice_thermal" format. As you can see, the flags are not showing.

Creole Exchange
Maison De Mahe I P.O Box 356
Victoria, Mahe
+248 4297 140

HOINV10036 4/26/12
Ryan Dancey 22:01:53
Printed on 5/2/12 at 01:01:54
Walk-in Customer 000

Sold to customer
(300.00) EUR

Rate 19
Inv. Rate 0.0526315
= Local (5,700.00)

Paid 300.00 Euro (Euro Member Countries)
in cash

Received from customer
5,700.00 SCR

Received 5,700.00 Rupees in cash

Please verify your receipt and money before
leaving the counter.
Please come back soon.

Powered by CurrencyXchanger

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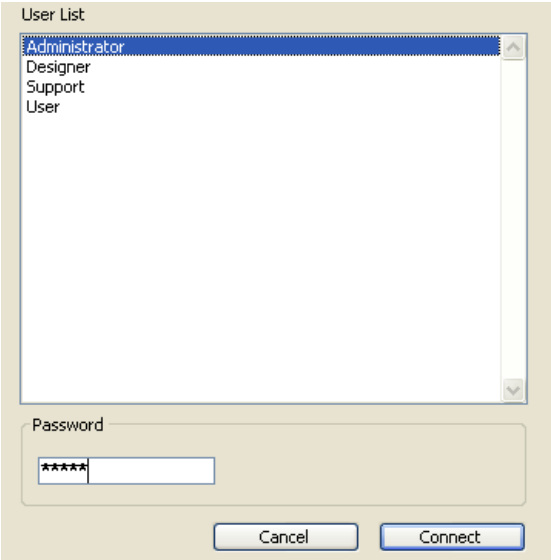
The following steps are necessary before you could use the system. After you have installed the program, run it in standalone mode (using 4D Runtime Interpreted as the helper application).

Open CurrencyXchanger

Double click the CurrencyXchanger shortcut that you previously made.

Login as administrator

Once again login using the Administrator. The default password is 'admin' (lower case).



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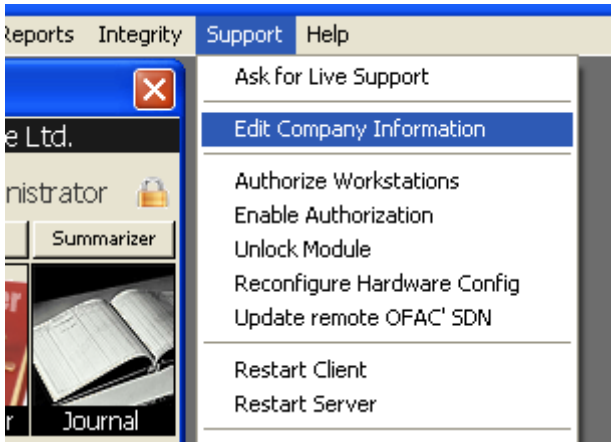
Edit the company profile

Cick on the Support menu and select 'Edit Company Information'.



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Setup the company profile

Enter the company information. The Client Code and Client Key should be requested from your Vendor or Clear View Systems. You could temporarily enter 'Demo' and 'DemoKey' and Save.

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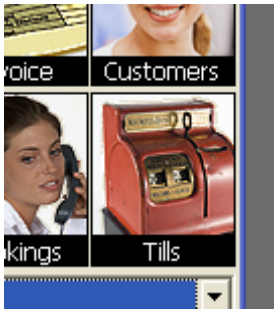
The following steps are necessary before you could use the system. After you have installed the program, run it in standalone mode (using 4D Runtime Interpreted as the helper application).

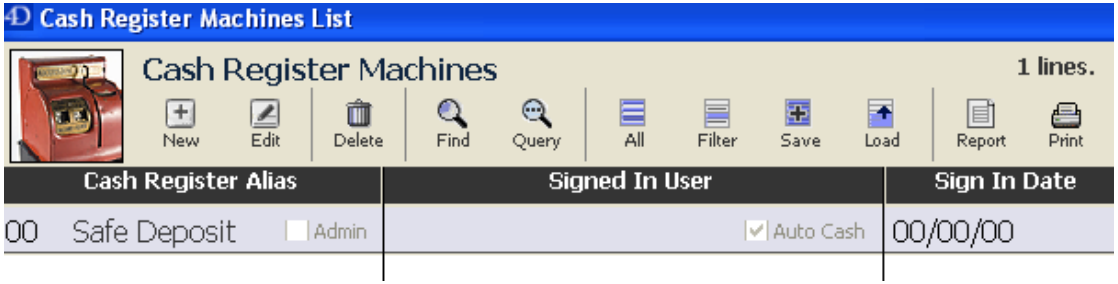
The Tills module

Before you could enter an invoice, you should login with a Till. Open the Tills module.



Safe Deposit

You should see a cash register called 'safe deposit' without any signed-In users. Double click the line.



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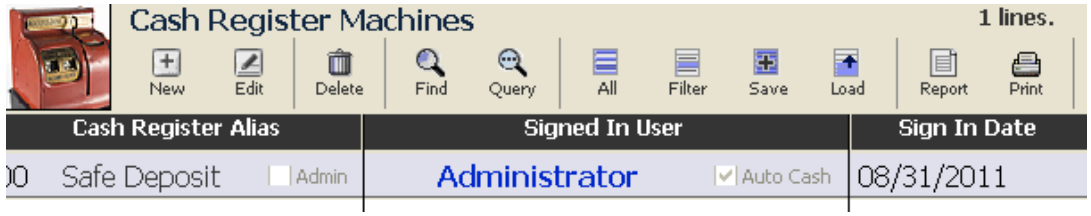
Sign in

Click the 'Sign In' button and then close the window.

Who is signed-in with the Safe Deposit?

You should now see Administrator as a signed in user.



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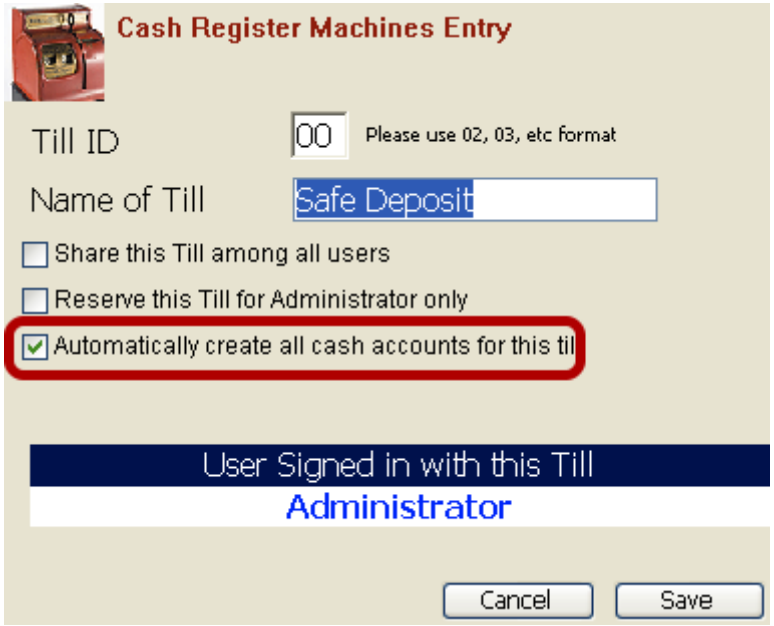
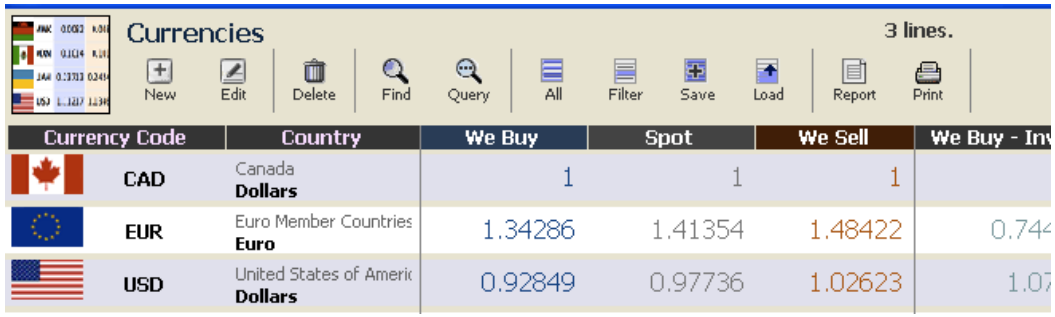
Edit the till

Click the Till 00 and then press 'Edit'. Make sure that you check the 'automatically create all cash accounts...' . This feature will allow the system to automatically create cash accounts for every new currency that is added to the system.



Create some currencies

Add some currencies into the system. Please refer to the user manual if you don't know how to do this step.



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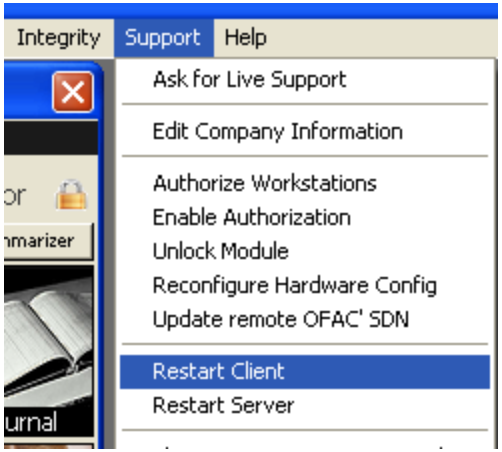
Restart Client

After you done, select 'restart client' from the support menu or simple quite the program and reopen it. Now you should be ready for entering transactions.



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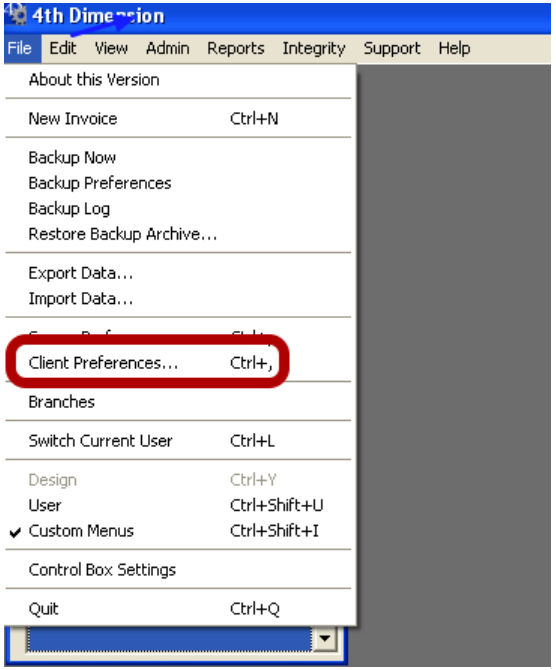
When CurrencyXchanger is running on multiple computers, it is said to be running in a Client/Server environment. The Server is the main computer that stores all the data. The Clients are the workstations that execute the program. Each computer must have a "Client Profile" where the administrator defined specific settings of that computer. We briefly explained this step in a previous lesson.

Changing the Client Preferences

Go to File on your tool bar and select Client Preferences from the drop down menu.



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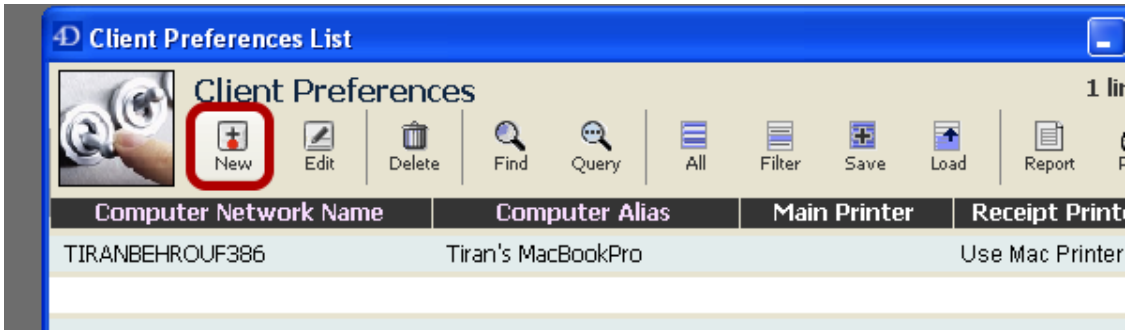
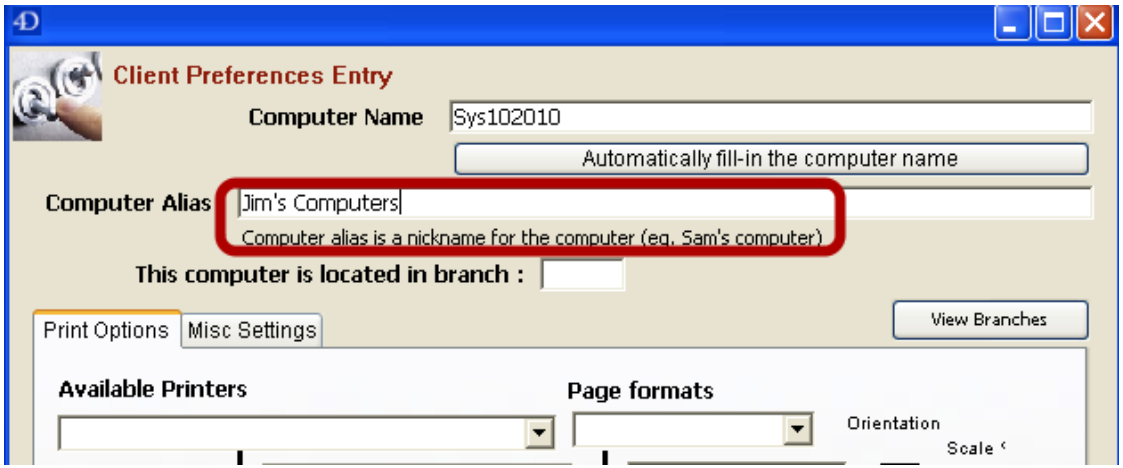
Creating a new profile for the computer

Click on New in the tool bar.



The Client Preferences Entry

1 - Enter in the workstation alias (user name or computer name) you wish to set up.



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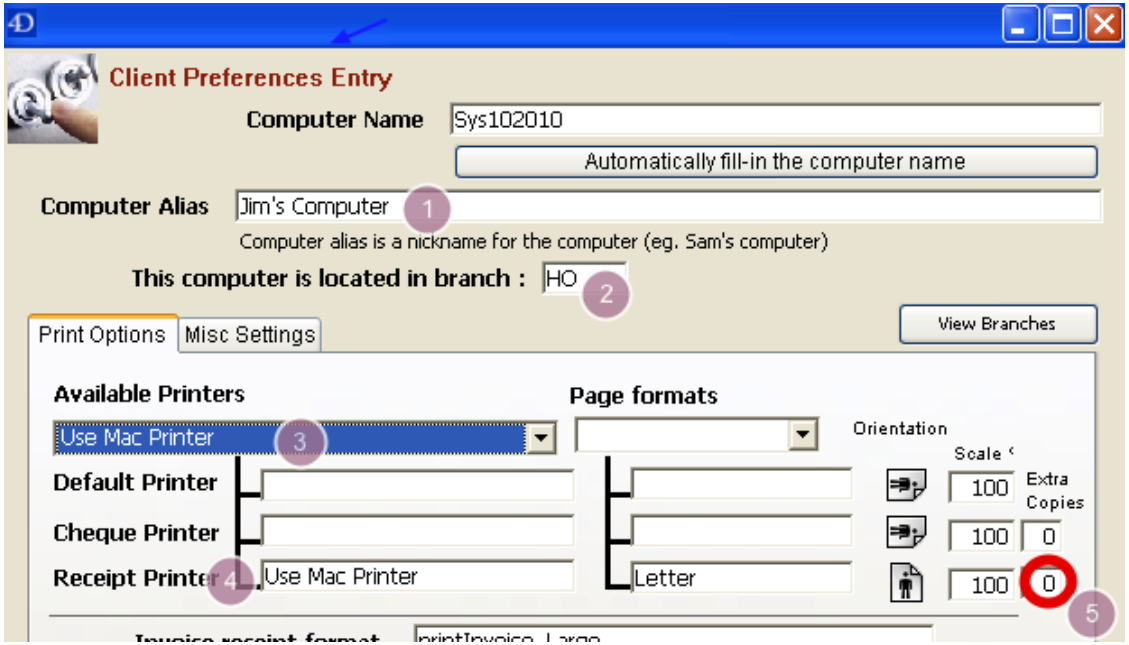
Pick a branch and a printer

2) If you run a multi-branch operation make sure to assign two letters for each branch (e.g. HO for Head Office). This will determine which computer is located in which branch.
3) Pick a printer from the list
4) click on the corner of thel black line to paste the printer name. You could use a different printer for each one of the options (default, cheque, receipt). However, we recommend not to use a printer for the default printer (leave it blank).
5) Extra copies can be set for automatic printing.



Setting up the printer for Receipt Printing

1) Pick a page format.
2) Click on the corner of the line to use the page format
3) Click on the man icon to print in portrait (vs. landscape)

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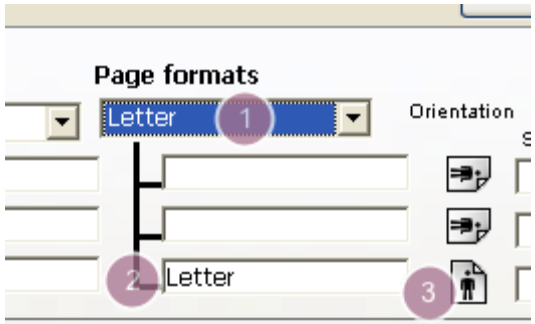
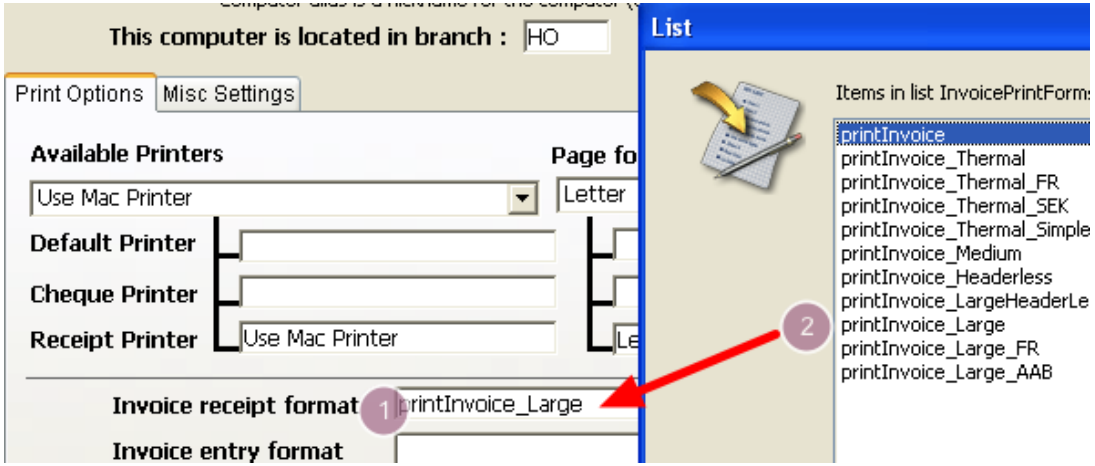


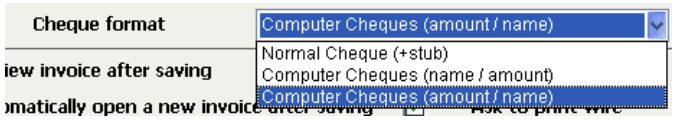
Pick a receipt format

Once you click on the Invoice receipt format and form will open to ask which format you wish to use. For larger prints use the printInvoice_Large.



Pick a Cheque Template

If you are using computer cheque, usually you should pick the third option. This format is compatible with most new accounting cheque printing software (e.g. QuickBooks 2011)



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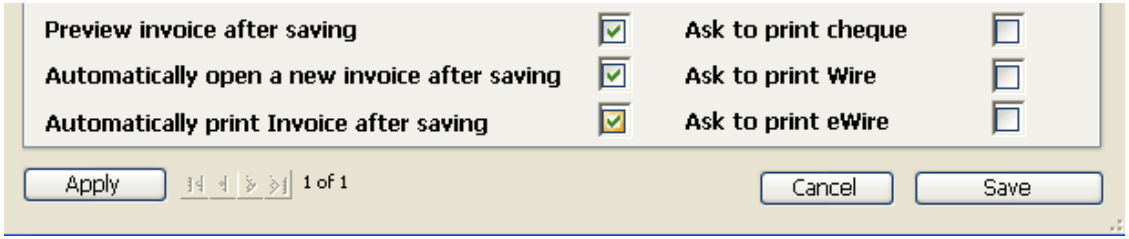
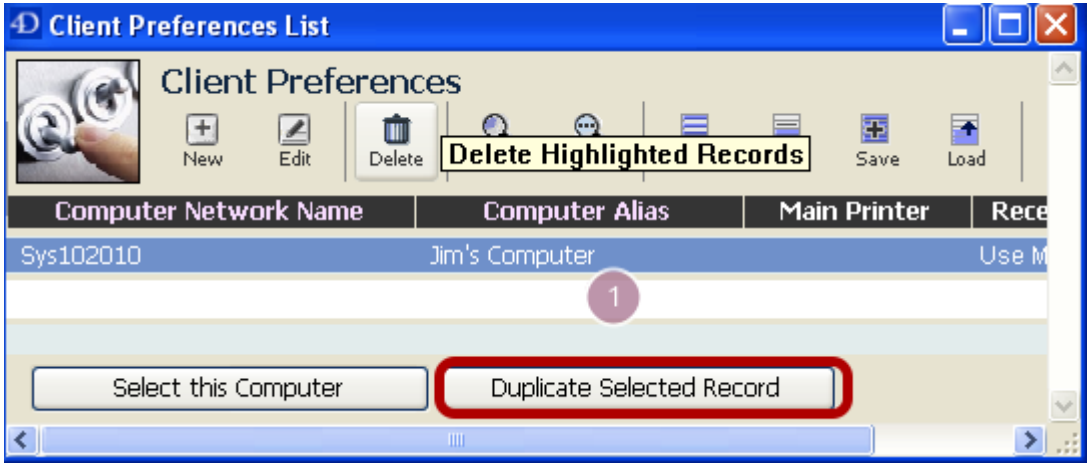
Automatic printing...

The other options could be set using the check boxes. For example, you could set the sytem to automatically print the invoices after saving (only on the workstation that you are editing). Once you are done, click Save.



The client preference profile

Once you saved a profile, you can edit it or dupplicate it. Clicking the Duplicate button will create another profile so that you can use it for another computer.



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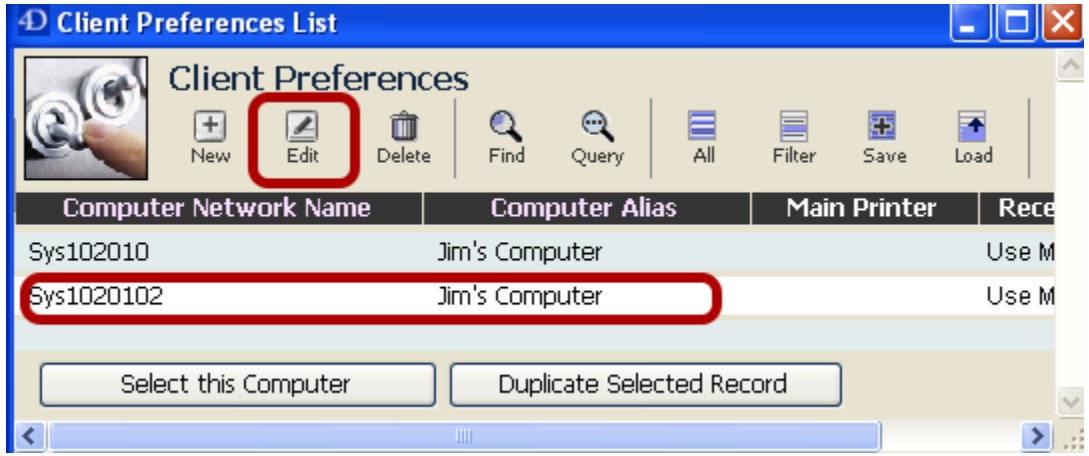
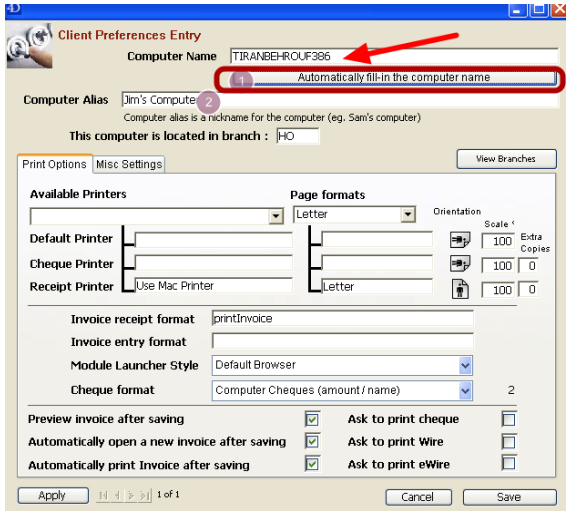
Duplicate Profile

A duplicate profile could be edited or reassigned to another computer. To Edit the profile, highlight the line and then click Edit.



Reassign the Duplicated Client Preference Profile

You can reassign another profile to the current computer by clicking on the button shown above (1). Then you could rename the computer Alias and leave everything else to be the same, or change as needed.



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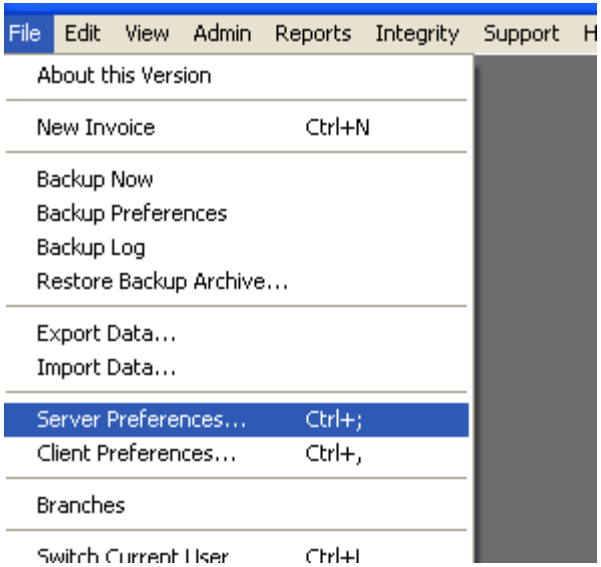
Server Preferences

This section describes the Server Preferences. This option is also available in standalone mode. This is more like a global setting as opposed to a 'per computer' setting. After you have installed the system, you should make sure to check the server preferences. Compliance features are also part of this section.

Changing the Server Preferences

Select 'Server Preferences' from the file menu. This feature is also available in standalone mode.



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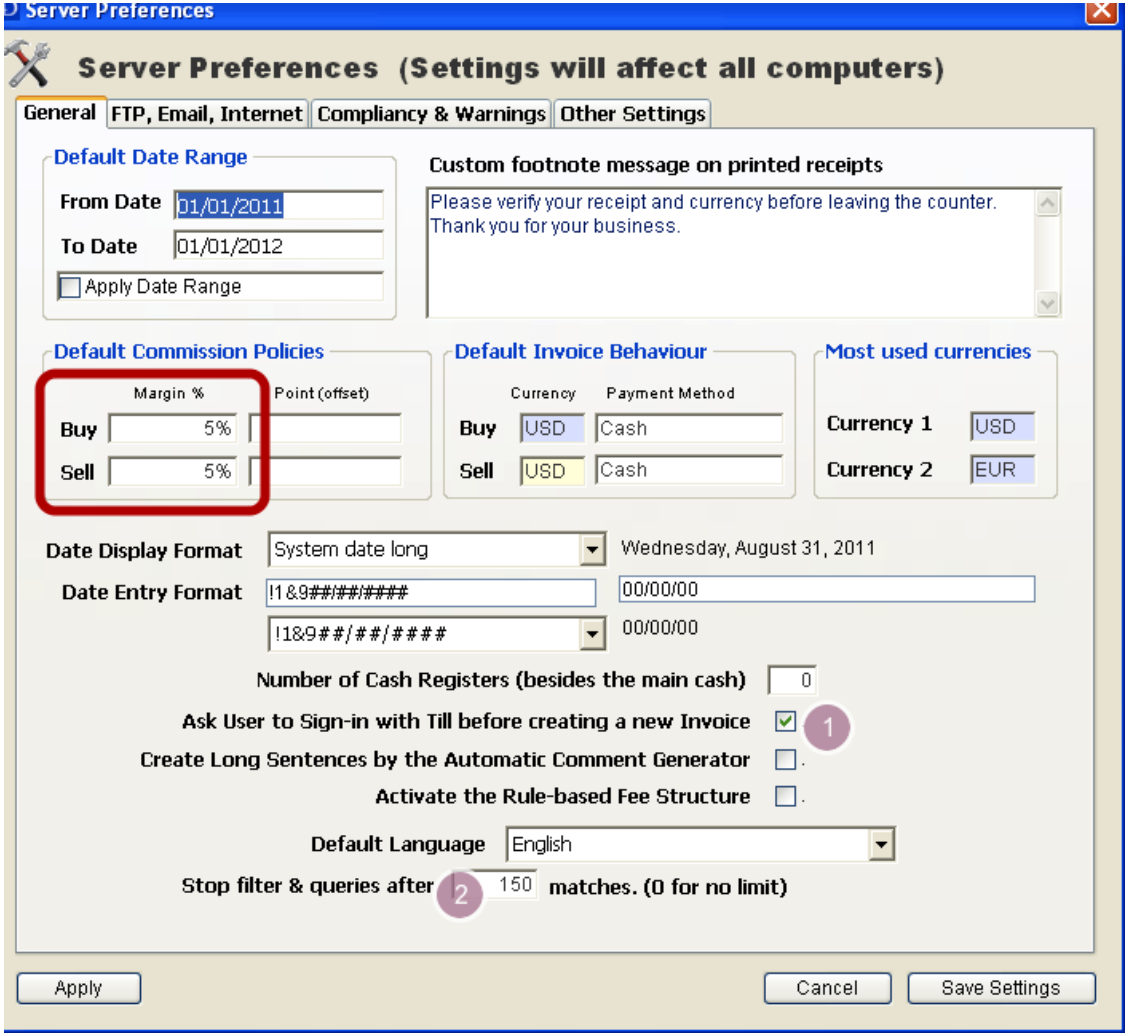
General Settings

You could setup your default buy and sell margins in this section. It is recommended that you check the box (1) and also put a number less than 150 in field (2). If you leave the 'stop filter & queries to be 0, it will slow down your searches.



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FTP Setup for publishing rates online

You can setup the FTP accounts in the second tab. You should test FTP setting to make sure that your configurations are okay.

Outgoing Mail Server (SMTP)

The outgoing mail server is needed to send important notifications (such as backup failure or license expiry notices) to the administrator. The administrator email and cell phone should be entered as shown in the next screenshot.

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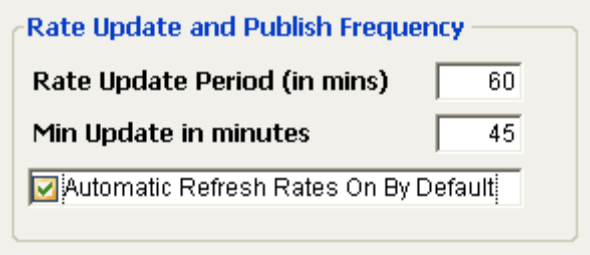
Administrator Email

You should enter your email and cell phone to be notified when something goes wrong.

Rate Update Frequency

This part is for setting up automatic updates by the server (or standalone).



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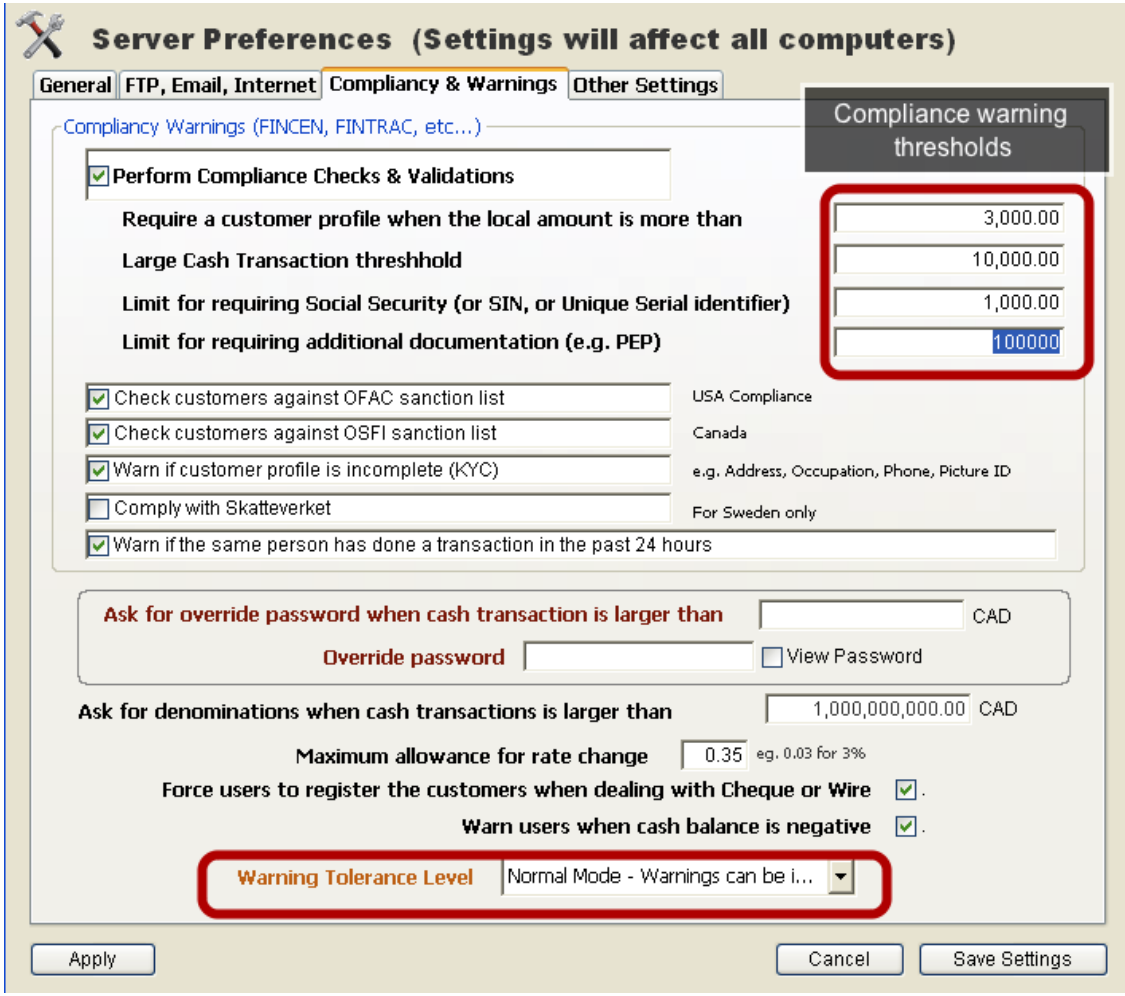
Compliance and Warnings

The third tab in the Server Preferences panel is used to setup warning level and AML Compliance thresholds. If you want the warnings to be displayed, make sure that you set the Warning Tolerance Level to Normal mode.



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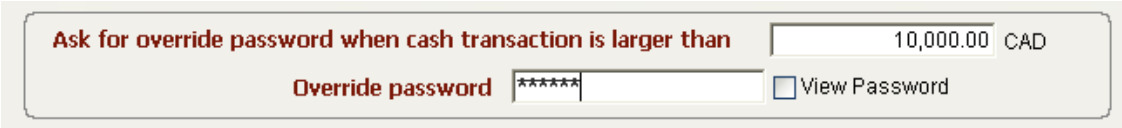
Override password

You can set the system to require a password when there is an incoming cash larger than a set amount. For example, in some banks normal users are not allowed to accept over 5000 cash, in which case, an administrator or a manager could bypass that. This password can be different from the administrator's own password so that it can be given away to managers.



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Users & Privileges

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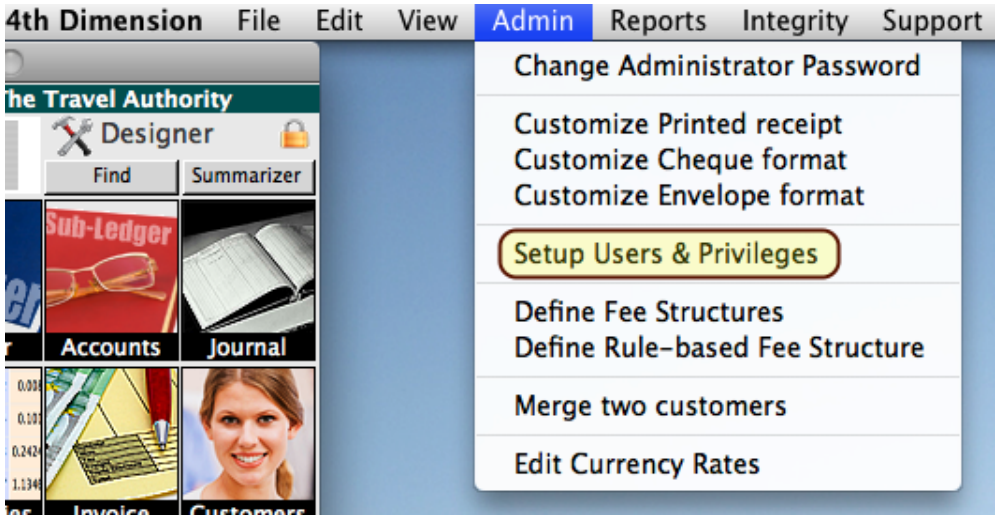
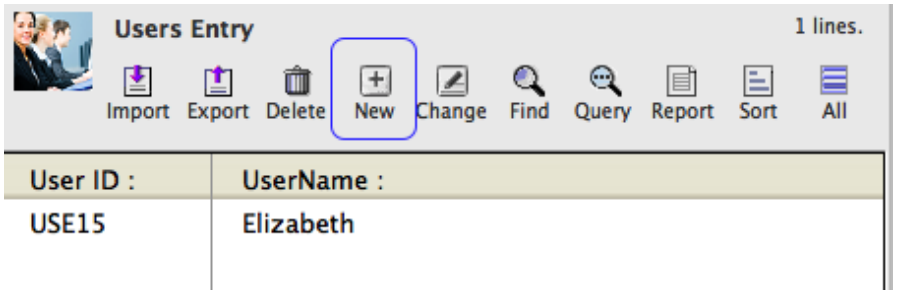
One of the jobs of an administrator is to setup the users accounts. Each user may have a different set of privileges depending on his or her role in the office. For example, an accountant may need to setup accounts, check the balance of accounts, print profit reports, and enter transactions. Whereas, a front desk clerk may not need to access the

Adding new users and assigning privleges

Make sure you are logged in as the Administrator. Go to Admin on your tool bar and select Setup Users & privileges from the drop down menu.



Click New from the tool bar to create a new user.



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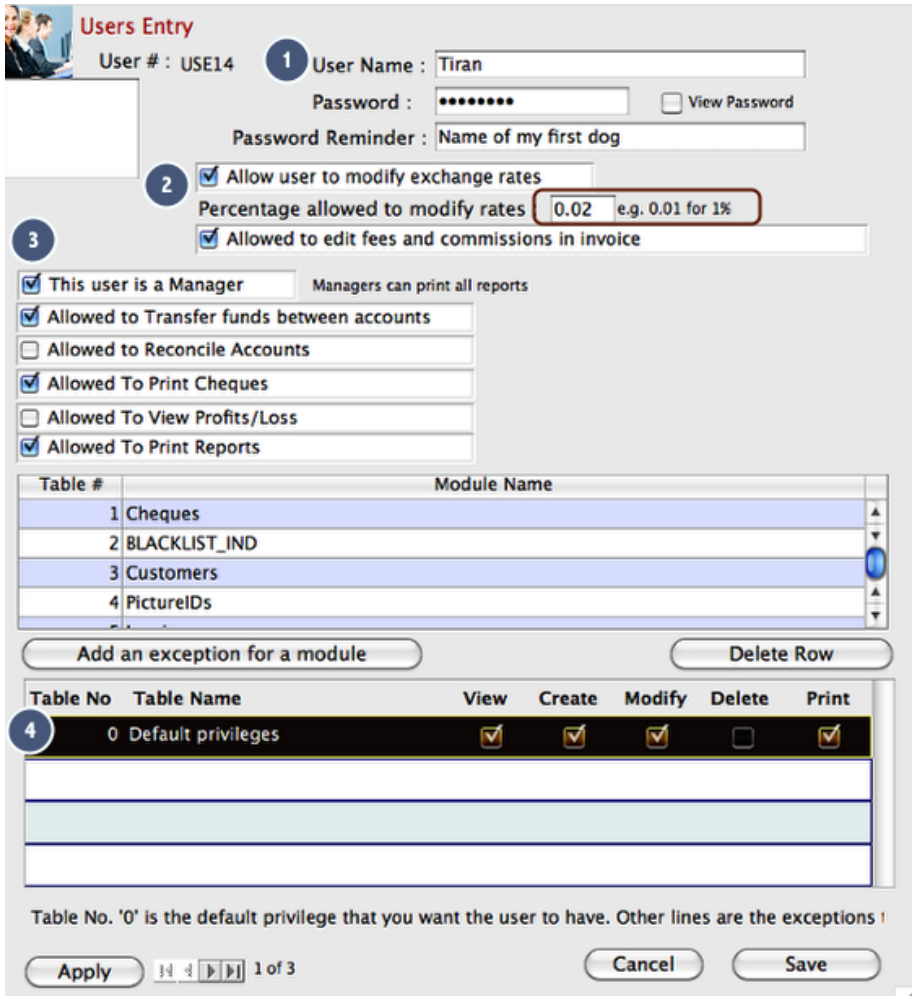
Entering the privileges

1. Enter in the users name and password. You can also enter a reminder in case the user misses entering the password more than 3 times.
2. If this user is allowed to modify exchange rates, check the appropriate box and then you can then set what percentage the user can change the exchange rate in the invoice.
3. Simply check the boxes to allow the user to have access to different reports and special features (such as printing cheques).
4. The "Default Privileges" refer to the user's access level to each module. In the above snapshot, the user is given the privilege to VIEW, CREATE, MODIFY, and PRINT from all modules. However the user is not allowed to DELETE any record.



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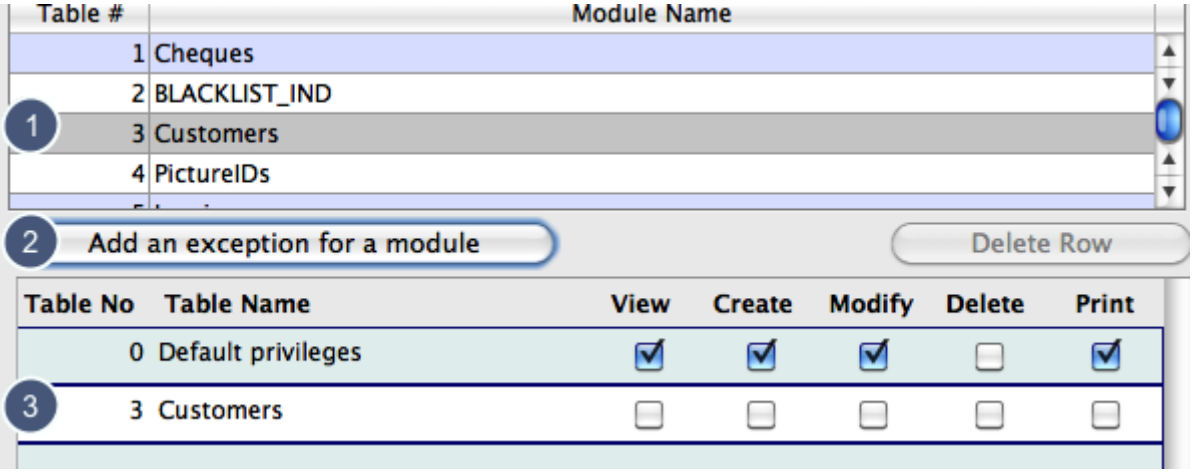
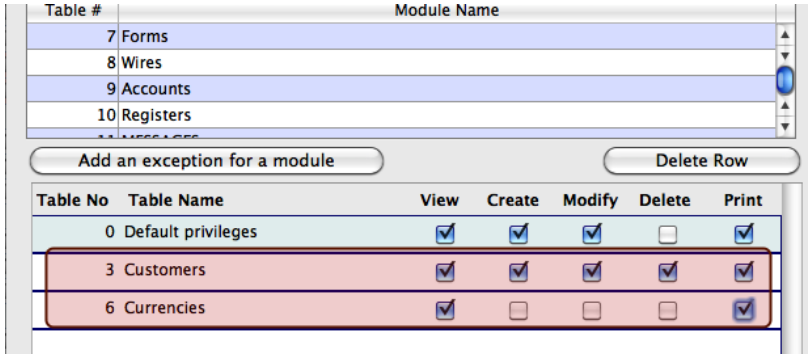
Adding Exceptions

Sometimes you want to have an exception with the user's access to some modules. For example if we need to add a special case for the Customers module, then we should:

1. Select the module that we need to add the exception for from the module's list (in this case the Customers module)
2. Click Add an Exception
3. The Exception will be add to the table below. Now we need to set the privileges for the Customers module only.



When you add an exception, then you need to specify the privileges of the user's access on that particular module (Table). Exceptions always override the default privilege. In this case, the user is not allowed to create, modify, nor delete anything from the Currencies module. However, the user has full access to the Customers module.



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Once you have set the user's privileges, you should save the settings.

Users Entry

User # : USE14

User Name : Tiran

Password : ••••••••

View Password

Password Reminder : Name of my first dog

Allow user to modify exchange rates

Percentage allowed to modify rates : 0.02 e.g. 0.01 for 1%

Allowed to edit fees and commissions in invoice

This user is a Manager — Managers can print all reports

Allowed to Transfer funds between accounts

Allowed to Reconcile Accounts

Allowed To Print Cheques

Allowed To View Profits/Loss

Allowed To Print Reports

Table #	Module Name
7	Forms
8	Wires
9	Accounts
10	Registers

Add an exception for a module

Delete Row

Table No	Table Name	View	Create	Modify	Delete	Print
0	Default privileges	☑	☑	☑	☐	☑
3	Customers	☑	☑	☑	☑	☑
6	Currencies	☑	☐	☐	☐	☑

Table No. '0' is the default privilege that you want the user to have. Other lines are the exceptions !

Apply 1 of 3 Cancel Save

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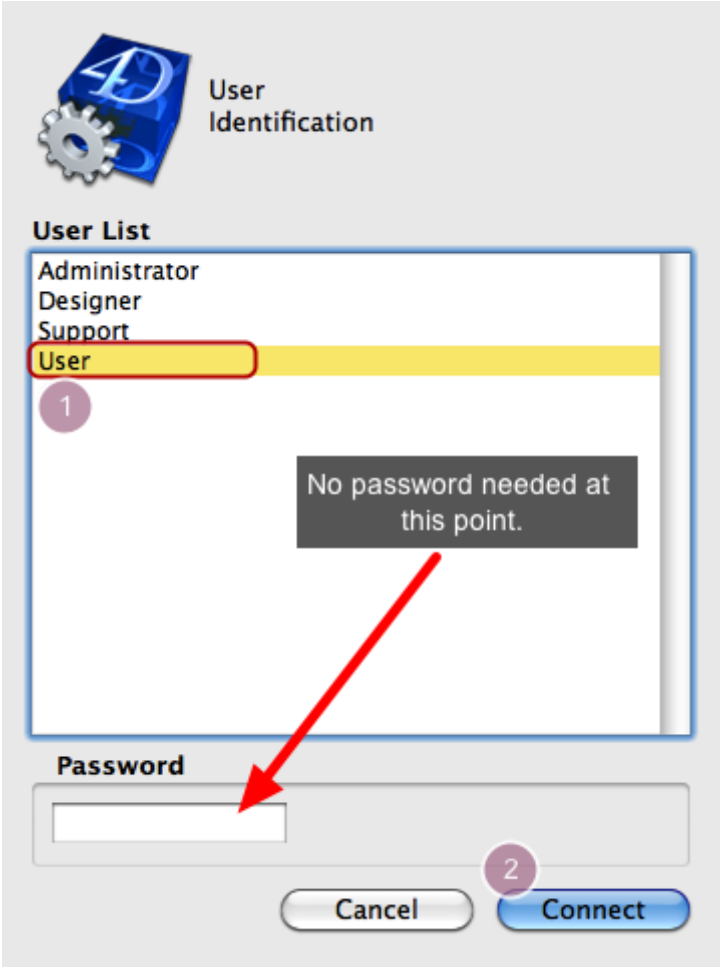
How to login as a normal user?

When you first login to the system, select 'User' from the User List panel and click 'Connect' (or enter). Make sure you don't enter any password at this stage.



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Pick the user, enter the password and then enter (or click 'Login').

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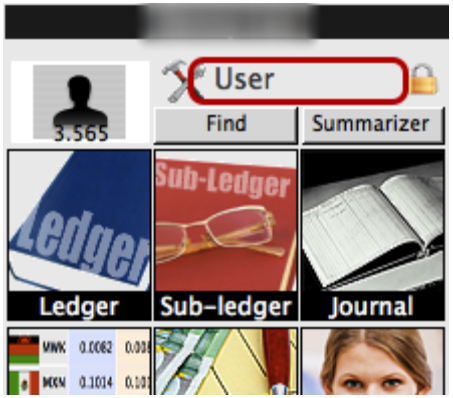
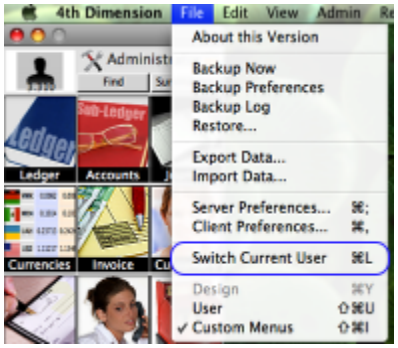
Switching the current user

This section describes how to sign in as a different user without restarting the application.

Click on the user name as marked in the screenshot.



Alternatively, you could go to File menu and select Switch Current User from the drop down menu. You can also use the CTRL+L shortcut on Windows (CMD+L on Mac).
You may also click on the name of the current signed-in user to switch (as shown in the previous step).



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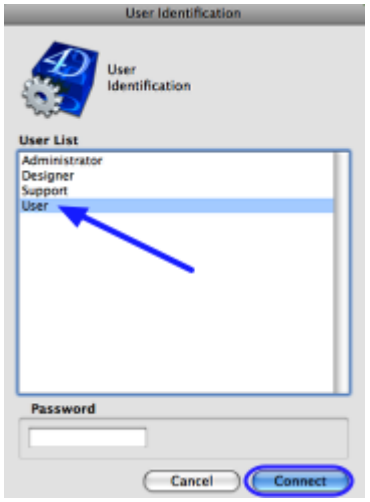
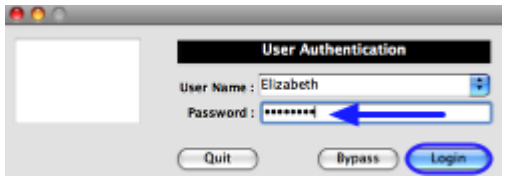
Signing in as a non-administrator user

All users besides the administrator should select the "User" option to sign in. Select User and leave the Password blank, then click on Connect.



Choose the user from the drop down menu. You can also enter the first letter of the name of the user to quickly select it from the list without clicking on it.

Enter the password and click Login.



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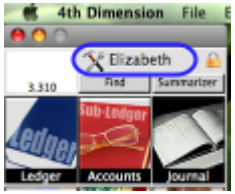
You will now see the User name has been changed on your main window.



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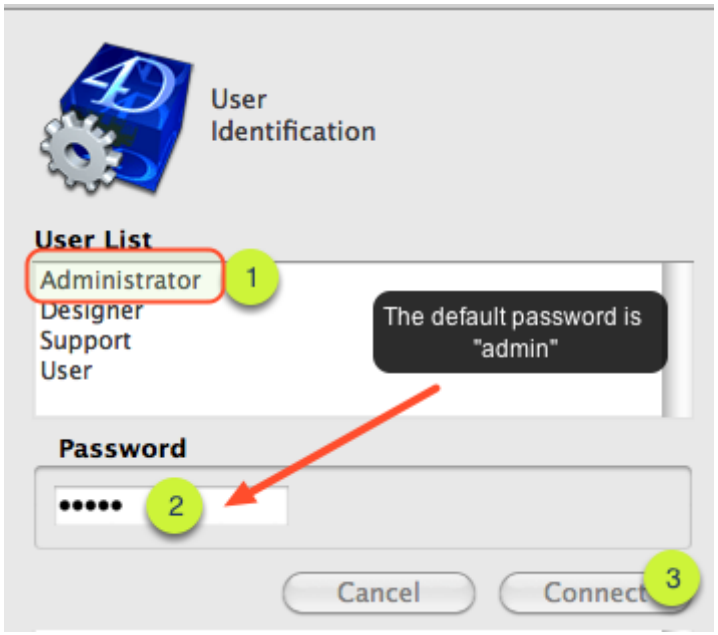
Changing the Administrator Password

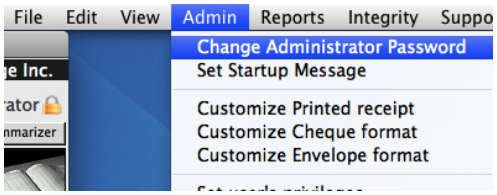
When you first sign in to CurrencyXchanger, you will be presented with a list of users. The Administrator is person who is responsible for setting up accounts, users, privileges, and has full privilege when using the system. It is recommended that you change the administrator default password, especially if you have are not the only person using the system.

Login or Sign-in as Administrator

When you first use the software the Administrator the default password is "admin". The administor's password is case-sensitive.



Select "Change Administrator Password" from the Admin menu.



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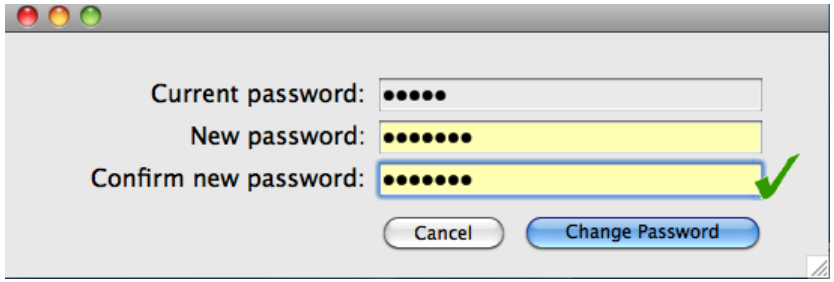
The first time you do this, the current password is "admin" and you would have to pick a different password. Make sure that you retype the new password correcty. When the green checkmark appears, you should click on "Change password", but make sure you take a note of your new pasword.



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Running in Client/Server Mode

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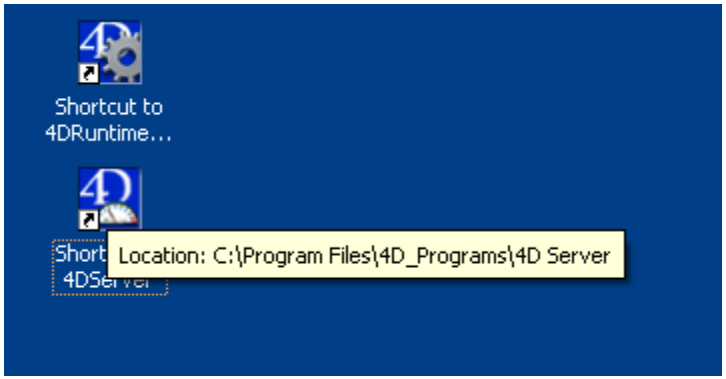
This section describes how to run CurrencyXchanger in server mode. You need to have installed 4D Server before proceeding. 4D Server is a database server that allows CurrencyXchanger to be shared accross a network. 4D Server is a database that need to be registered with 4D. **You need to have a valid 4D Server license and register your 4D Server**. For registration instructions, please refer to your registration email sent by 4D.com. You may also contact Clear View Systems for making sure that your database license is installed correctly.

Run 4D Server

Double click 4D Server.



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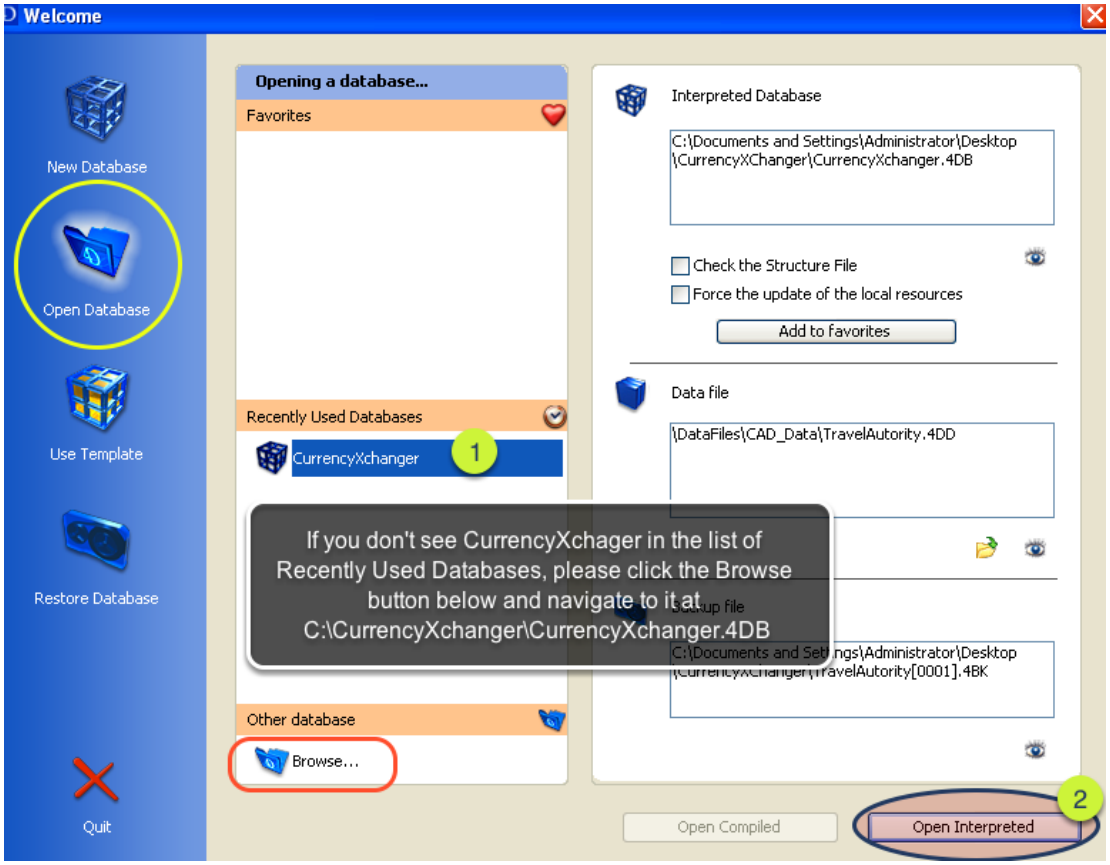
Opening the database

If you have never opened the database before, you need to click the "Browse" button and look for the file "CurrencyXchanger.4DB" which must located in C:\CurrencyXchanger. Otherwise, click 'Open Interpreted'



Server Process Window

Once 4D Server is running, you should see a window called 'process window'. It shows the database that is currently opened and the location of the data files and log files on the disk. It also shows how many people are connected to it. The server process window shows how many users are connected and other information like the last backup date and time.

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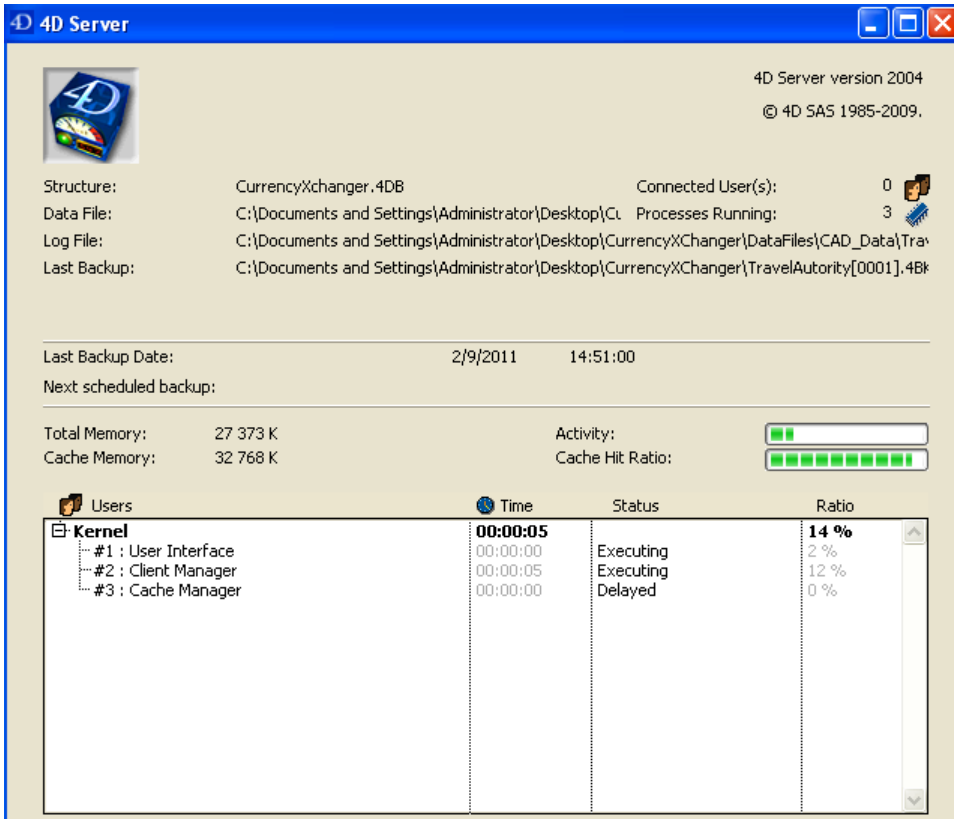

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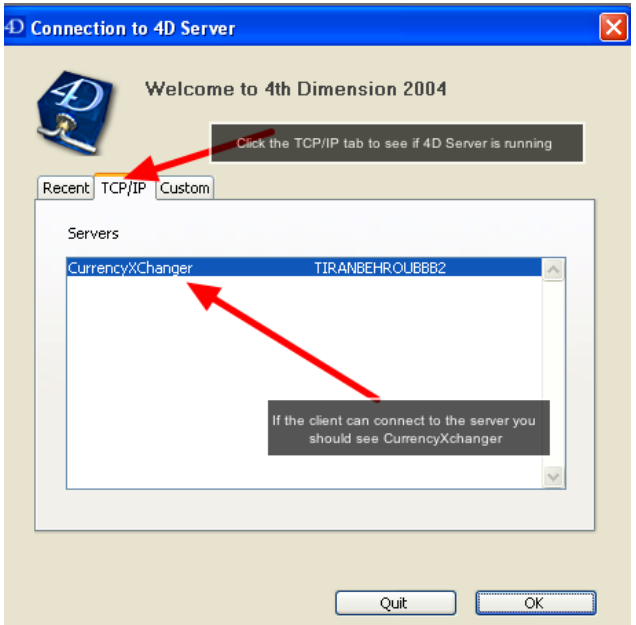
In the client/server mode of operation, you need to connect to the server using 4D Client.

Open 4D Client

Double click the shortcut for 4D Client that is on the desktop

Verify active server

Select CurrencyXchanger and then click OK



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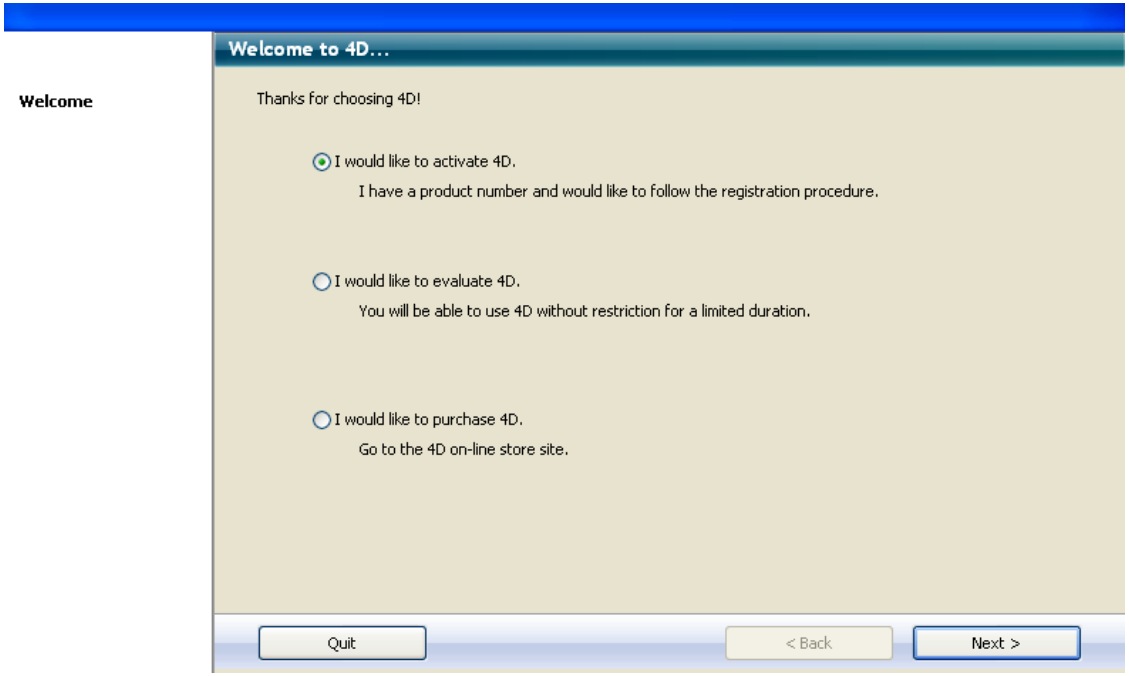
Activating 4D Server license (v13)

This lesson shows how to activate a 4D Server license (v13). Activating 4D Server 2004 is very similar to this. To actiate a 4D license you can also follow 4D's own registration instruction. If you contact Clear View Systems, they will install 4D license for you, so you don't have follow these steps.

Activating 4D



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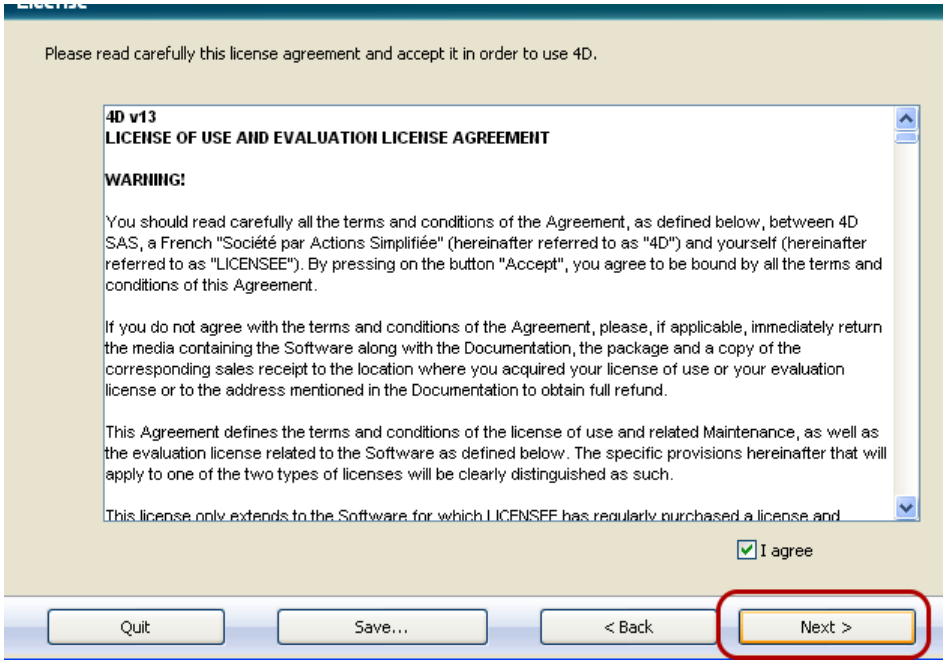

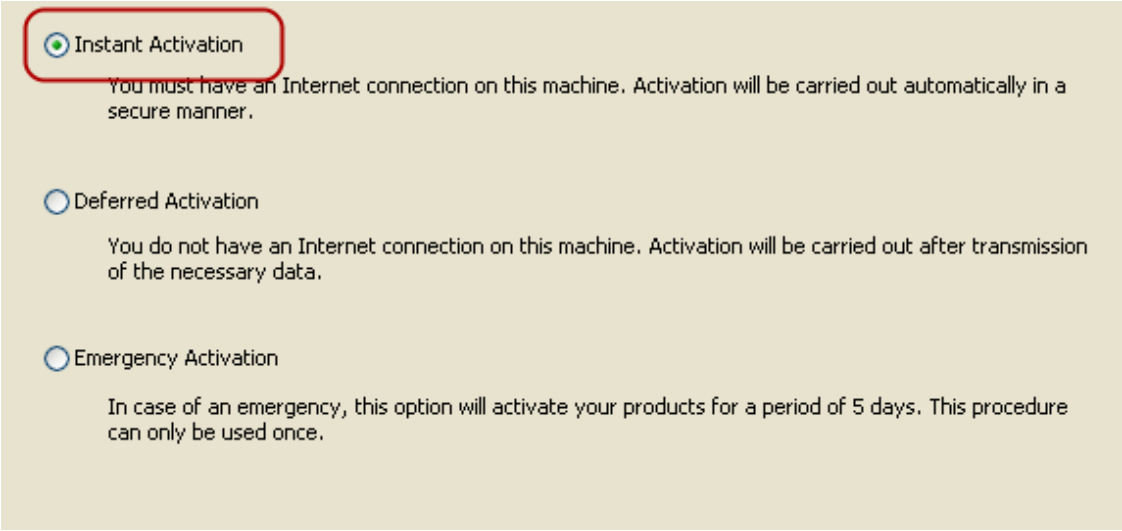

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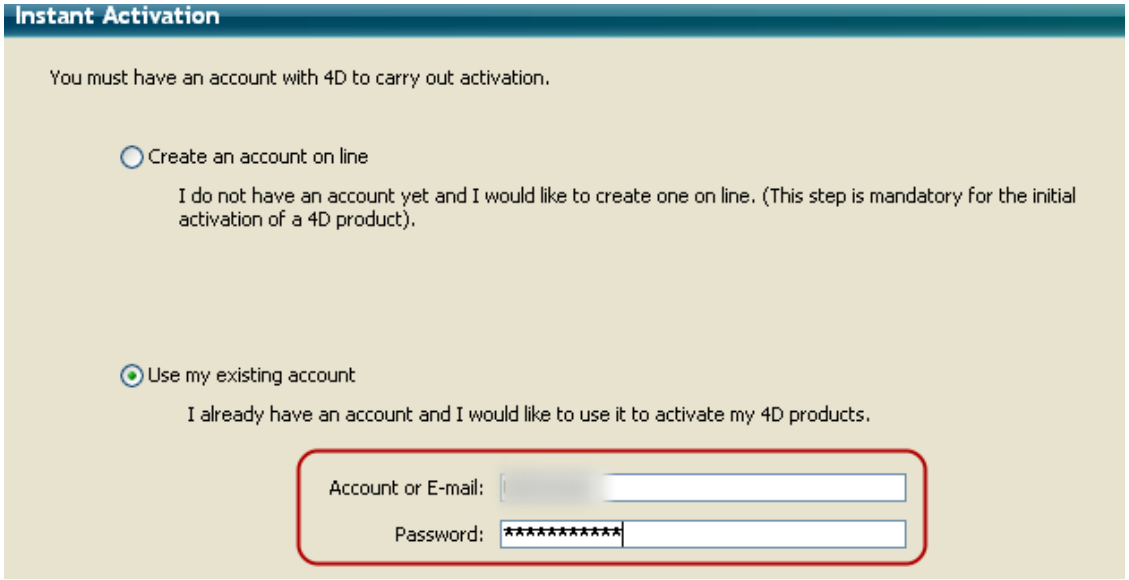
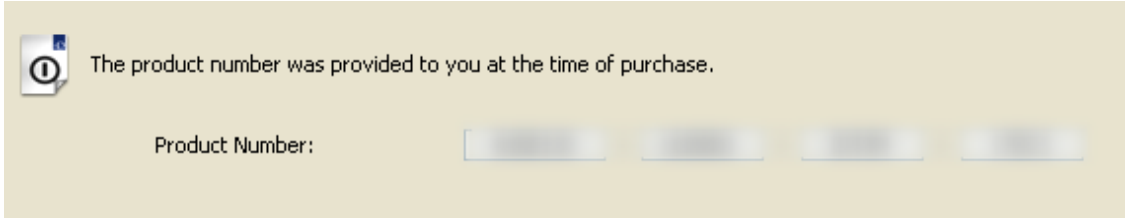
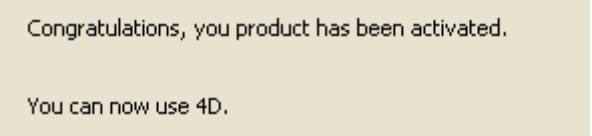
If you have an account with 4D, use your credentials, or else create an account online.







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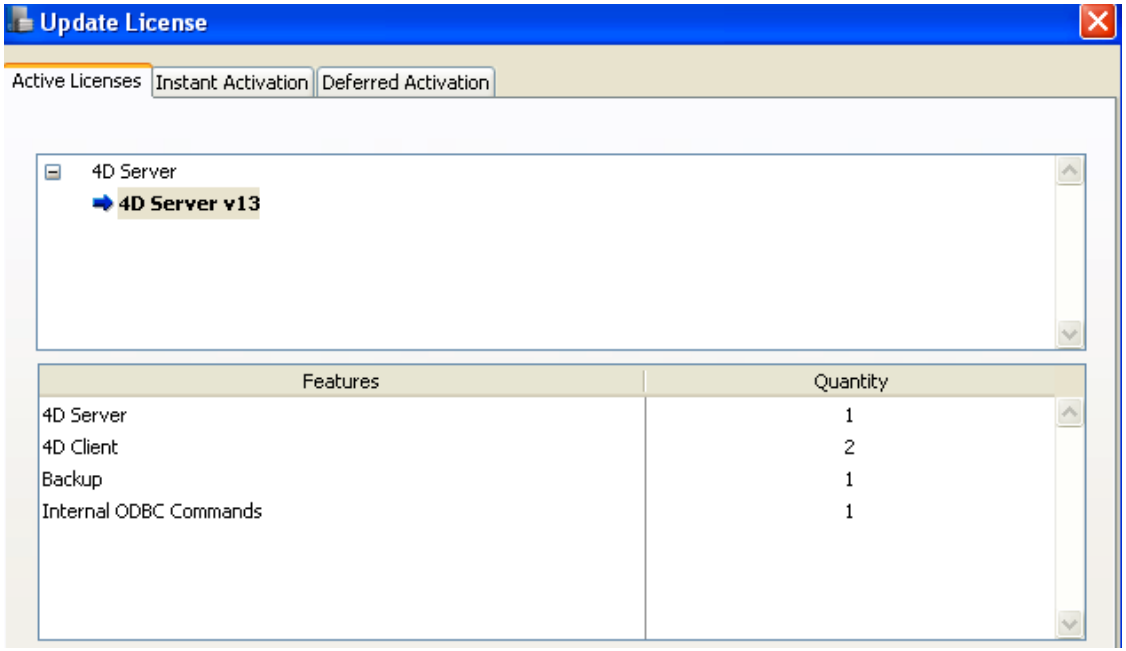

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Backup & Restore

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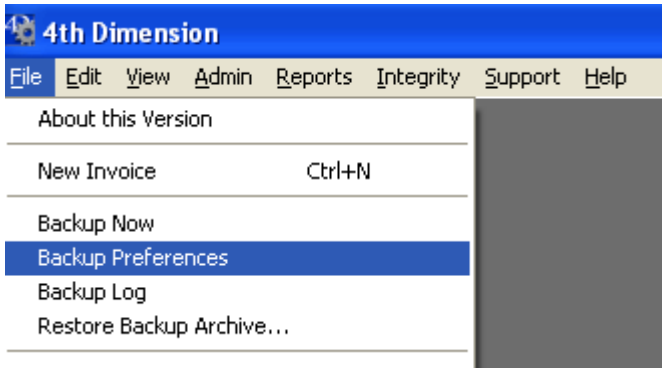
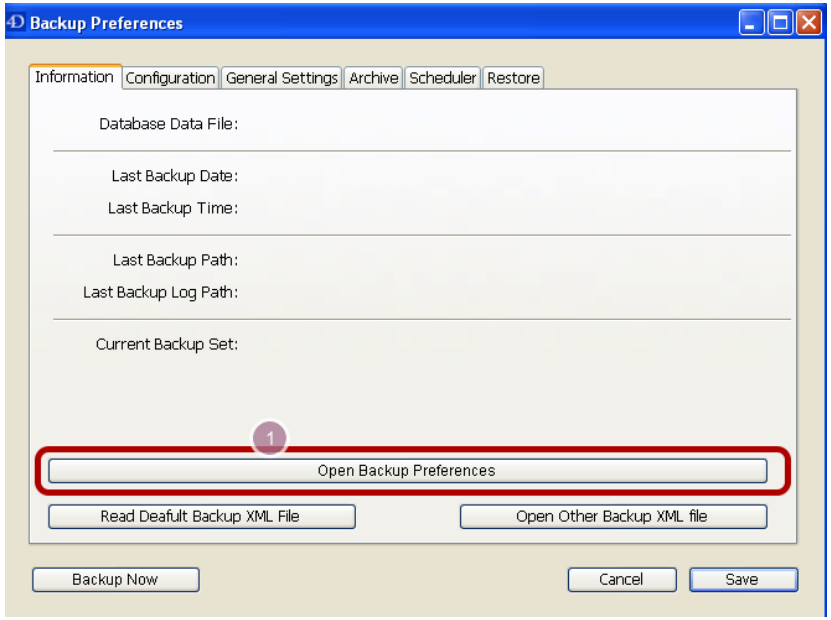
This section shows how to setup backup preferences.



Open Backup Preference Panel

Click on the button show above to open the Backup Preferences.



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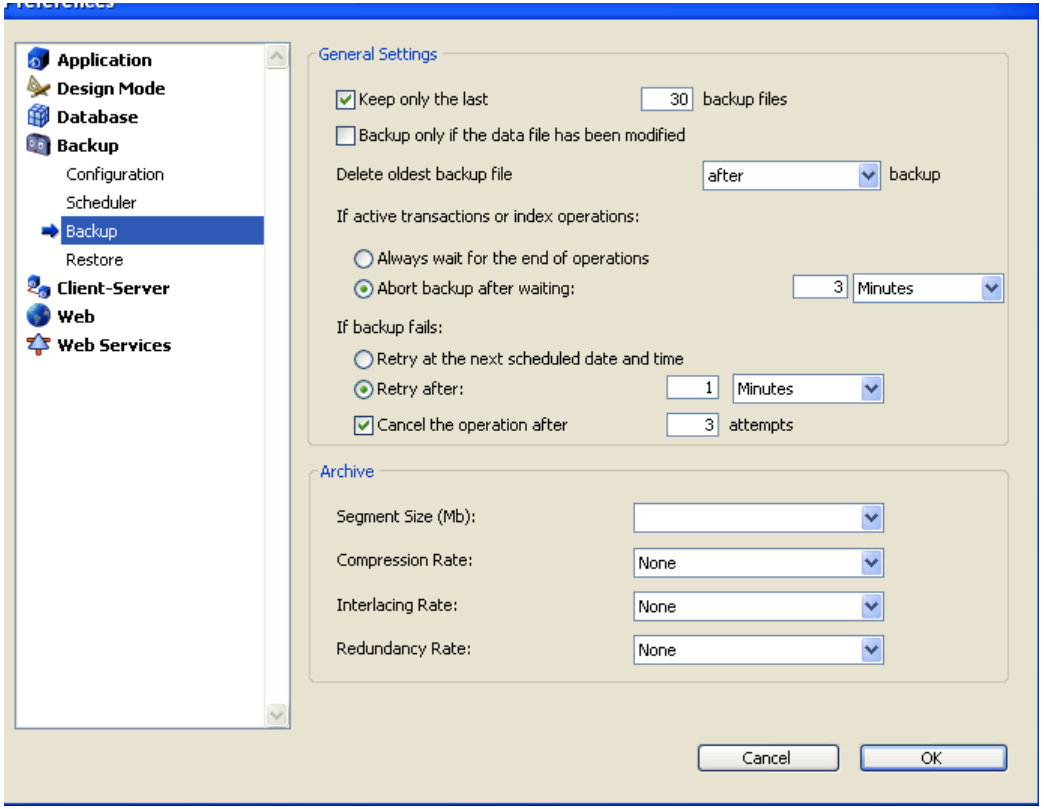
Change the backup preferences

Change the backup preferences. Please check out the section 'Setting Backup on the Server' to see how to schedule automatic backups. After you are done click OK.



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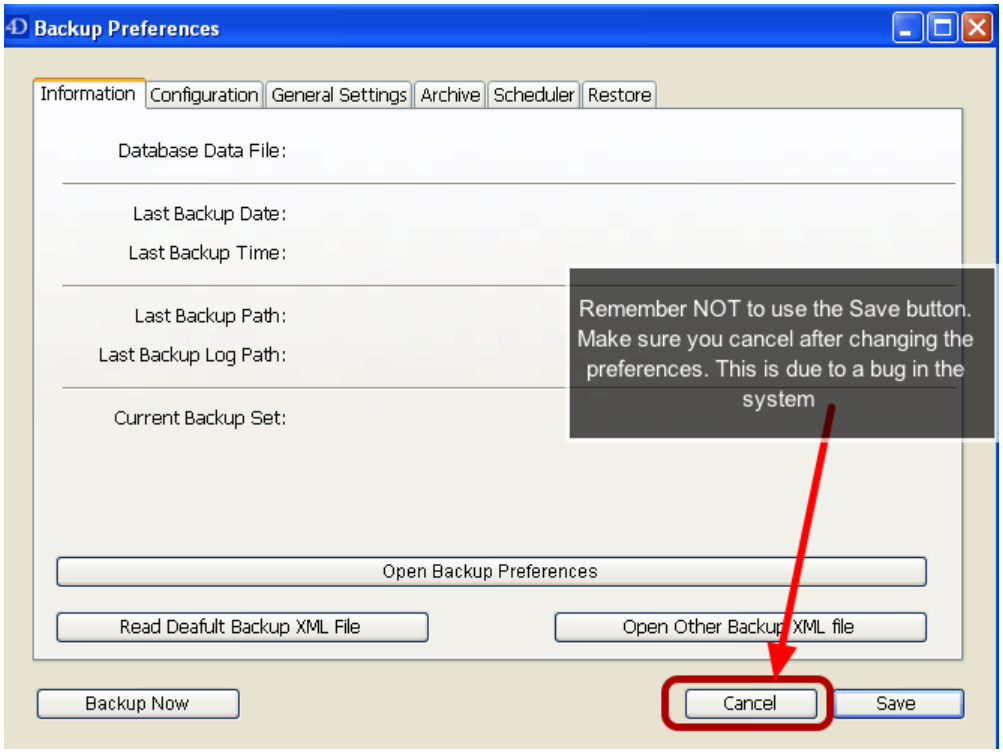
Do NOT SAVE!

Click on the button show above to open the Backup Preferences.



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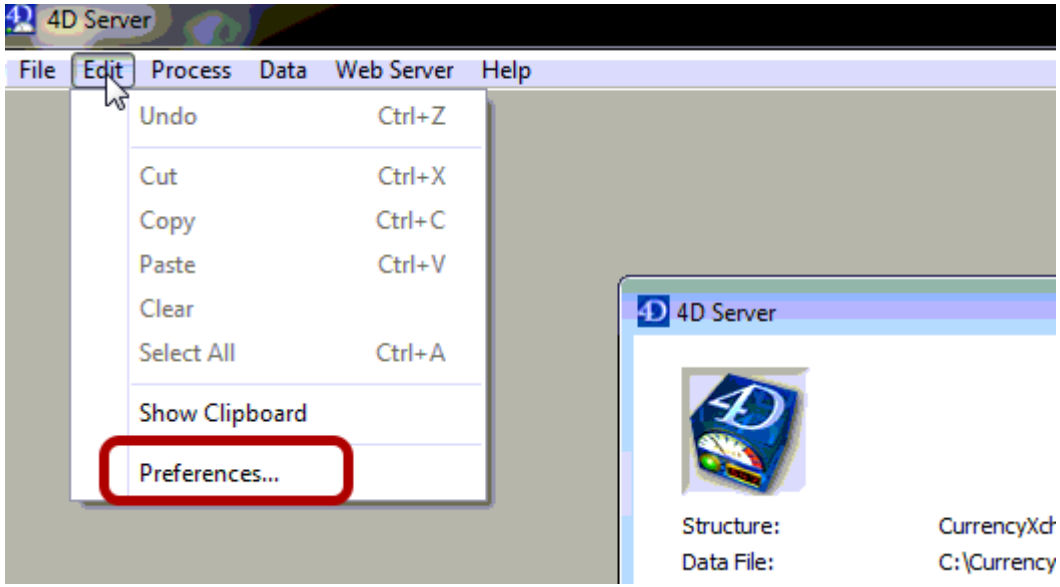
This section describes how to configure backup on the server.

Edit the Preferences on 4D Server

From the Edit Menu, select Preferences...



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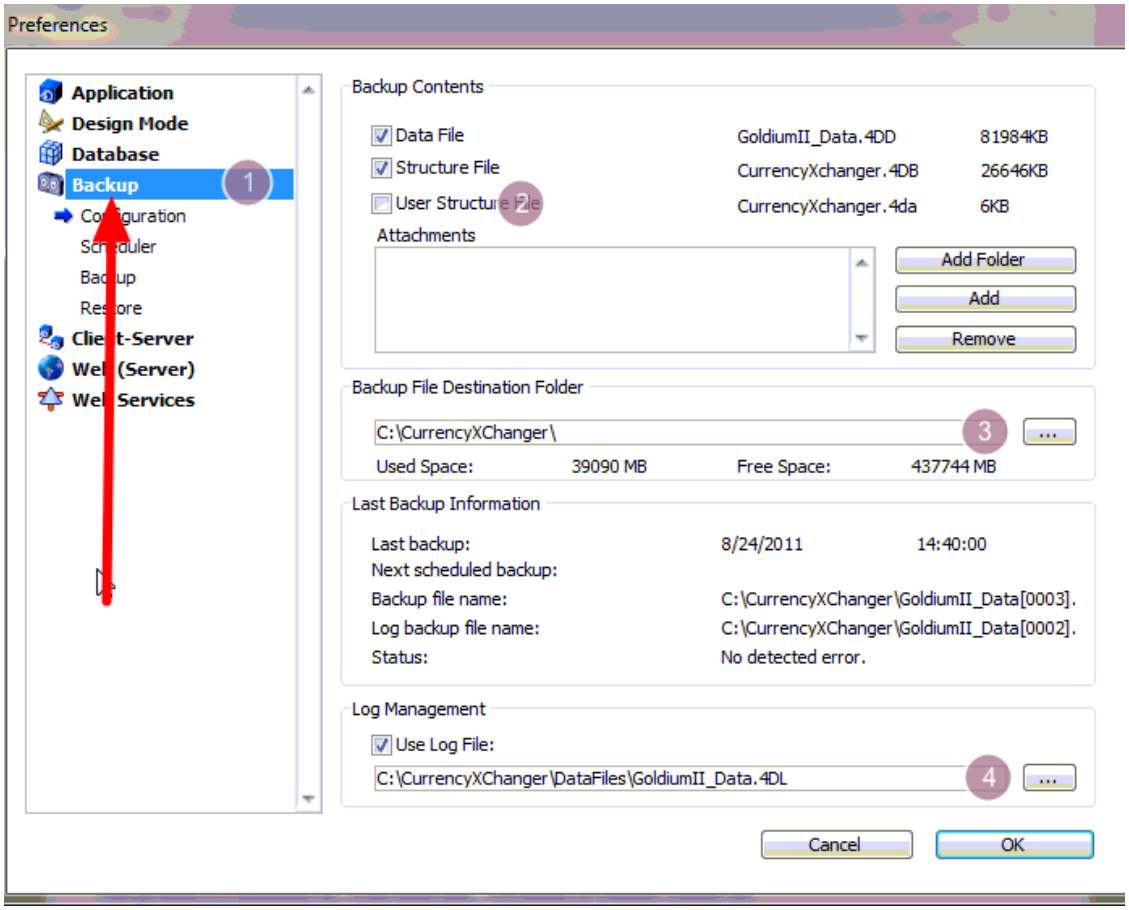
Highlight the Backup icon

The backup configuration may be different case by case. However, make sure that you check 'User Structure' and have a log file.



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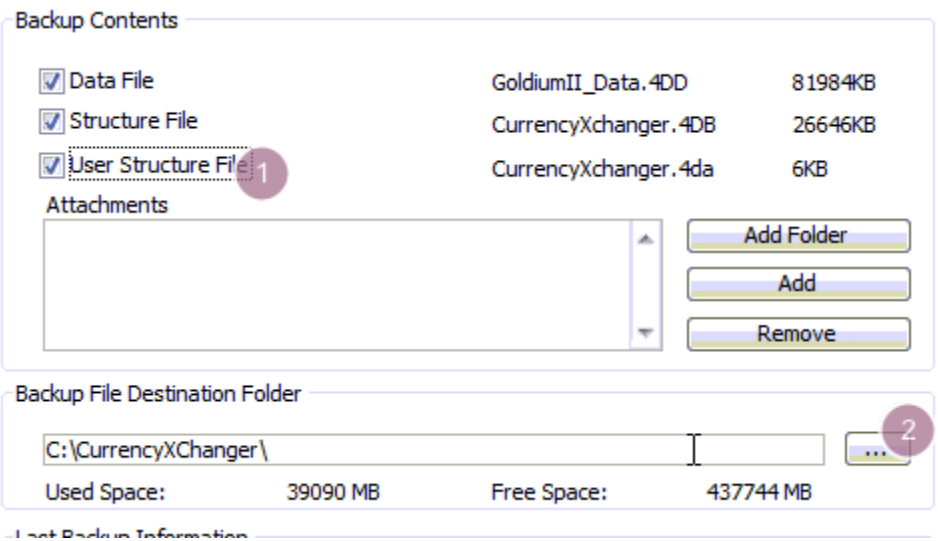
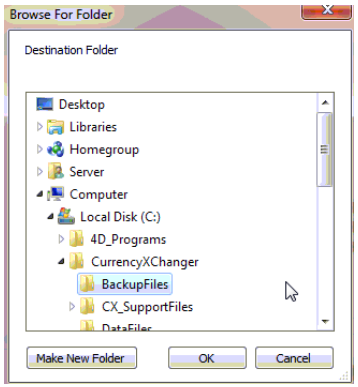
Configure backup

Checkmark the 'User Structure File' (step 1) and then click on '...' (step 2)



Pick a destination folder

You could pick the BackupFiles Folder in CurrencyXchanger folder, but it is much better to pick a secondary physical drive (such as D:\) to make sure that the backup is done on a separate drive. It is always recommended to have the backup on a different physical drive as well as a remote drive (in case of a fire or theft of the system).



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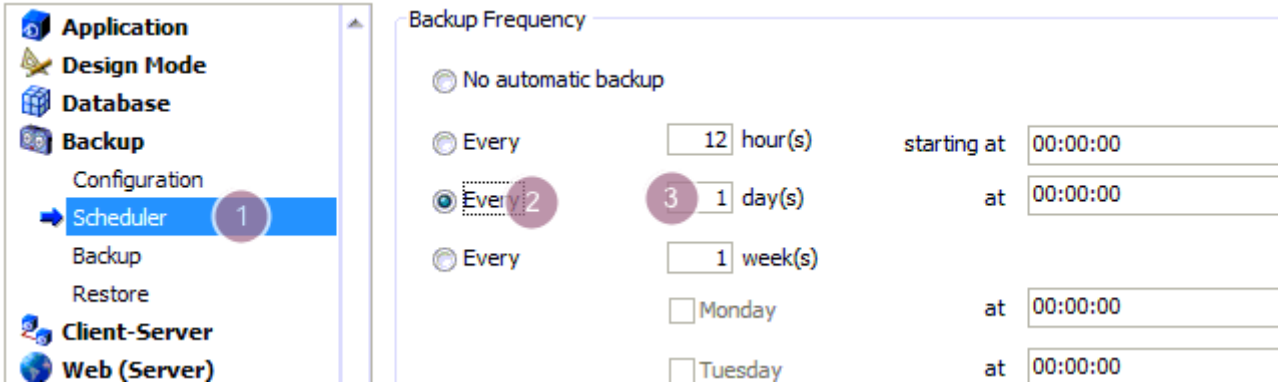
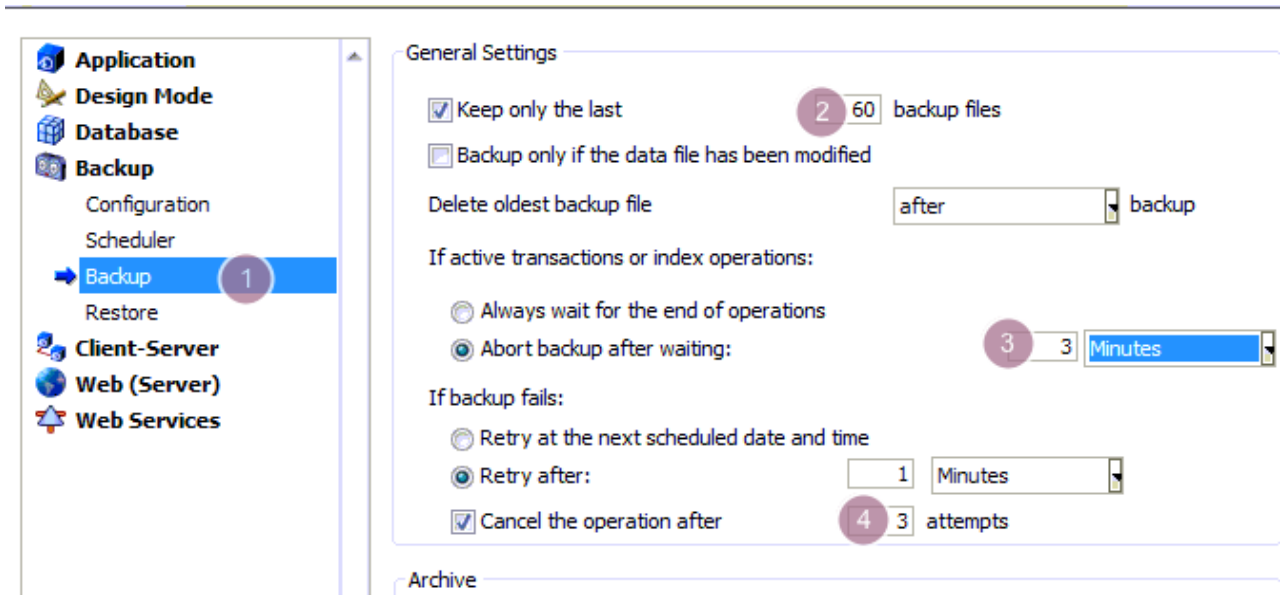
Scheduling the backup

Make sure you configure a schedule for the daily backup. The server must be on for the backup to be perfomed.



More backup configuration

Make sure to follow the above steps for the backup configuration. After you are done, click OK.



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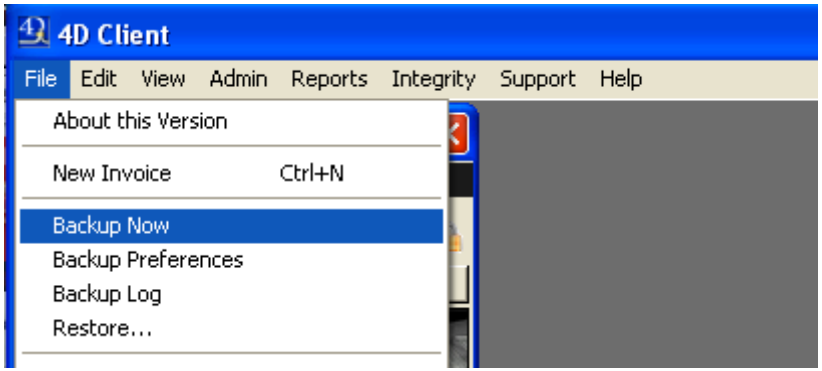
Manual Backup

You can do a manual back from 4D Client or 4D Runtime Interpreter (The engine that runs CurrencyXchanger in standalone mode).

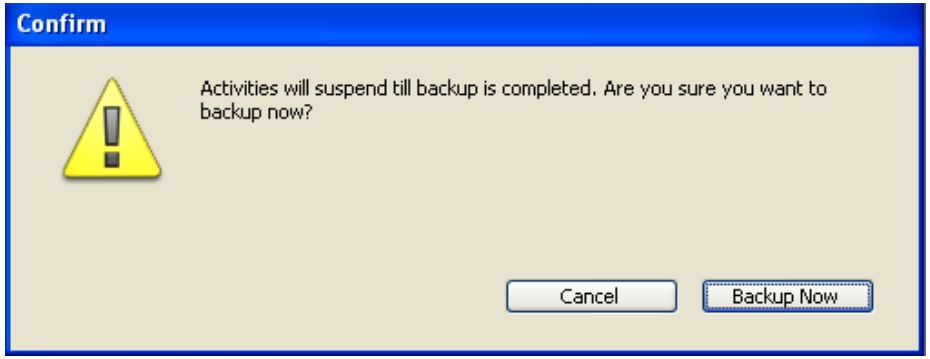
File Menu

From the File menu select "Backup Now"



Confirm

Make sure that no one is using the system before doing a backup. Also, you need to make sure that all windows are closed before doing a backup. In a client/server environment all clients will freeze until the backup is over. Depending on the size of the data file, the backup may take from a few seconds to a few minutes. Please refer to the previous section on how to setup automatic backups everyday.



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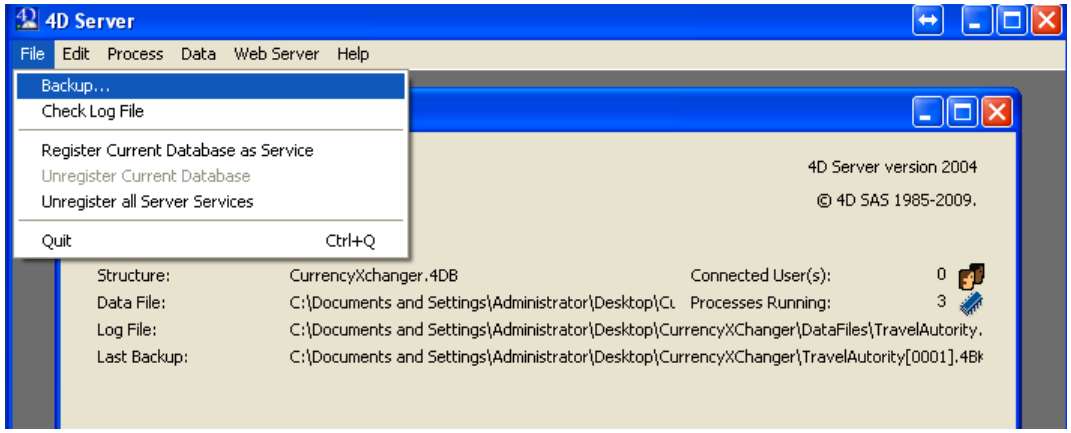
Manual backup from the server.

There are times that you want to trigger the backup manually. It is important to do manual backups before performing any upgrades or downgrades to the system. You can perform the backup from the standalone, 4D Client or 4D Server.

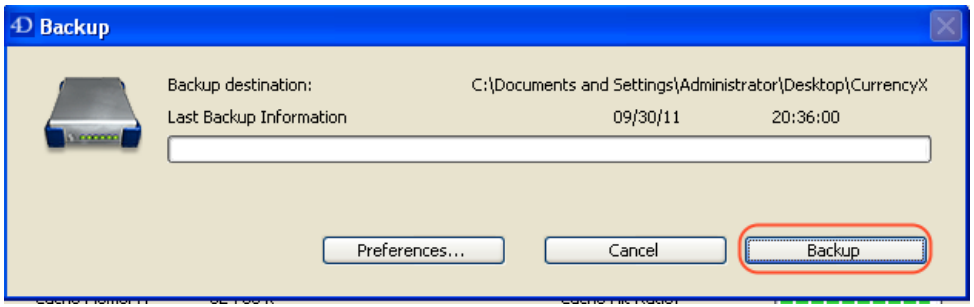
Backing up on the server

Select Backup from the File menu



Manual Backup

Click Backup to perform a manual backup. Please wait for the verification to be completed. If you stop during the verfication the backup will not be performed.



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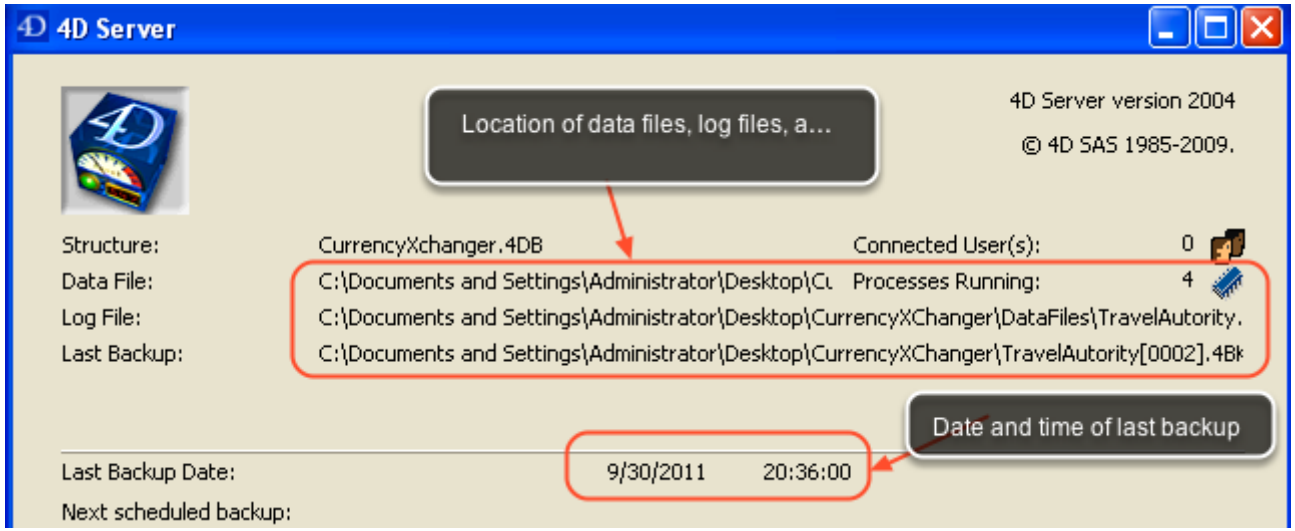
Backup status

The location of the last backup and the date and time of the last backup is shows on the 4D Server



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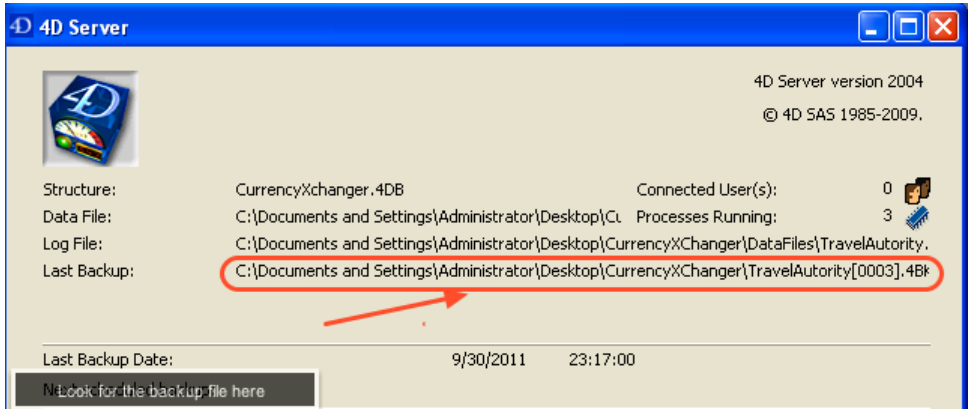
How to restore a backup file from 4D Server?

This section describes how to restore your data from a backup file. A backup file had a .4BK extension. The location of the backup files depends on your configuration. Before restoring a backup file, make sure that you are restoring the latest backup.

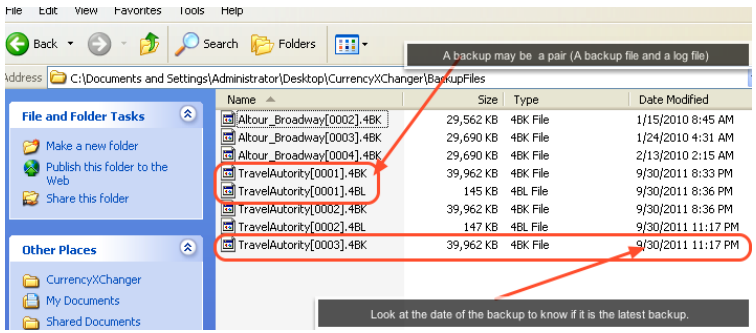
Where is the backup file saved?

The location of the last backup is always shown on 4D Server "Process Window." If 4D Server is running but you cannot see this window, go to the "Process" menu and select "Show Process Window". The



Find the latest backup file

The backup files may be saved in a "BackupFiles" folder (C:\CurrencyXchanger\BackupFiles). It all depends on your backup configurations.



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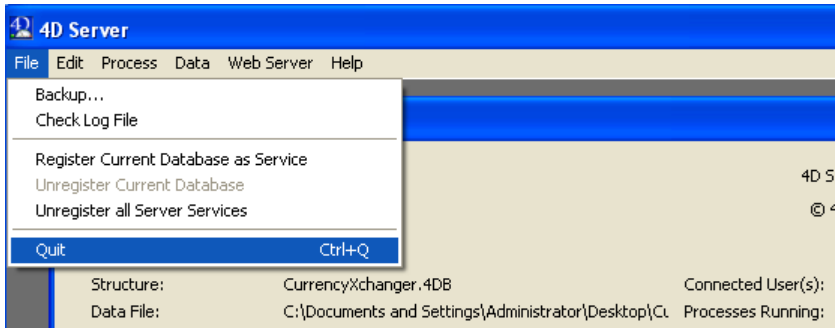
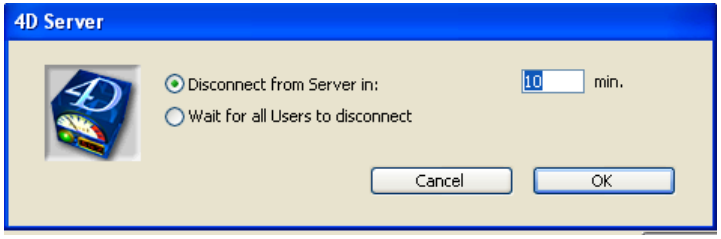
Quit 4D Server

Make sure you quit 4D Server if it is running.



Shutdown the Server

If there are other clients connected to the server, you should give them ample time to save and quit. Usually the default is 10 mins. Click OK. If all users quit, 4D Server will quit immediately and won't wait.



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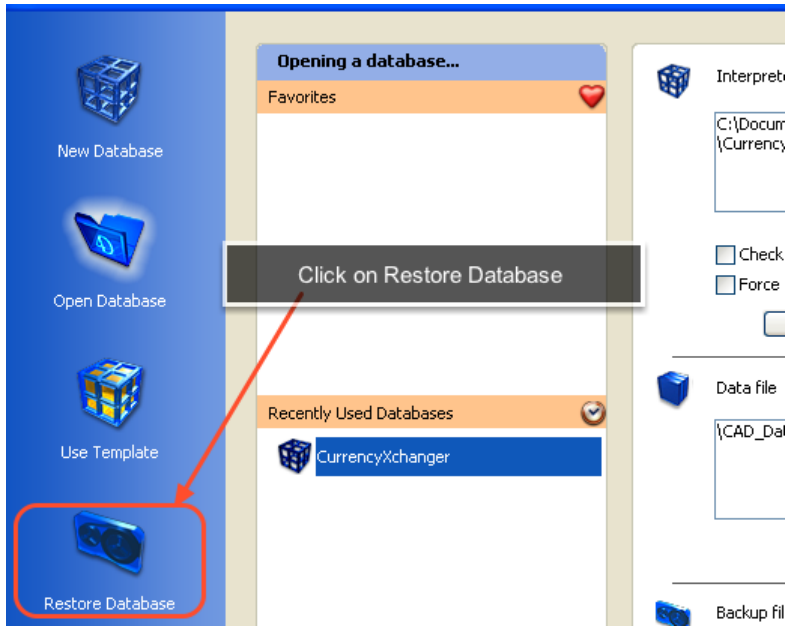
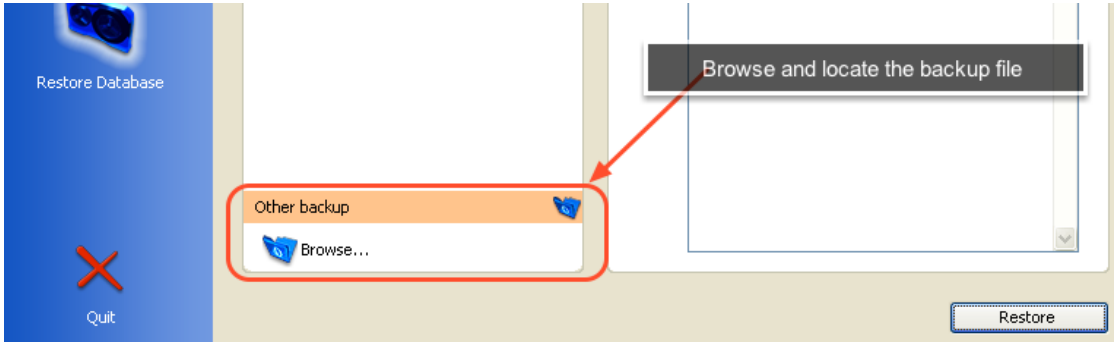
Open 4D Server once again

Run 4D Server again.



Browse

Click Browse to navigate to the backup file (*.4BK).



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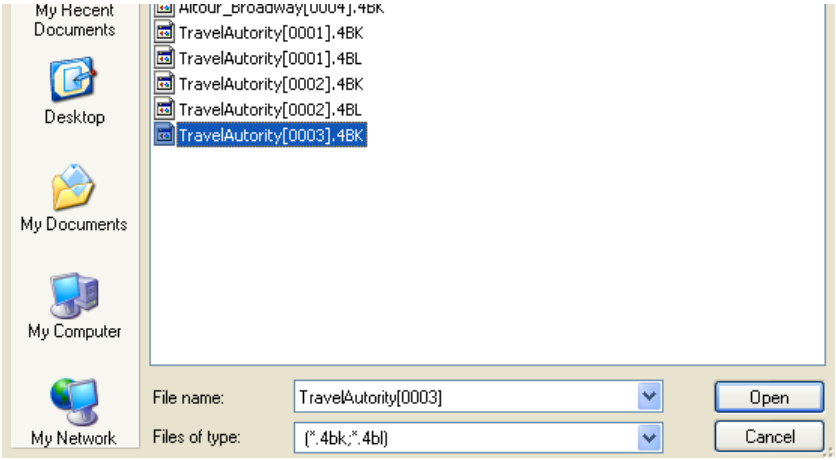
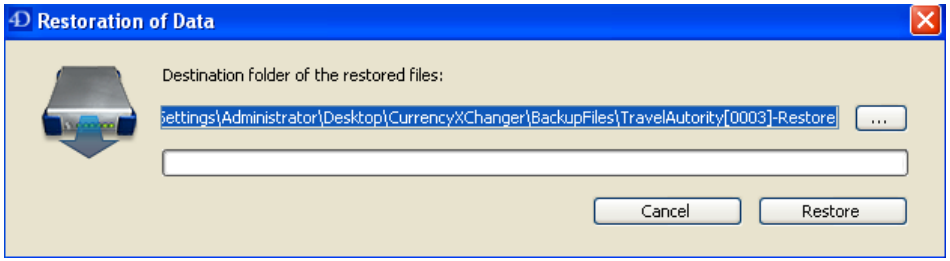
Select the latest backup

Highlight the file that you want to restore and click 'Open'.



Pick the destination folder

You could restore the backup file right into the CurrencyXchanger folder to replace the old DataFile. It is recommended to restore the file right were it was located.



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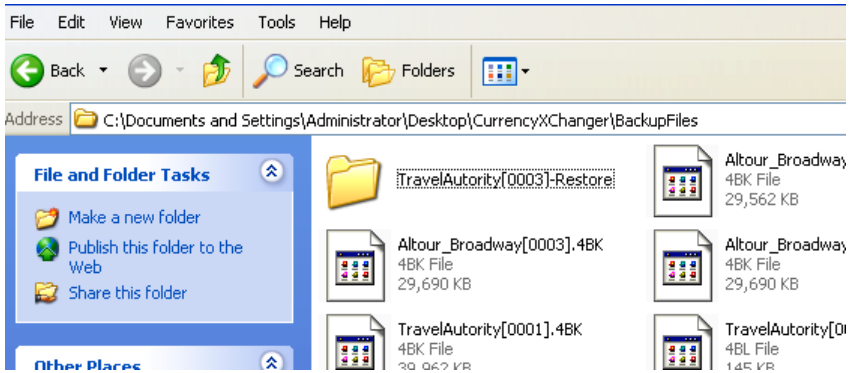
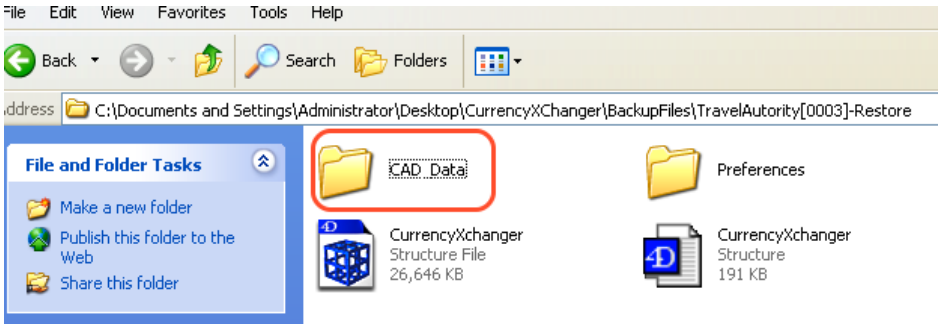
Restored Folder

You should now see a restored folder right were you restored the backup file.



What's inside the Restored folder?

The data folder (in the above snapshot it's called CAD_Data) holds all the data. If you copy and paste this folder into the normal location of your Data files are, your data will be replaced with the restored version.



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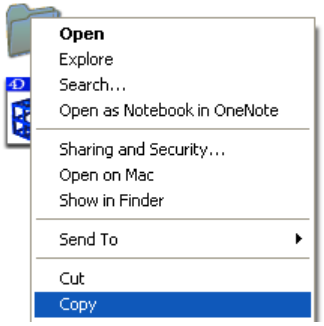
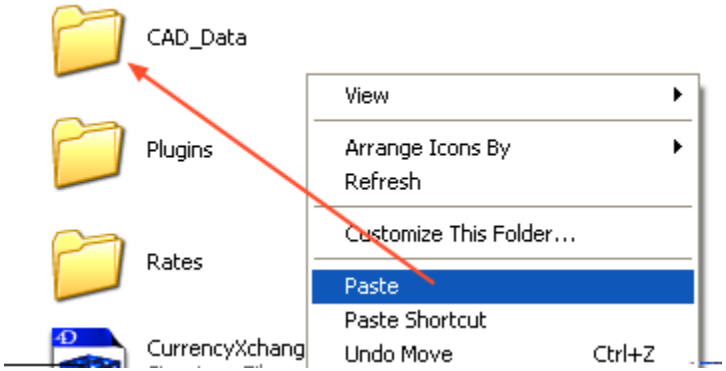
Copy the data folder

Right click and copy the folder that is called Data_CAD.



Paste the data folder

Paste the file onto the old data folder that you want to replace.



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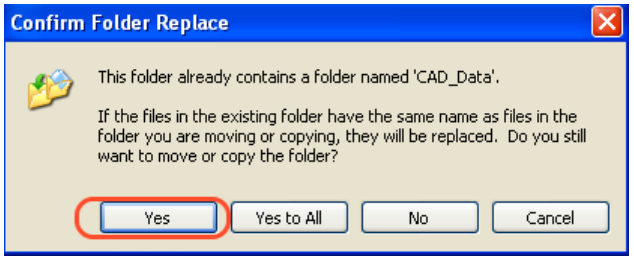
Replace

Replace the data folder with the new folder. Click YES or Yes to All.



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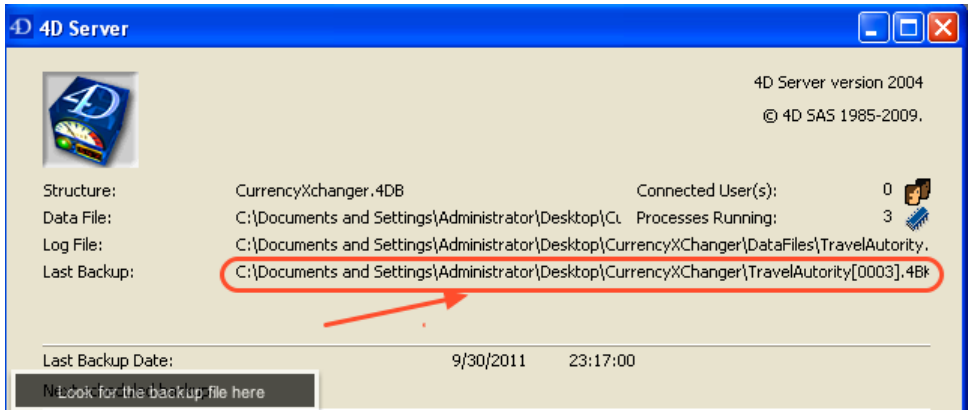
How to restore a backup file from 4D Runtime (standalone users)?

This section describes how to restore your data from a backup file using the standalone version of the software. A backup file had a .4BK extension. The location of the backup files depends on your configuration. Before restoring a backup file, make sure that you are restoring the latest backup.

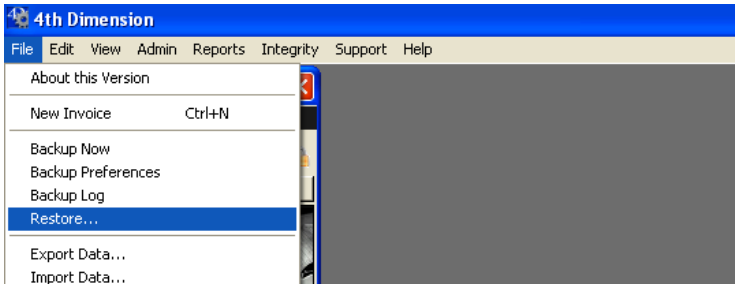
Where is the backup file saved?

The location of the last backup is always shown on 4D Server "Process Window." If 4D Server is running but you cannot see this window, go to the "Process" menu and select "Show Process Window". The



Select Restore

Select 'Restore...' from the file menu. This only works if you are running 4D Runtime and not 4D Client.



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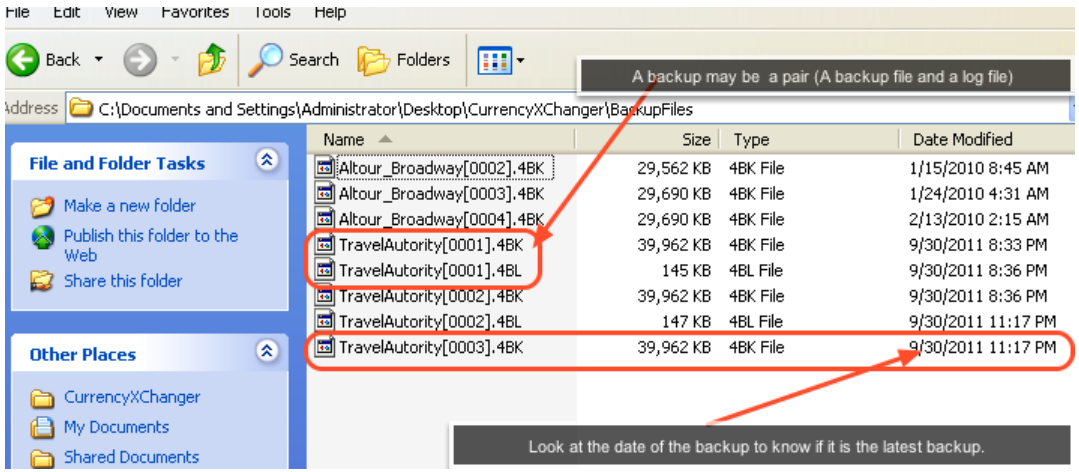
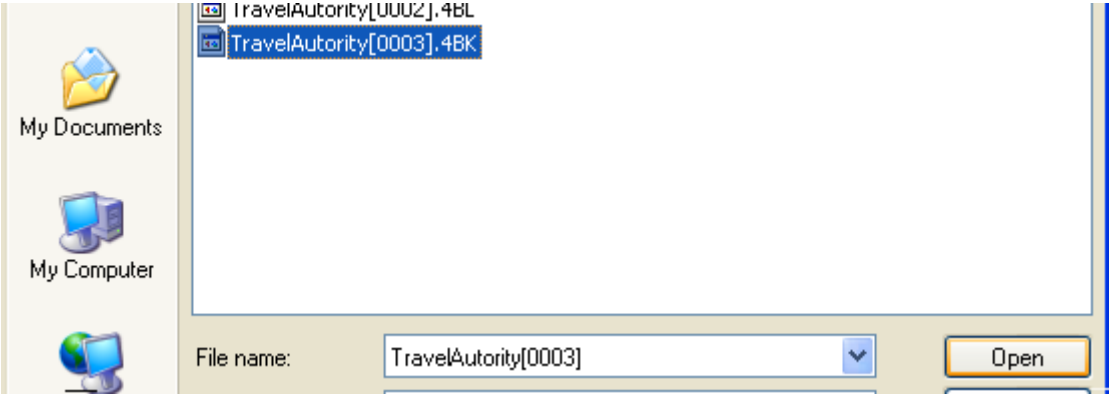
Find the latest backup file

The backup files may be saved in a "BackupFiles" folder (C:\CurrencyXchanger\BackupFiles). It all depends on your backup configurations.



Open the latest backup

Highlight and then click Open.



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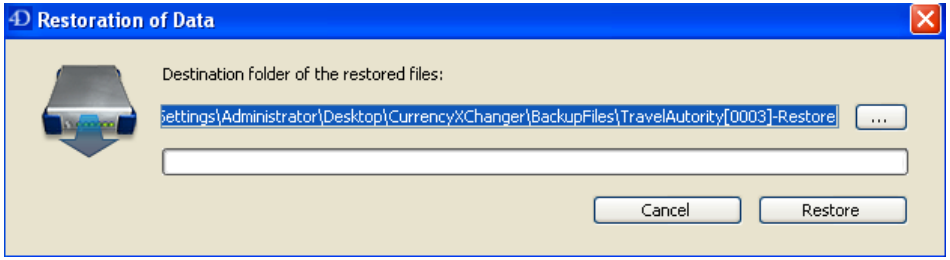
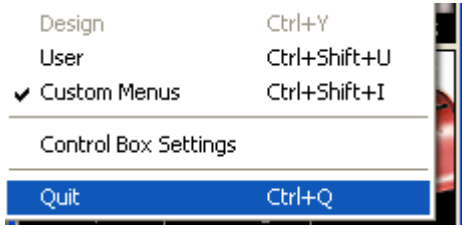
Pick the destination folder

You could restore the backup file right into the CurrencyXchanger folder to replace the old DataFile. It is recommended to restore the file right were it was located.



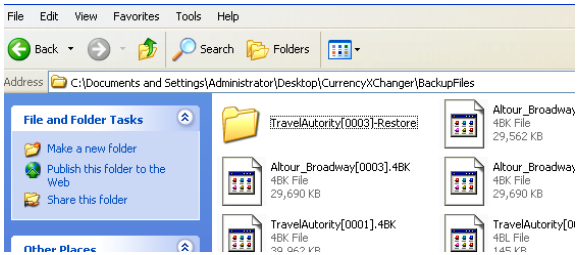
Quit the program

Make sure that you quit CurrencyXchanger at this point. From the 'File' menu select 'Quit'.



The Restored Folder

You should now see a restored folder right were you restored the backup file.



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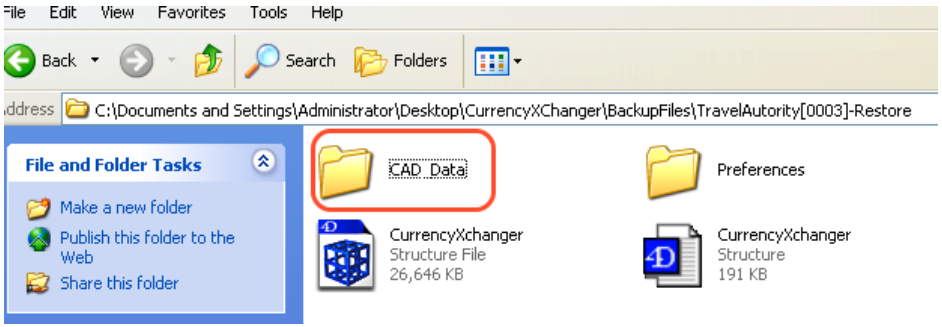
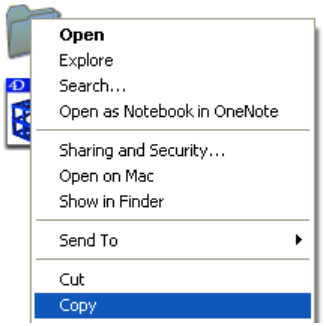
What's inside the Restored folder?

The data folder (in the above snapshot it's called CAD_Data) holds all the data. If you copy and paste this folder into the normal location of your Data files are, your data will be replaced with the restored version.



Copy the data folder

Right click and copy the folder that is called Data_CAD.



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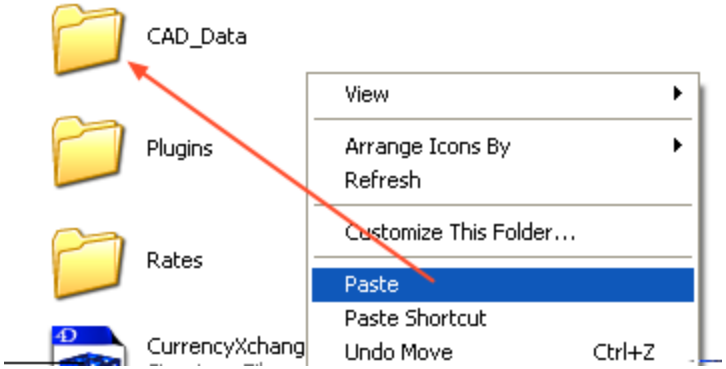
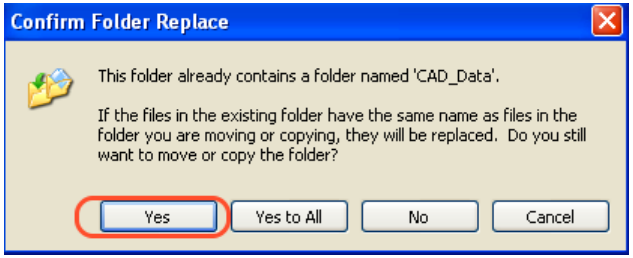
Paste the data folder

Paste the file onto the old data folder that you want to replace.



Replace

Replace the data folder with the new folder. Click YES or Yes to All. At this point you could reopen the program as usual.



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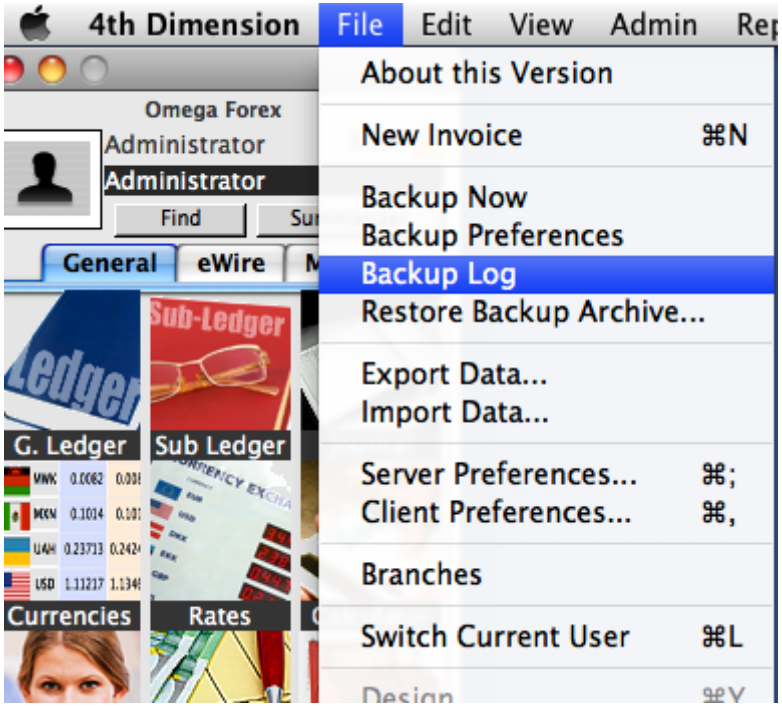
The backup log can show you the history of all backups. You can verify if a backup was completed or failed by looking at the backup log.

Open the Backup Log

You can access the Backup Log from the file menu.



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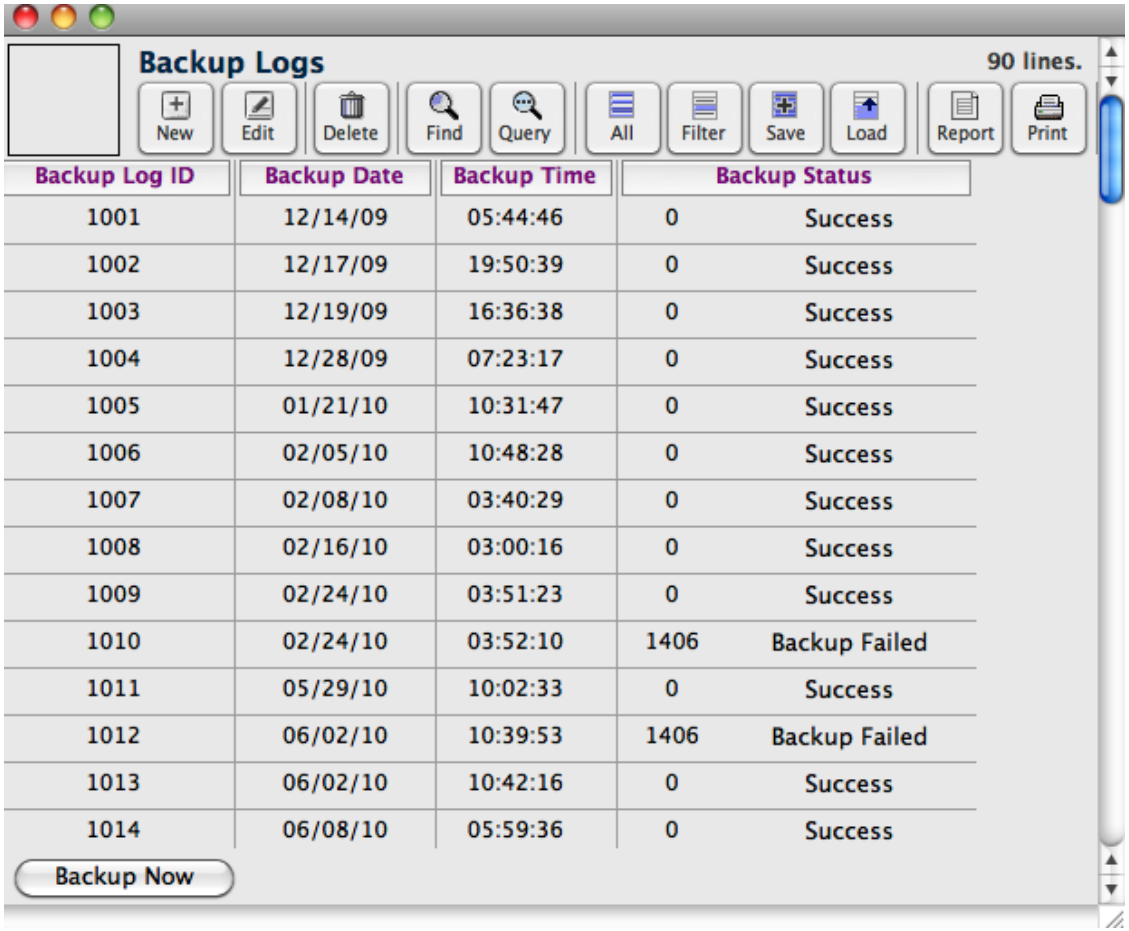
Backup Logs window

Each backup will log itself in the backup log. You can see the date and time and whether the backup was successful or failed.



Backup Log ID	Backup Date	Backup Time	Backup Status	
1001	12/14/09	05:44:46	0	Success
1002	12/17/09	19:50:39	0	Success
1003	12/19/09	16:36:38	0	Success
1004	12/28/09	07:23:17	0	Success
1005	01/21/10	10:31:47	0	Success
1006	02/05/10	10:48:28	0	Success
1007	02/08/10	03:40:29	0	Success
1008	02/16/10	03:00:16	0	Success
1009	02/24/10	03:51:23	0	Success
1010	02/24/10	03:52:10	1406	Backup Failed
1011	05/29/10	10:02:33	0	Success
1012	06/02/10	10:39:53	1406	Backup Failed
1013	06/02/10	10:42:16	0	Success
1014	06/08/10	05:59:36	0	Success

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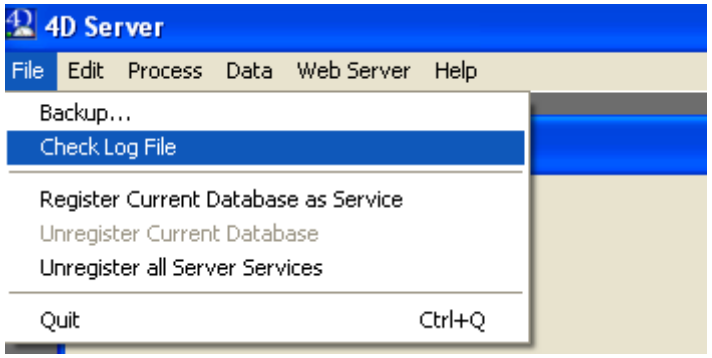
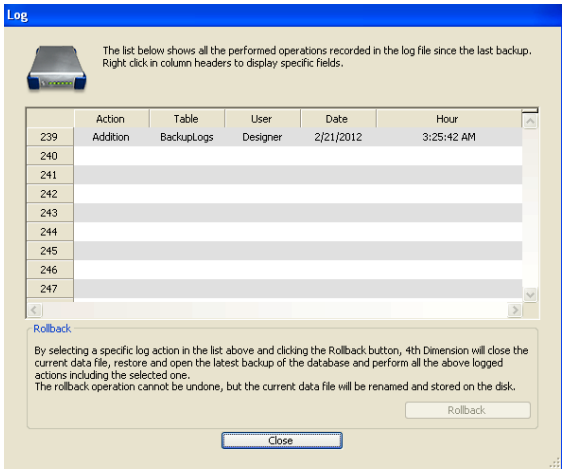
The 4D Server Log file can be accessed from 4D Server File menu. The log file keeps a record of all transactions performed by the database since the last backup. The database log is stored in a file with 4DL extension (e.g. ABC_CurrencyDatafile.4DL).

Accessing the database Log File

You can access the log file from the File menu of 4D Server.



Every time 4D performs a backup the log file becomes empty. The log file keeps the changes (additions, modification, deletion) to every table and field of the database.



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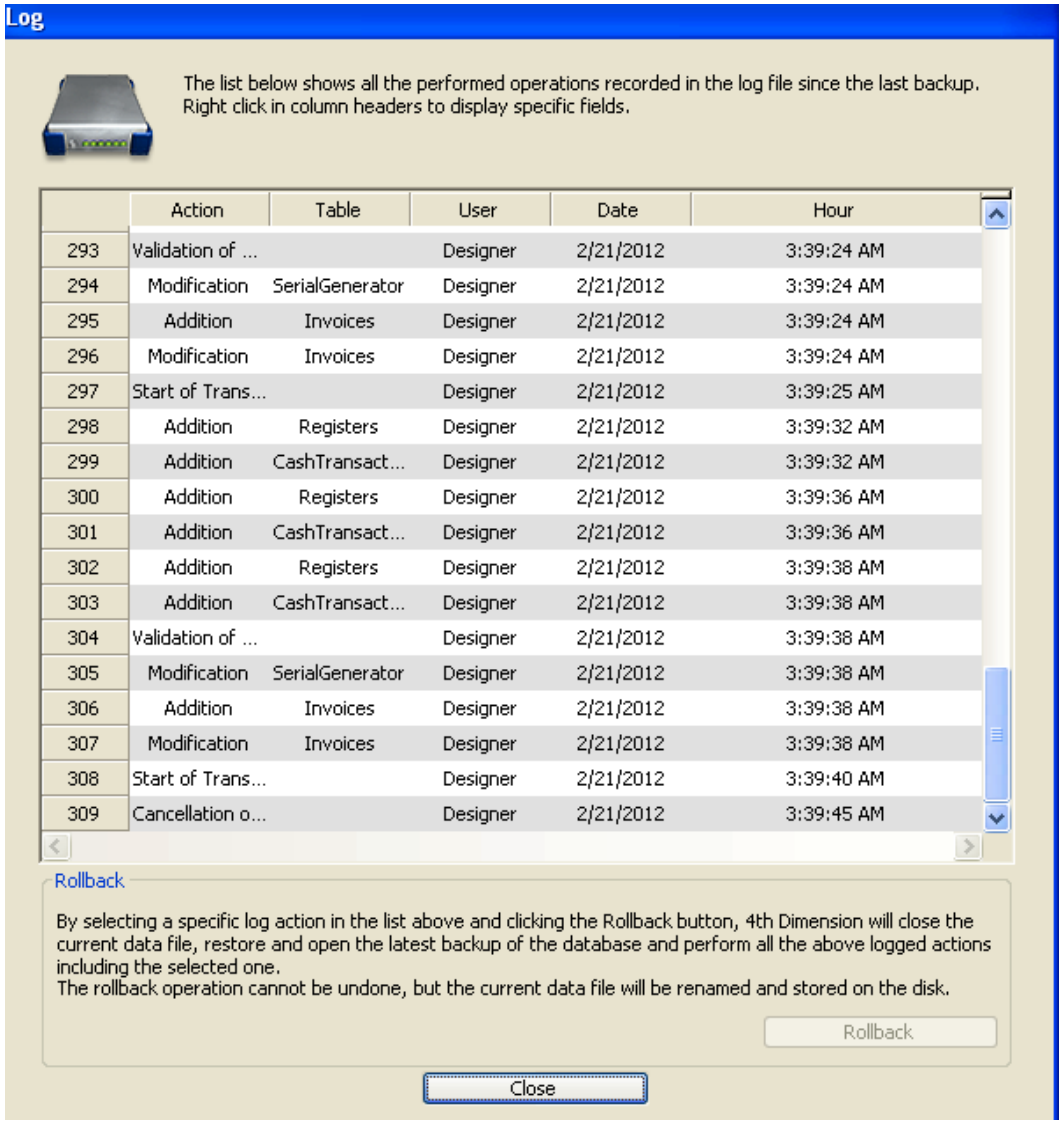
Checking the log

The above log file shows transactions log of what changes and modifications were done on the data. You could verify the log file for checking if any modifications or deletions were performed. The log file is managed by 4D database engine. Every change to the data will be recorded in the log, even if the change has been done programmatically.



	Action	Table	User	Date	Hour
293	Validation of ...		Designer	2/21/2012	3:39:24 AM
294	Modification	SerialGenerator	Designer	2/21/2012	3:39:24 AM
295	Addition	Invoices	Designer	2/21/2012	3:39:24 AM
296	Modification	Invoices	Designer	2/21/2012	3:39:24 AM
297	Start of Trans...		Designer	2/21/2012	3:39:25 AM
298	Addition	Registers	Designer	2/21/2012	3:39:32 AM
299	Addition	CashTransact...	Designer	2/21/2012	3:39:32 AM
300	Addition	Registers	Designer	2/21/2012	3:39:36 AM
301	Addition	CashTransact...	Designer	2/21/2012	3:39:36 AM
302	Addition	Registers	Designer	2/21/2012	3:39:38 AM
303	Addition	CashTransact...	Designer	2/21/2012	3:39:38 AM
304	Validation of ...		Designer	2/21/2012	3:39:38 AM
305	Modification	SerialGenerator	Designer	2/21/2012	3:39:38 AM
306	Addition	Invoices	Designer	2/21/2012	3:39:38 AM
307	Modification	Invoices	Designer	2/21/2012	3:39:38 AM
308	Start of Trans...		Designer	2/21/2012	3:39:40 AM
309	Cancellation o...		Designer	2/21/2012	3:39:45 AM

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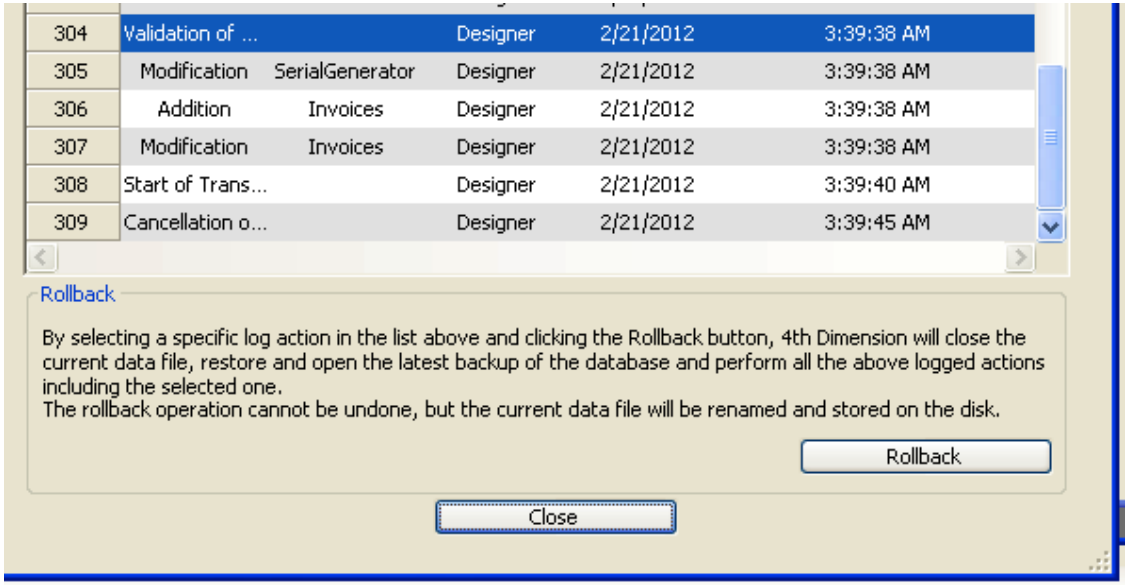
Rollback

Rollback is a database level "Undo". You can go back in time to any transaction that you wish. However, this is very advanced feature and you should know what you are doing before using this feature. The rollback feature is usefull to undo an accidential deletion or modification of important records. The rollback will restore the last backup and start implementing the changes in the log one by one until it reaches the point of rollback.



Rolling back

In the above log file we notice that the last 4 transactions are "Delete" transactions. We could undo the deletions by selecting the line 309 and the pressing Rollback. Before performing a rollback, make sure that all users are signed out and quit 4D client. This action can not be done while users are using the system.

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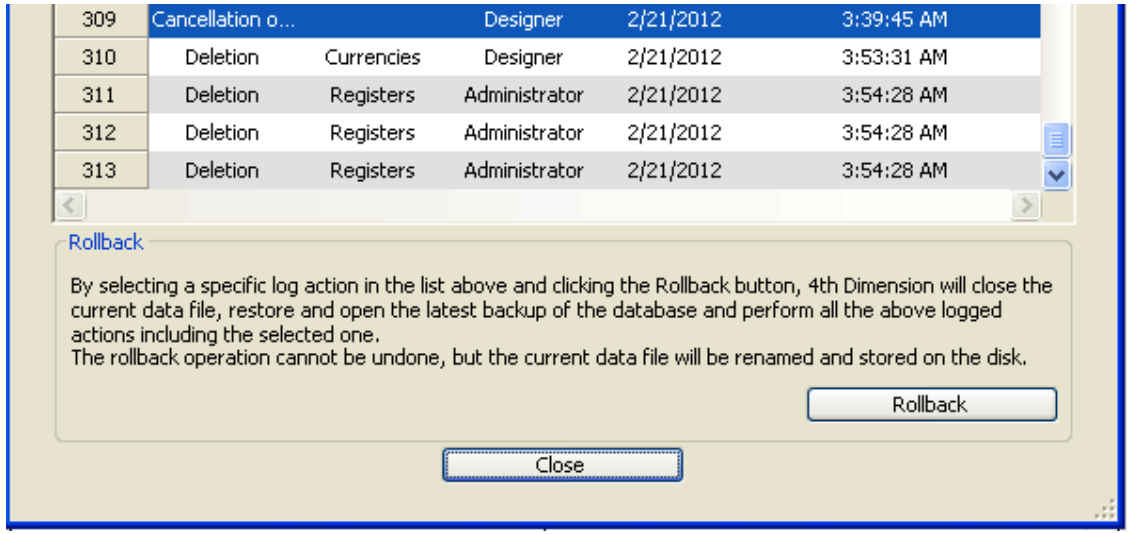
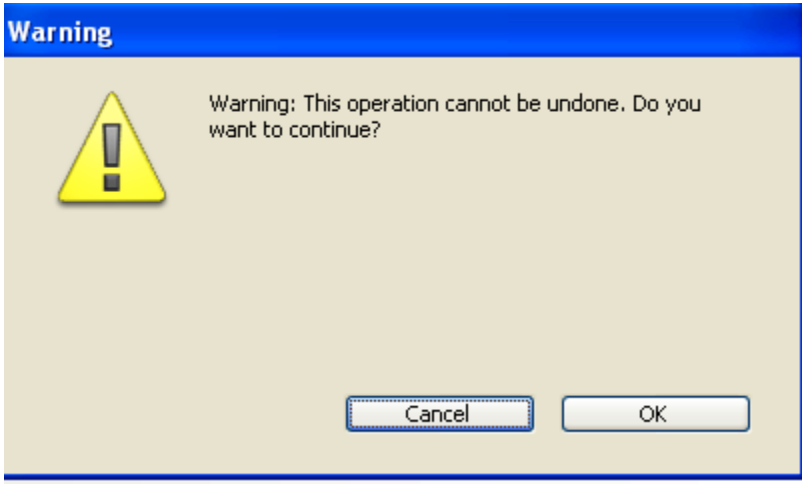


Once you click OK, you cannot undo this. The system will undo the deleted records by loading the last backup and implementing all the changes until it reaches the point of undo. This is a very powerful feature but must be used only with extra caution.



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More about the log file

Most of the content of this section is taken directly from 4D Doc Centre website.

Performing regular backups of data is important but does not allow (in case of incident) restoring data entered since the last backup. To respond to this need, 4D now offers a specific tool: the log file. This file allows ensuring permanent security of database data.In addition, 4D works continuously with a data cache in memory. Any changes made to the data of the database are stored temporarily in the cache before being written to the hard disk. This accelerates the operation of applications; in fact, accessing memory is faster than accessing the hard disk.
If an incident occurs in the database before the data stored in the cache could be written to the disk, you must include the current log file in order to restore the database entirely.Finally, 4D has functions that analyze the contents of the log file, making it possible to rollback the operations carried out on the data of the database.

How the log file works?

The log file generated by 4D contains all operations performed on a database, which are logged sequentially. As such, each operation performed by a user causes two simultaneous actions: the first one in the database (instruction is executed normally) and the second one in the log file (the description of the operation is recorded). The log file is created independently without disturbing or slowing down the work of the user. A database can only work with one log file at a time. The log file records the following types of operations:

- Opening and closing of the data file,
- Opening and closing of the process (contexts),
- Adding of records or BLOBs,
- Modifying of records,
- Deleting of records,
- Creating and closing of transactions,

For more information about these actions, refer to the Activity analysis page. 4D manages the log file. It takes into account all operations that affect the data file equally, regardless of any manipulations performed by a user, 4D methods, the SQL engine, 4D plug-ins (4D Write, 4D View, etc.), or a Web browser.The following illustration sums up how the log file works:

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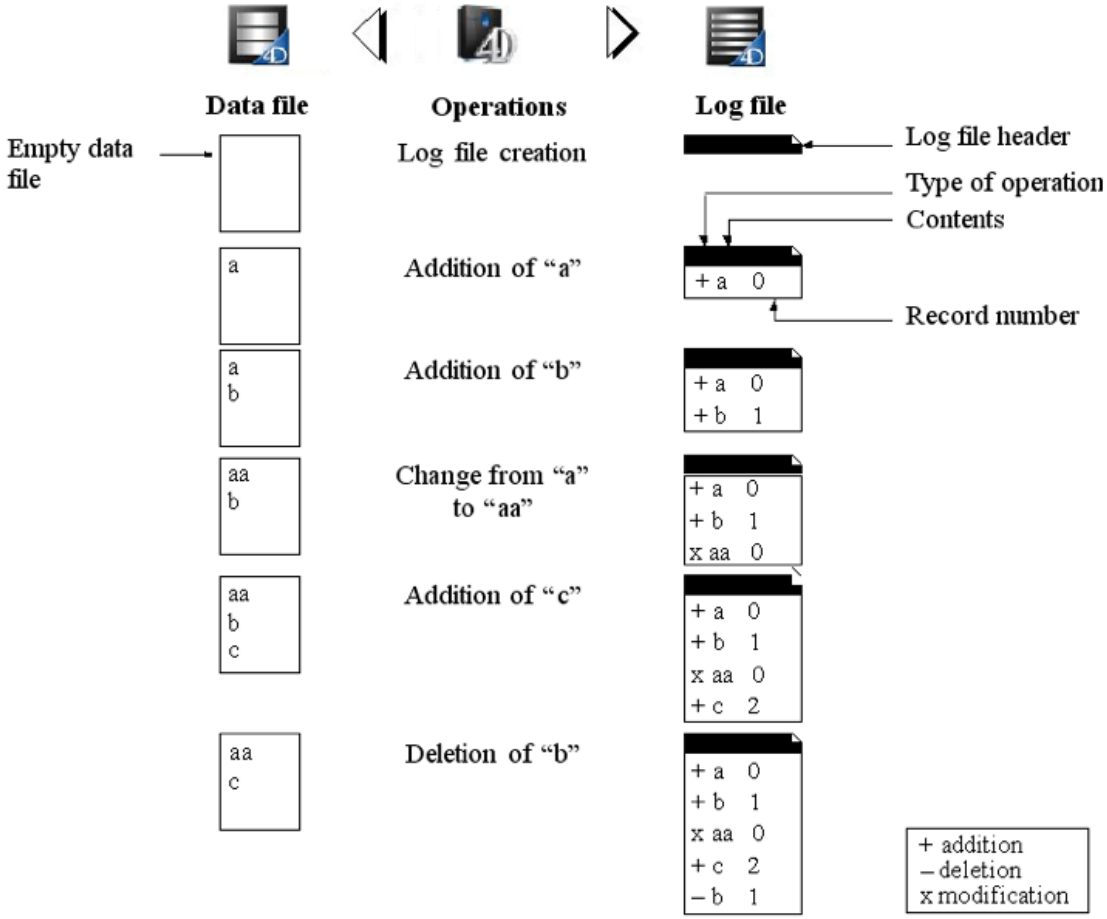

The current log file is automatically saved with the current data file. This mechanism has two distinct advantages:

- Its avoids saturating the disk volume where the log file is stored. Without a backup, the log file would get bigger and bigger with use, and would eventually use all available disk space. For each data file backup, 4D or 4D Server closes the current log file and immediately starts a new, empty file, thereby avoiding the risk of saturation. The old log file is then archived and eventually destroyed depending on the mechanism for managing the backup sets.
- It keeps log files corresponding to backups in order to be able to parse or repair a database at a later point in time. The integration of a log file can only be done in the database to which it corresponds. It is important, in order to be able to properly integrate a log file into a backup, to have backups and log files archived simultaneously.

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Advanced Settings

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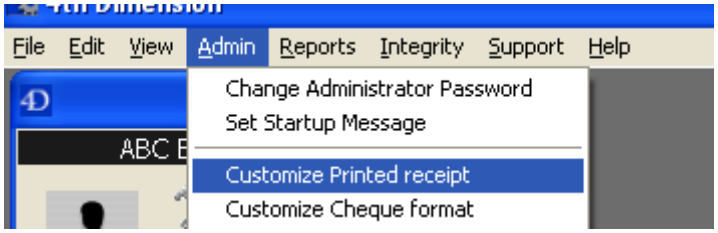
Customizing the printable receipt template

This section describes how to customize the receipt templates. Some customers occasionally want to add a signature line in the invoice, or

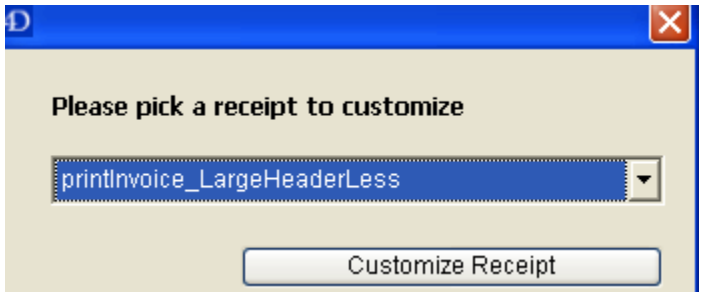
Customize Printed Receipt

From the Admin menu select 'Customize Printed Receipt'



Pick the right template

Select the receipt that you wish to customize. To change the printInvoice_Large you should change the printInvoice_LargeHeaderLess first. In fact, the headerless form is underlying template where the 'Large' format is based on, so changing the underlying template would change the 'Large' template.



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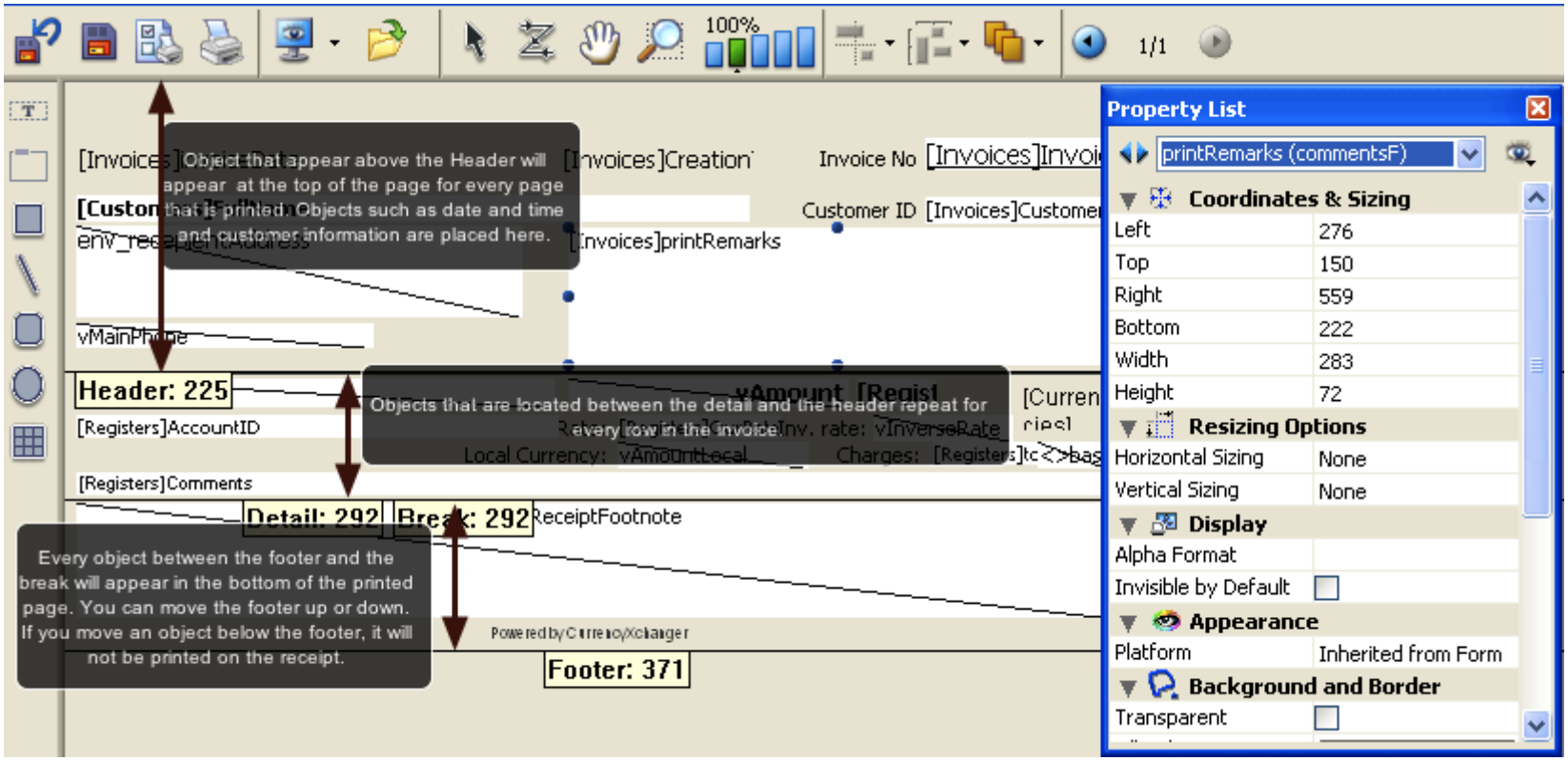
The Header, Detail and Footer section

It is important to understand different section breaks in the template. The Header section prints at the top of the page. The Detail section prints for every record. The Footer section prints at the bottom of the page. You could move these separators up and down but be careful about moving sensible objects accordingly.



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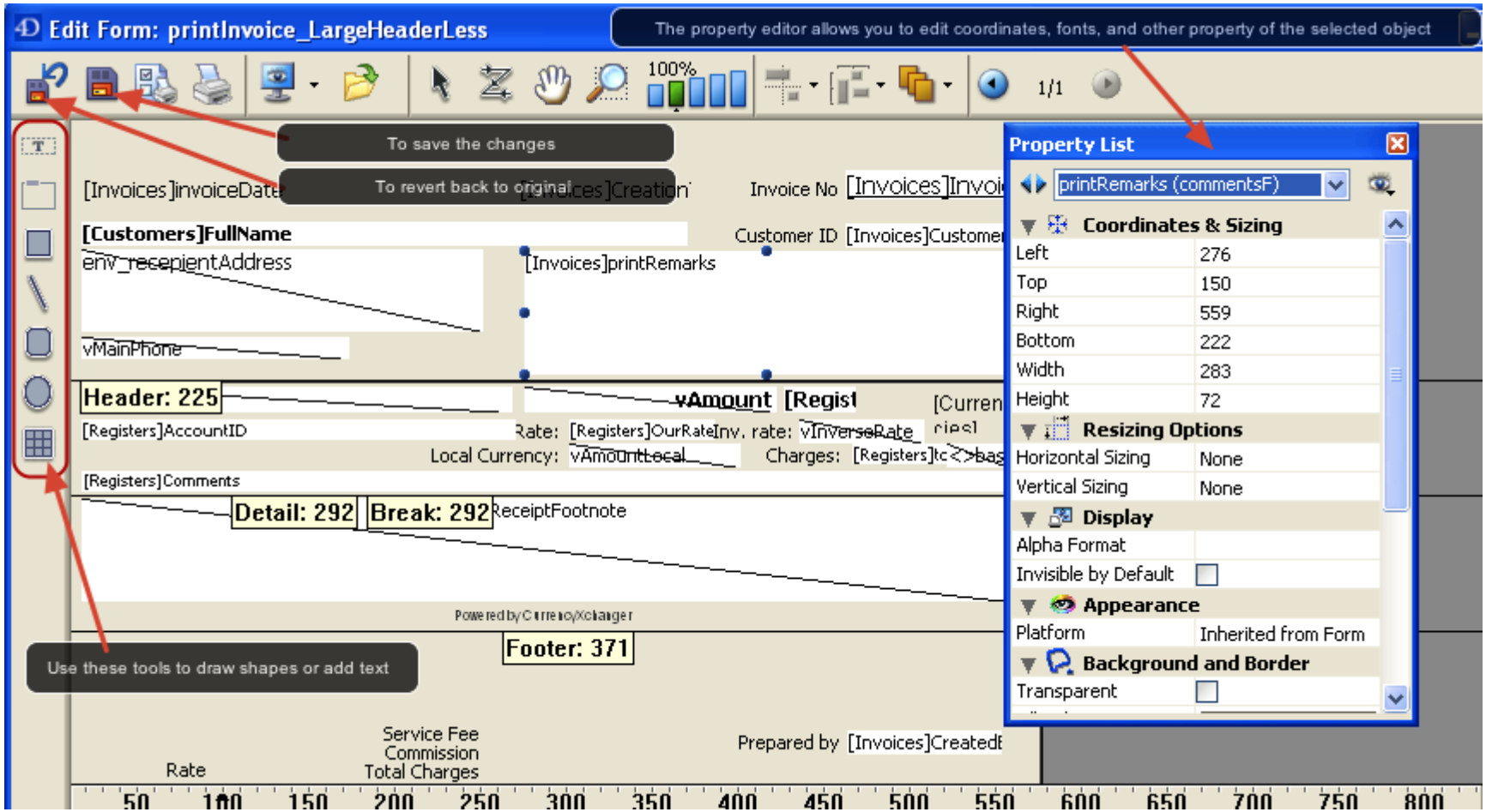
Edit the template

Once you have made the changes, make sure that you save it, or revert back to the factory-settings.



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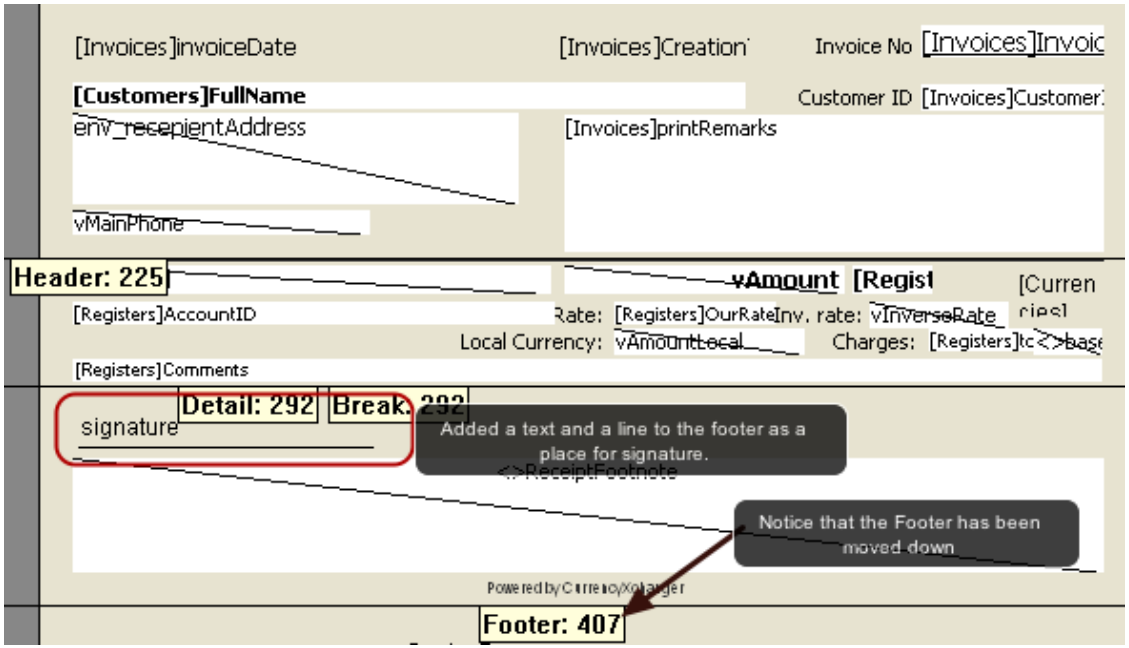
Adding a signature line in the footer section.

In this snapshot we moved the Footer down and added a Signature text and line.



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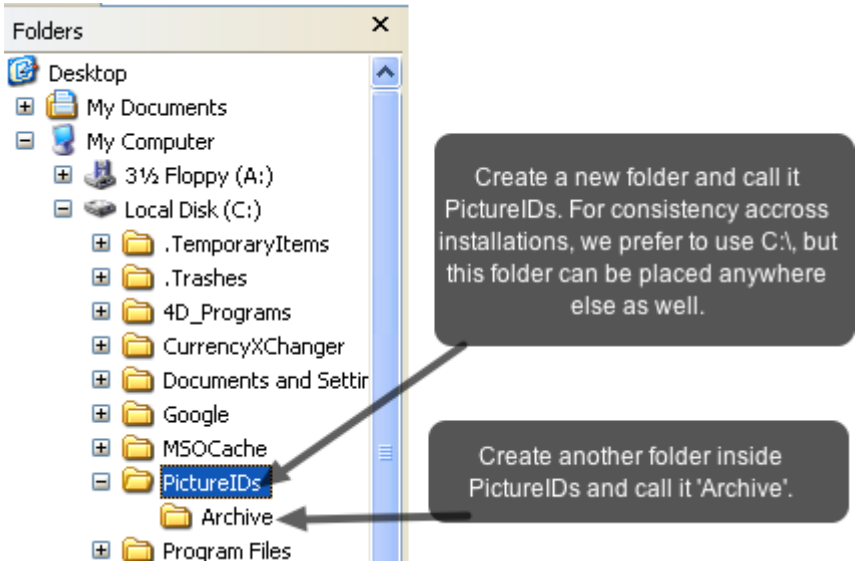
Each computer can be attached to a scanner

PictureIDs folder

Create a folder where you store the Picture identifications for customers.

The scanner that is attached to this computer must be configured to automatically save all scanned picturess into this folder. Each scanner has its own applcation and driver so you would have to refer to the scanner instruction manual to know how to change the default path. It is most convenient to set the scanner defaults to 150 DPI (color) with auto-crop option turned on.



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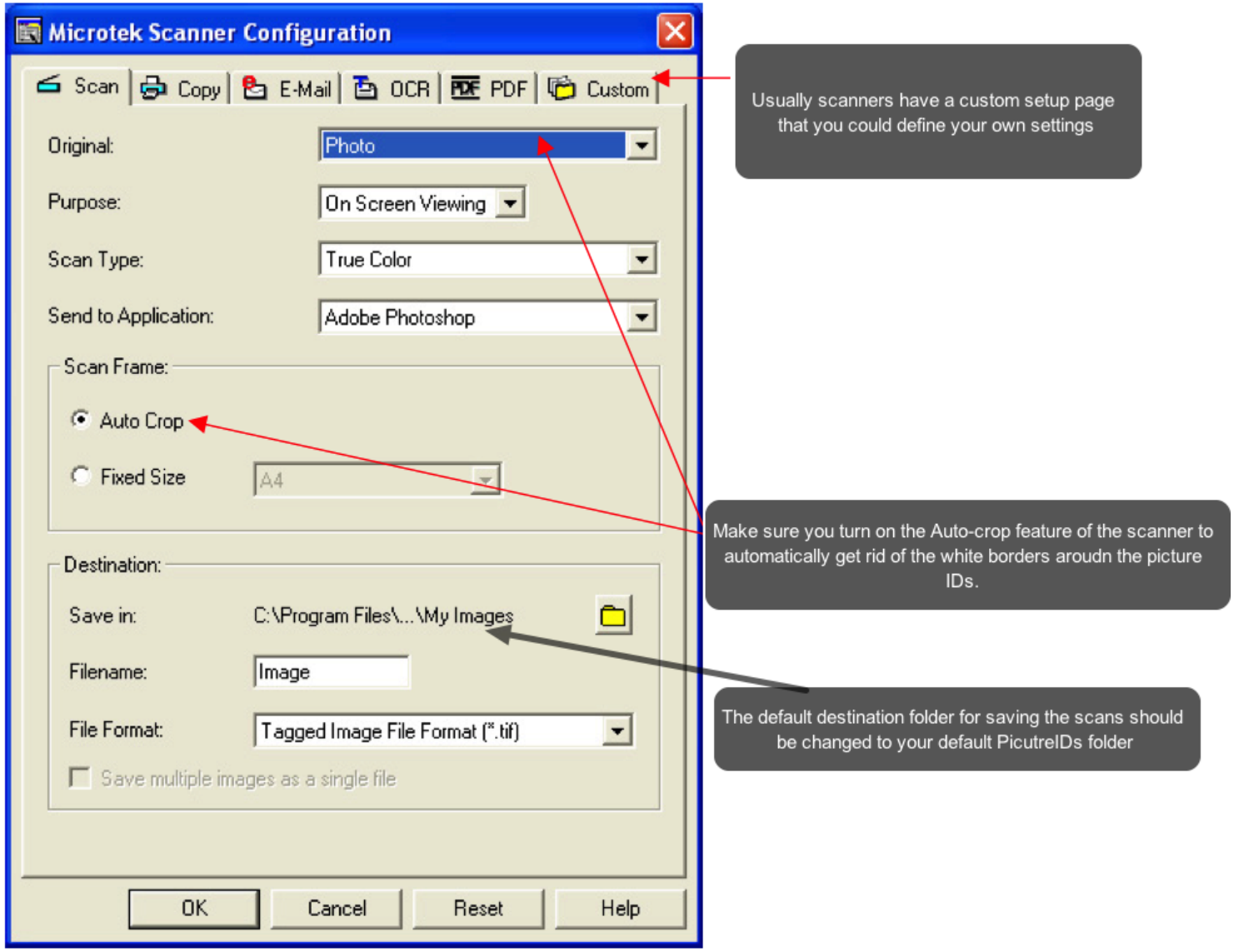
Sample Scanner configuration screen



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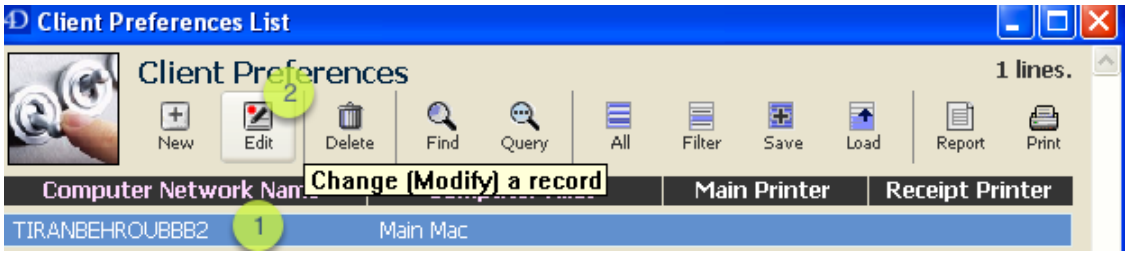
Define PictureIDs folder for CurrencyXchanger

Now it's time to setup CurrencyXchanger to recognize the PictureIDs folder as the default location to lookup for scanned picture IDs.
From the File menu select Client Preferences.

Edit the Client Preference profile for your computer

Select your computer from the list and click Edit.



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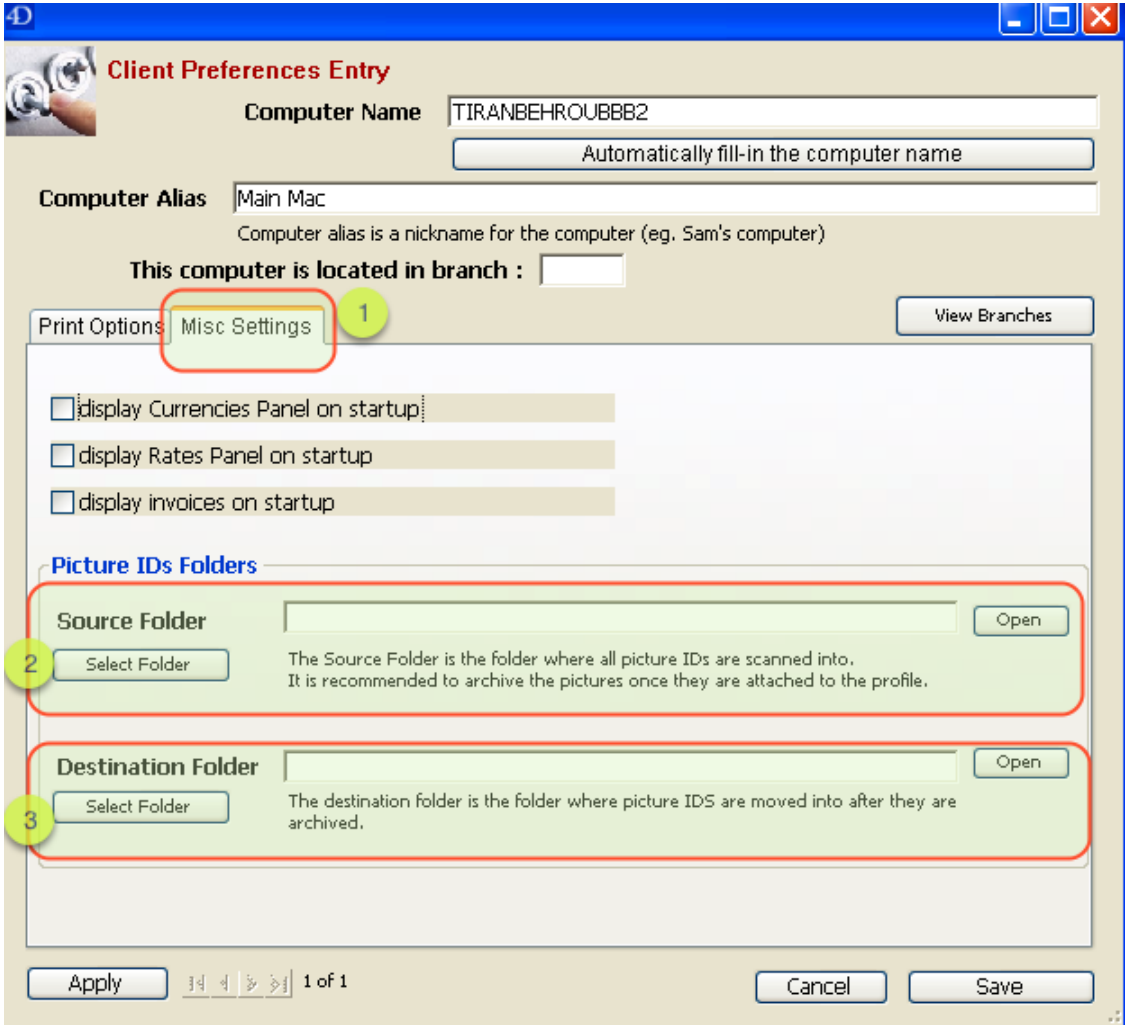
Configuring the Source and Destination folder

1) Click on the 'Misc Settings' tab
2) The source folder is where the system will look for new scanned picture IDs (e.g: C:\PictureIDs\)
3) The destination folder the where the system will move the picture IDs once they are attached to the customer profile (e.g. C:\PictureIDs\Archive\)



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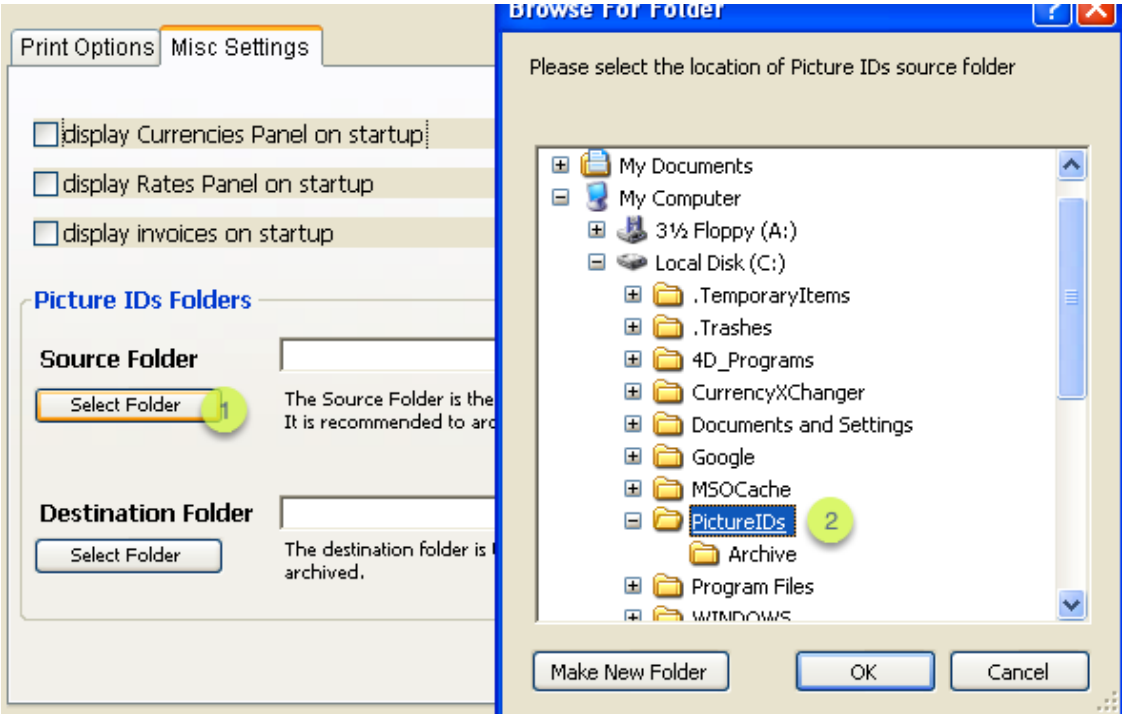
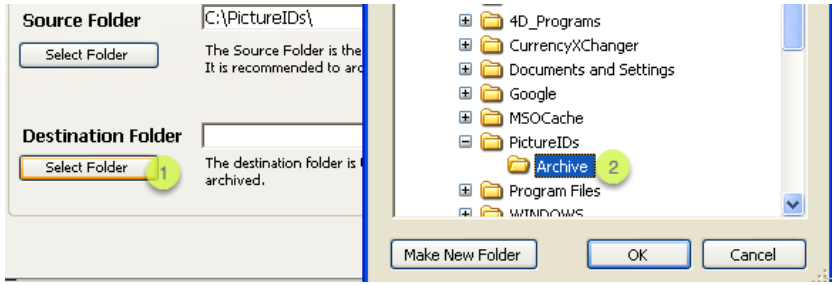
Define the Source Folder (PictureIDs folder)

Assign the Source folder to your PictureIDs folder



Define the Destination Folder (Archive folder)

Assign the Destination Folder to the 'Archive' folder.



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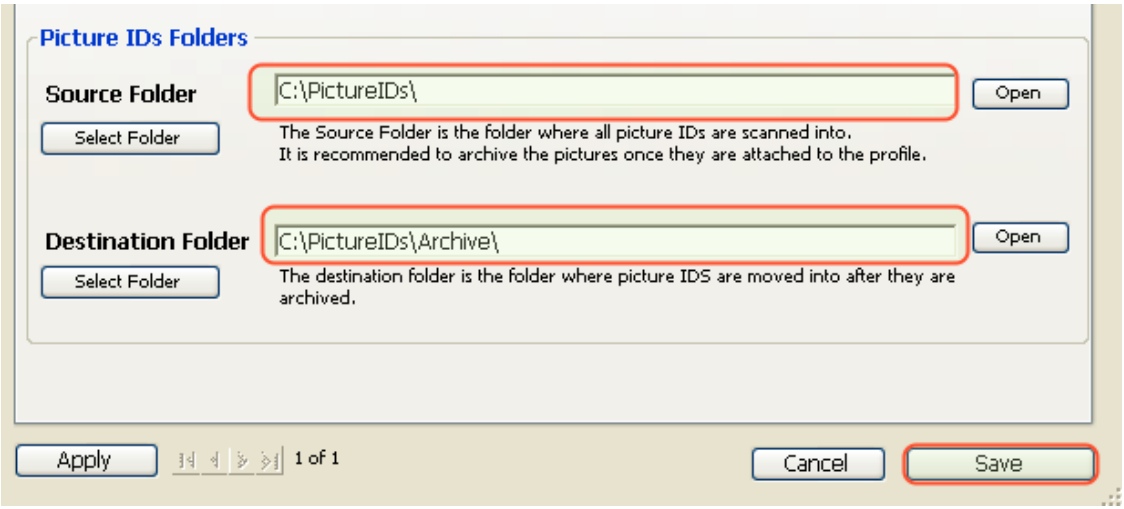
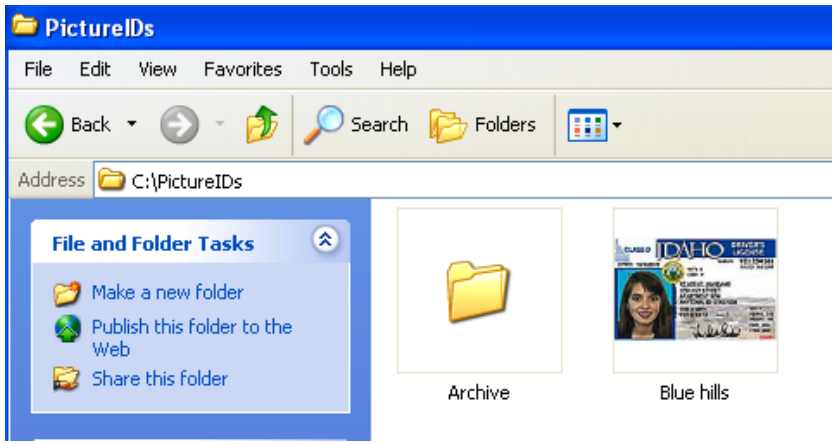
Save the changes

Save the configuration once you have finished.



Scan a picture ID

After you scanned a new picture ID, the scanner should save it by default to the "PictureIDs'" folder. You could also manually place a scanned image inside that folder. For this example, we downloaded a picture from the internet and manually placed in the PictureIDs folder.



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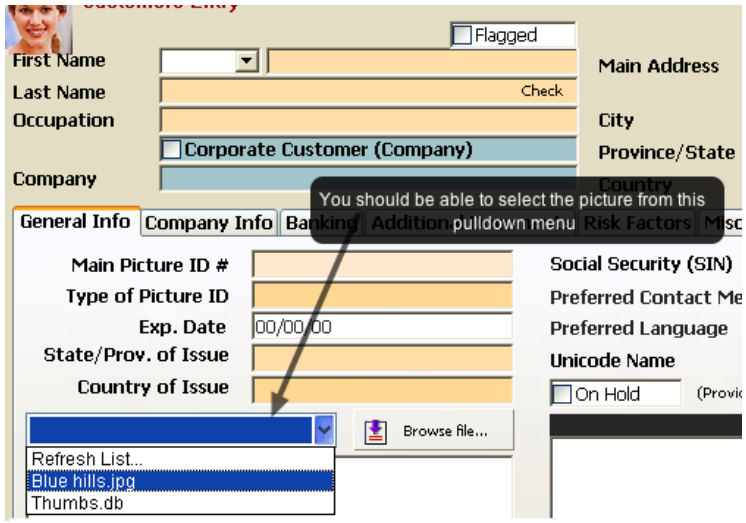
Attaching the picture ID to a customer profile

To test the setup, we are going to add a new customer profile and attach that picture ID.

Pick the latest picture from the pulldown menu on the 'General Info' tab.



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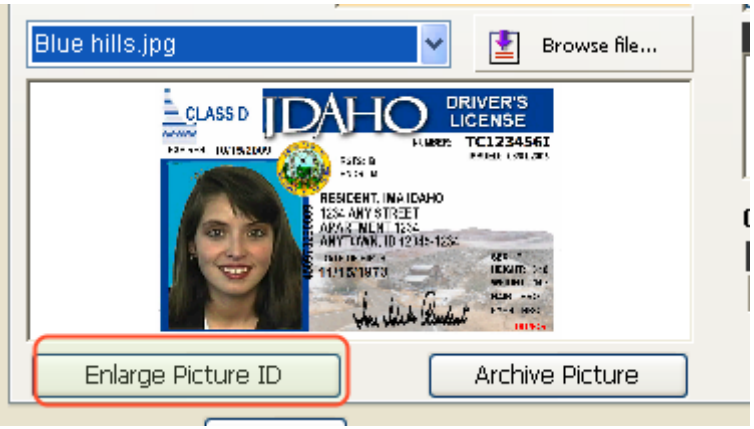
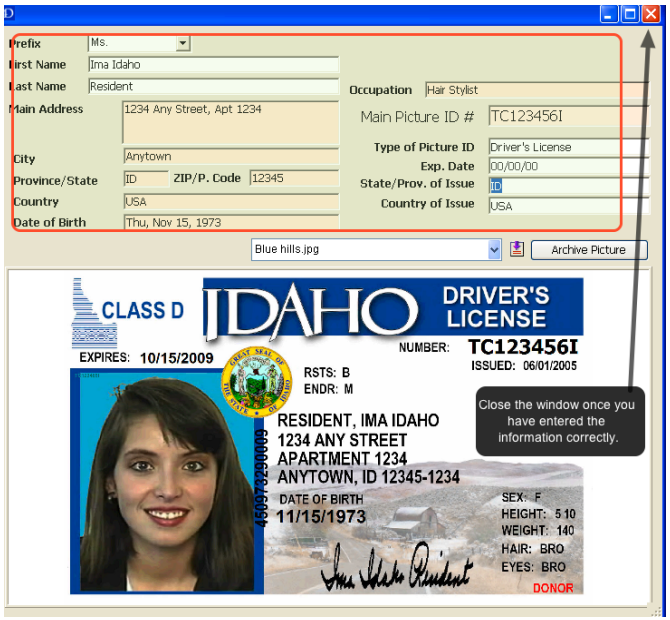
As you select the name of the scanned image, the image should show in the rectangle below. If you don't see the picture showing, make sure that you have installed Apple Quicktime™ properly.
Click Enlarge Picture ID to be able to read the details of the customer from their picture ID and enter it into the system.



Once the picture ID gets enlarged it becomes easier to read the details and enter on the form. Once finished, close the window (notice there is no Save button).



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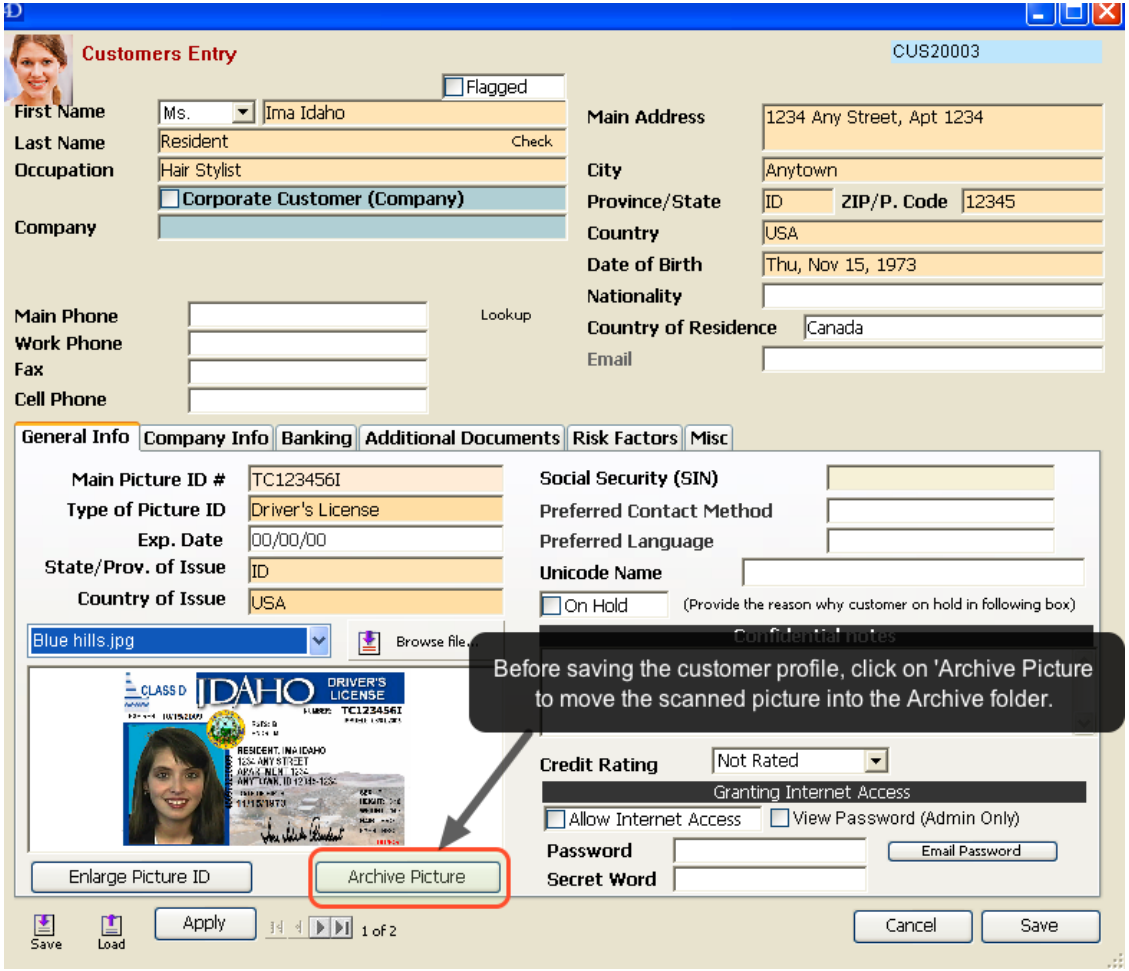
Archive the Picture ID

When you close the enlarged customer entry form, you will return the normal customer entry form. At this point, you can continue entering more information about the customer. When you are done, click the 'Archive Picture' button.



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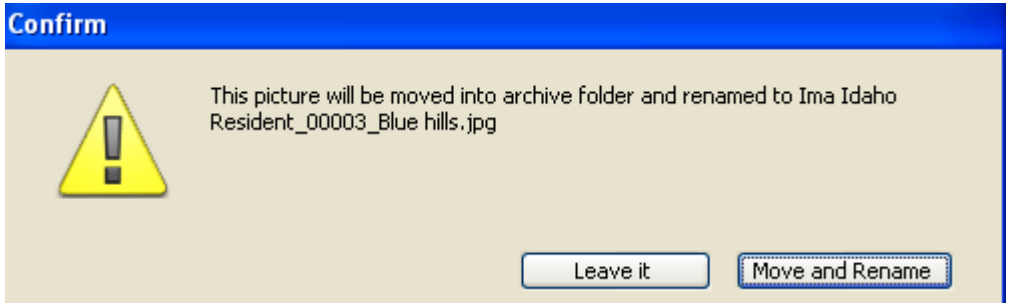
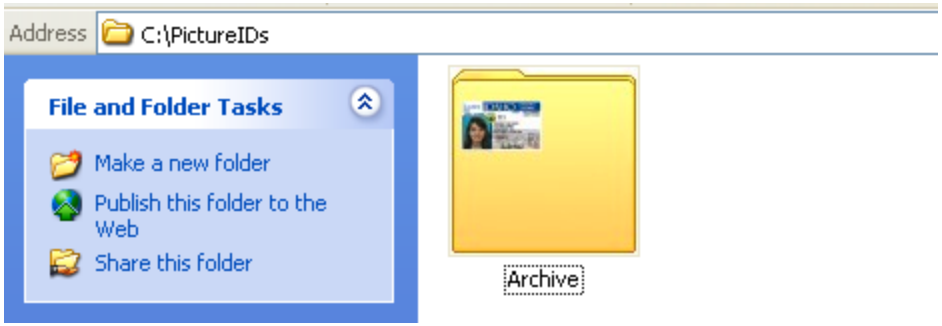
After pressing the 'Archive Picture' button, you need to confirm the action by pressing 'Move and Rename'. At that point, the image will be moved to the 'Archive' folder (C:\PictureIDs\Archive).



The 'Archive' folder

If you go to the PictureIDs folder, you will notice the the picture ID is no longer there. The archive process moved it into the 'Archive' folder. The Archive keeps all your attached picture ids in one place.



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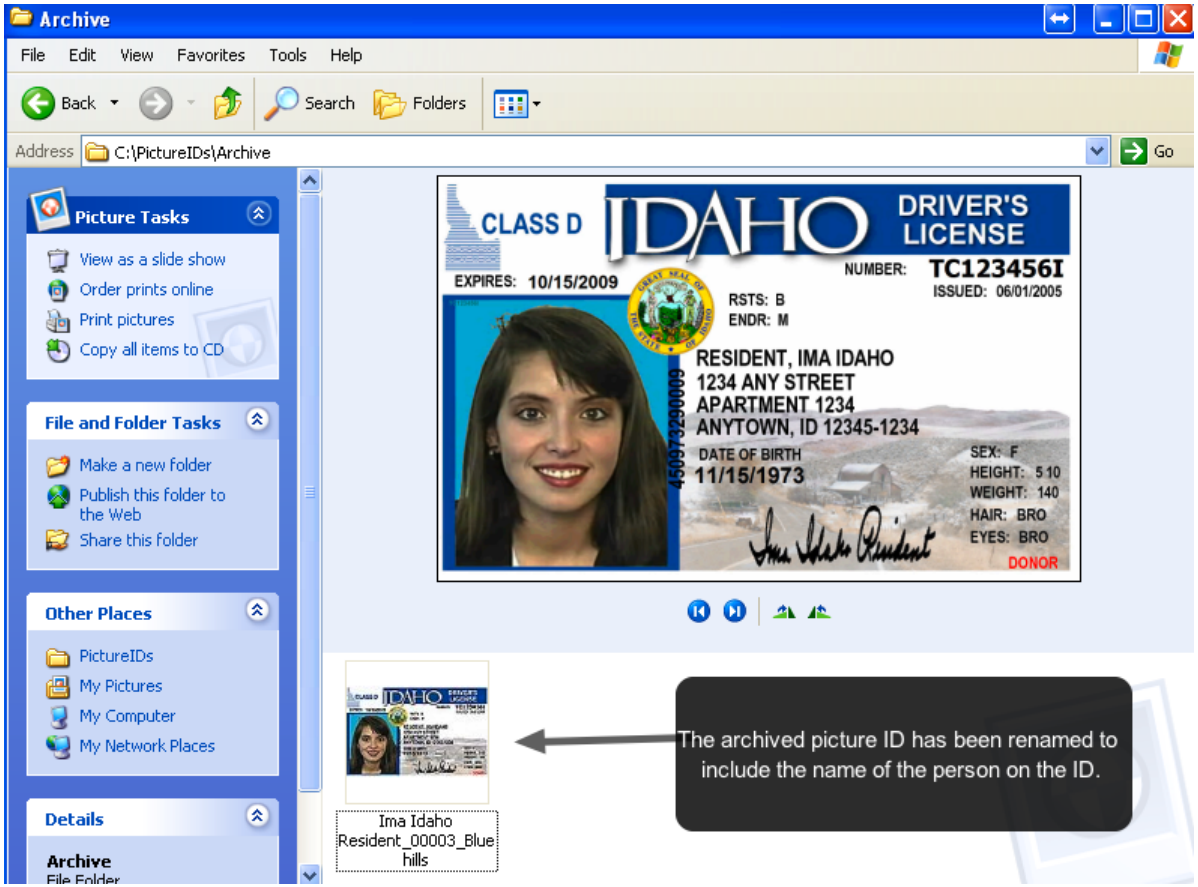

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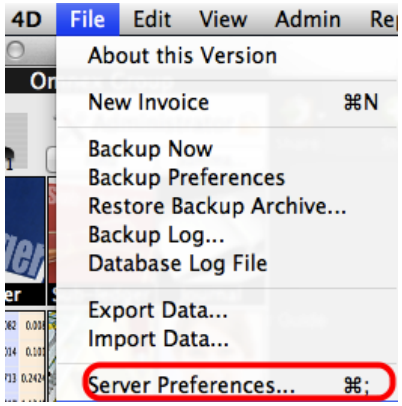
Configuring the FTP setting

This lesson shows you how to setup the Server Preferences to allow publishing of internet rates. This is an advance topic for administrators only. Do not mess with these configurations if you are not sure how to set it up properly. This lession should be done on the server itself.

Make sure that you are signed in as "Administrator"

Select "Server Preferences" from the File menu.



Set flags image extension

Under the Server Preferences, make sure than the flags image extension is set to either "gif", "JPG", "png", or "jpg" depending on the content of the 'flags' folder that is uploaded to the website.

Caution: the flags extension is "case sensitive"so GIF is different from gif.

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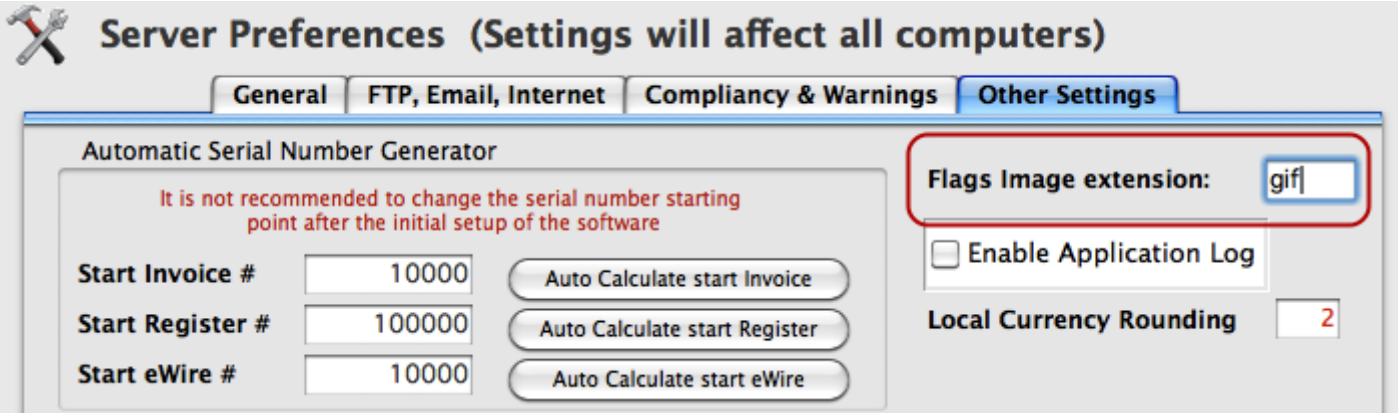
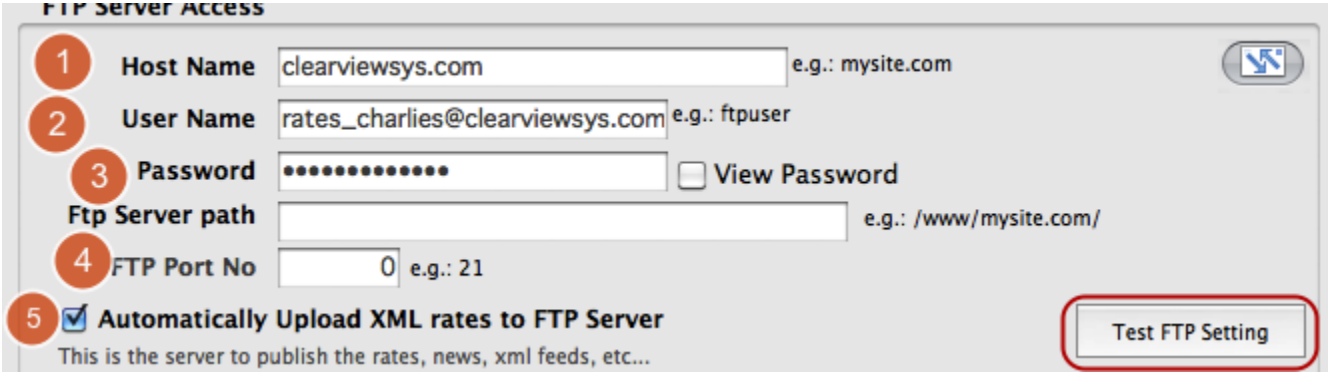


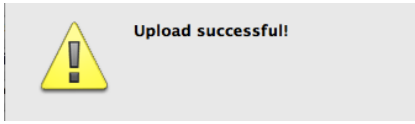
FTP Settings

Make sure you change the ftp settings under the server Preferences and test the configuration. You may need to click 'Apply' before testing the settings.



Test the FTP setting

You should get a success message, or else your configurations may be wrong.



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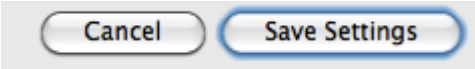
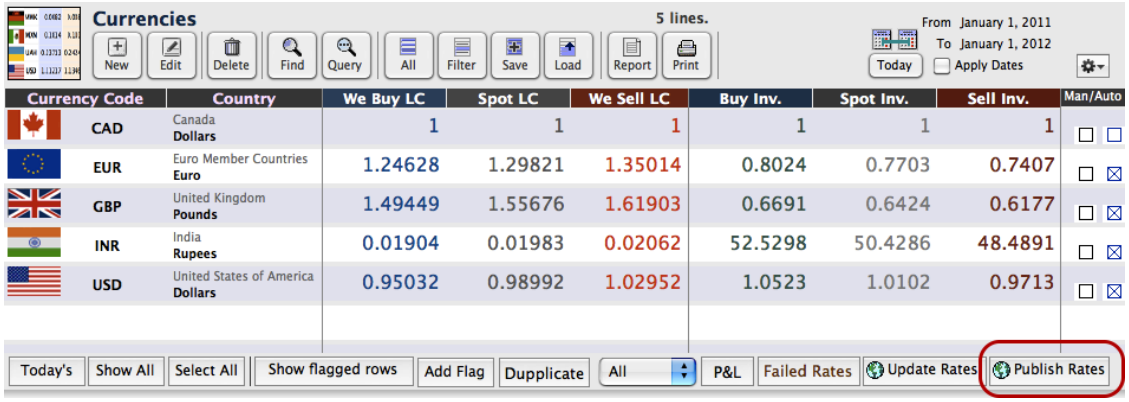
Make sure you save the settings after you tested the ftp configurations.



Test the Publishing of rates from the Currencies module



Click the publish rates.

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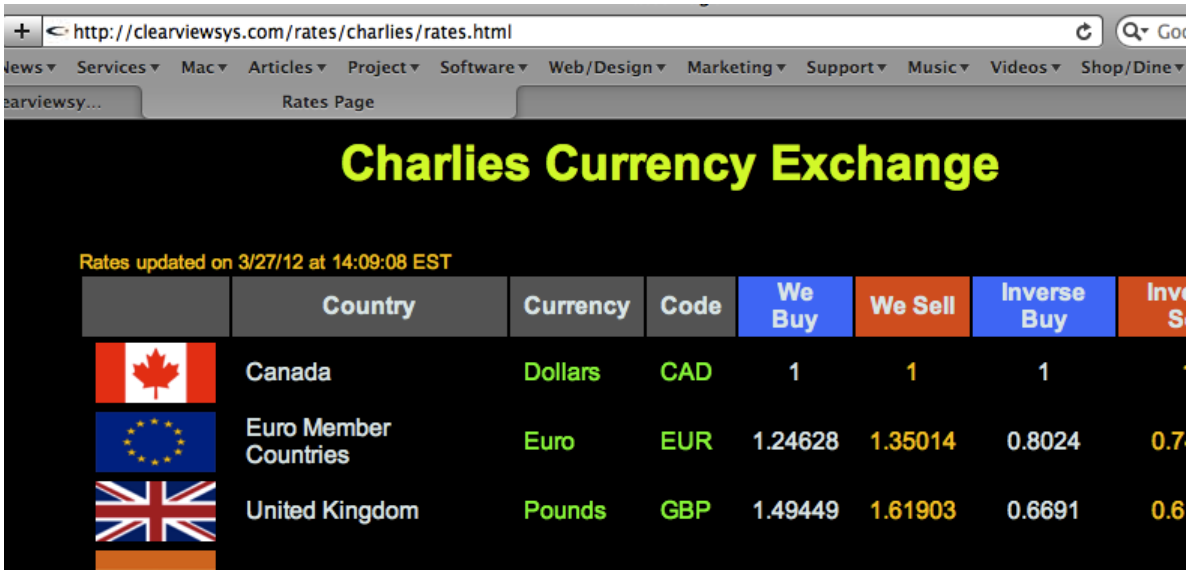
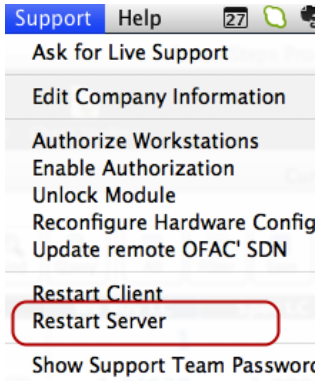
Test the published rates...

Make sure to test the published rates.



Restart the Server

Whether you do this process on the client or the server, you need to restart the server to make sure it works with the new settings. In the standalone version, you could also use 'Restart Client'.



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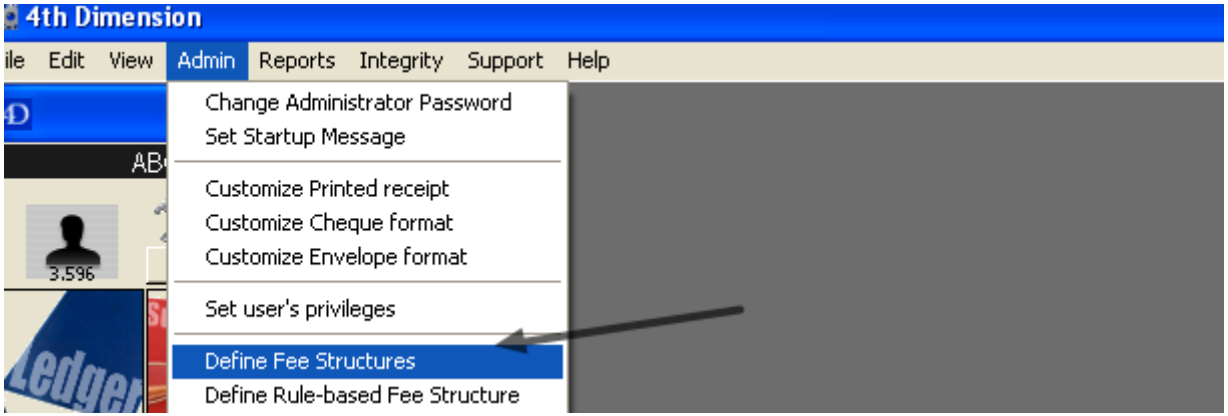
Preset Fee Structures

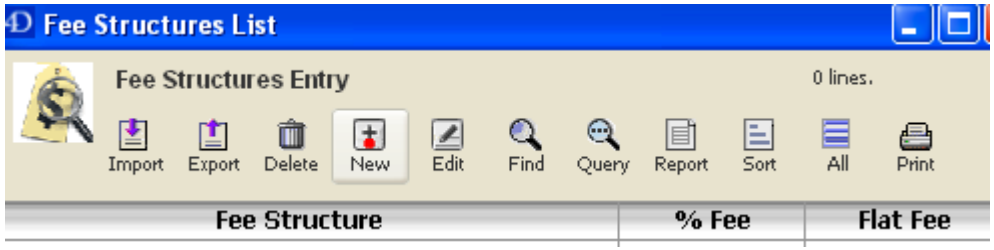
Fee structures are a collection of preset values for the commission percentage and flat service fee. For example, a cheque cashing operation may want to charge 2.5% and $3.00 on a cheque. In this section, we show you how to add a new fee structure. These fee structures must be picked by the user (or teller) during the transaction. The system will not automatically pick the fee structure for the transaction. For automatic fee structure, you need to check the 'rule-based' fee structures section in this manual.

Adding a new fee structure

From the 'Admin' menu select 'Define Fee Structures'



Click 'New' to add a new fee structure.



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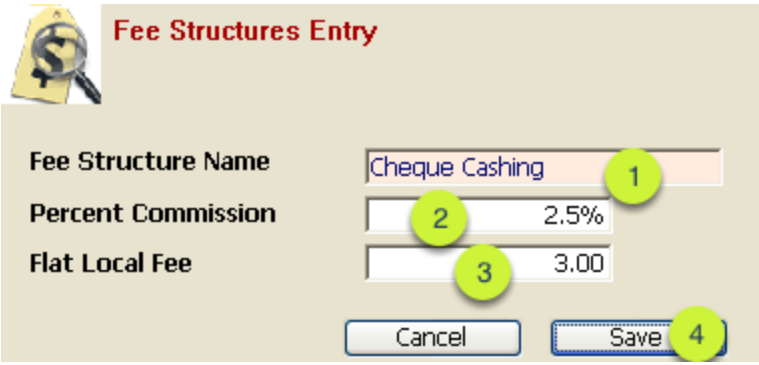
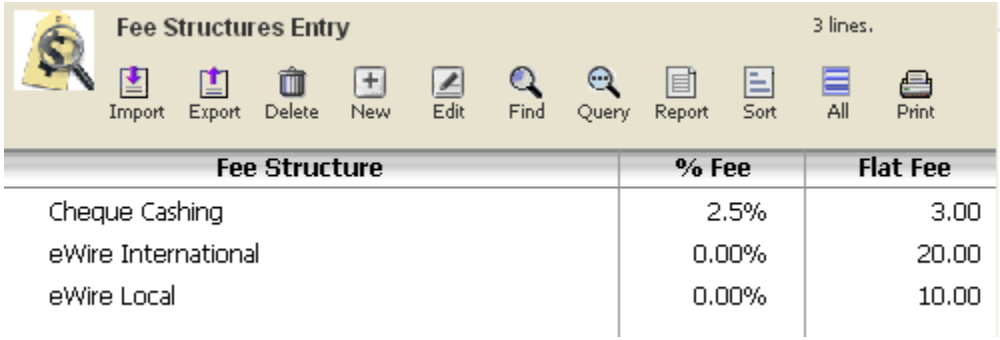
Define the fee structure

For our example, we will create a fee structure for cashing cheques from customers.

1. Call the fee structure something that makes sense and doesn't confuse users
2. Add a percentage commission of 2.5 %
3. Add a flat service charge of $ 3.00
4. Save



You may have other fee structures for different purposes.



Fee Structure	% Fee	Flat Fee
Cheque Cashing	2.5%	3.00
eWire International	0.00%	20.00
eWire Local	0.00%	10.00

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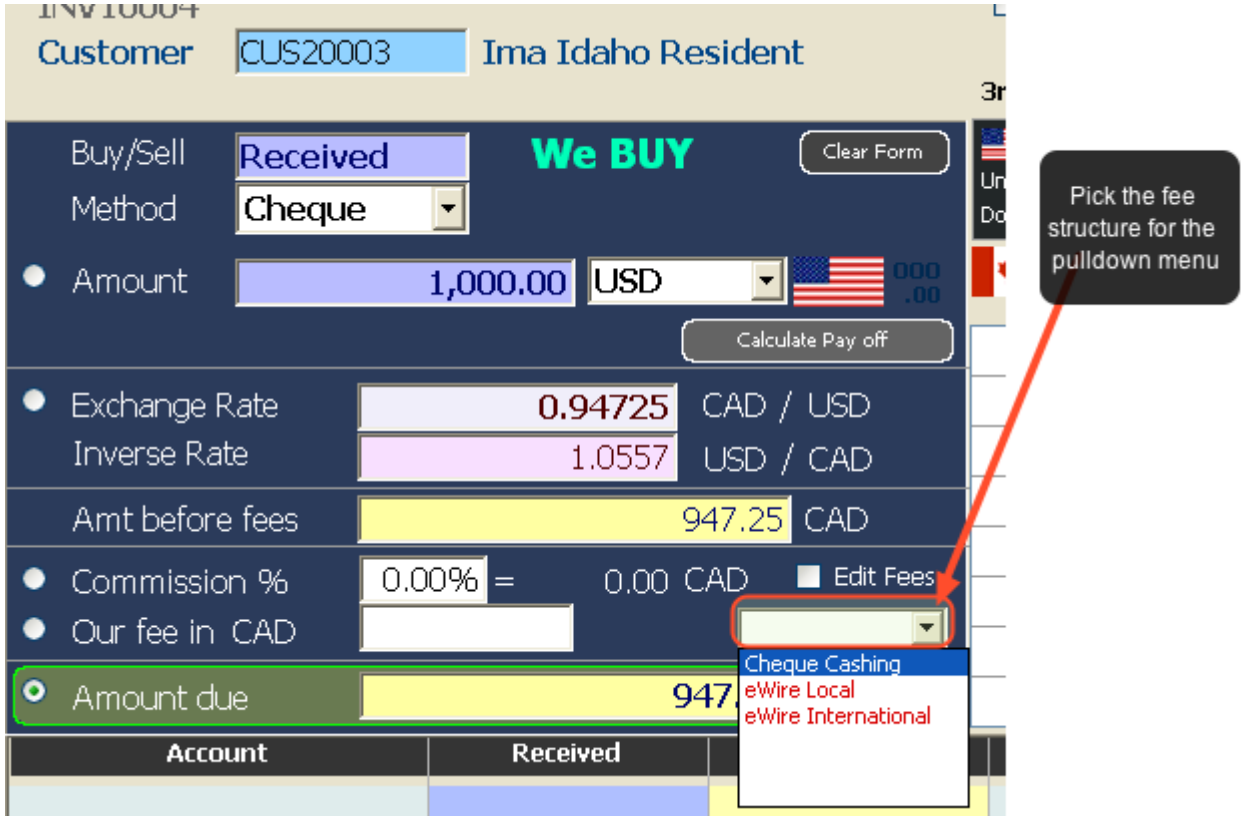
How to pick a fee structure during invoicing



The commission and service fee will be automatically filled-in by the system when you pick the fee structure. Fee structures are to facilitate the entering of fees for the users. However, it is possible for the user to modify the fees if they wish.

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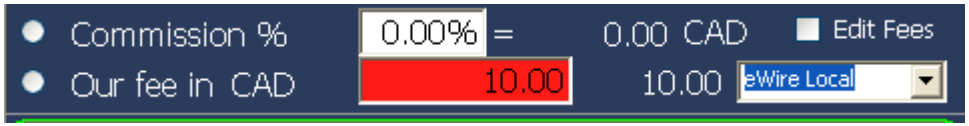
In this case the 'eWire local' service fee was picked.



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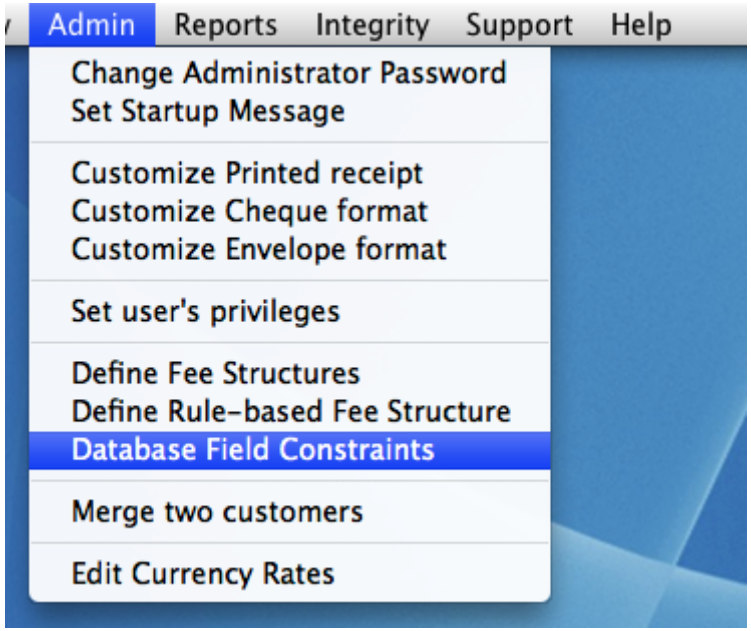
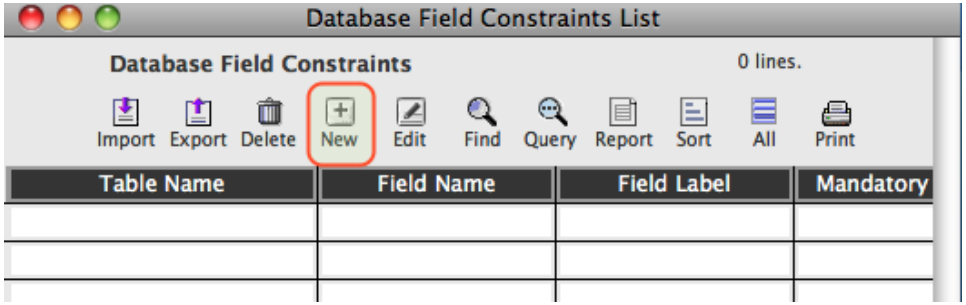
Adding Database Field Constraints

Sometimes, you may want to make an entry field mandatory or may want to warn the user if a field is empty. For such circumstances, you can create database field constraints. Let's say we want to make the DOB (Date of Birth) field mandatory in the customer's entry form.

Highlight the 'Database field constraints' from the Admin menu.



Create a new constraint.



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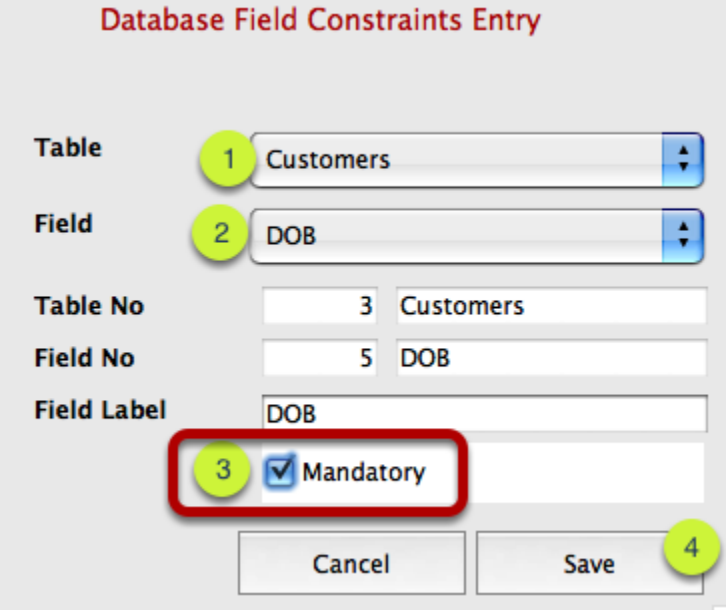
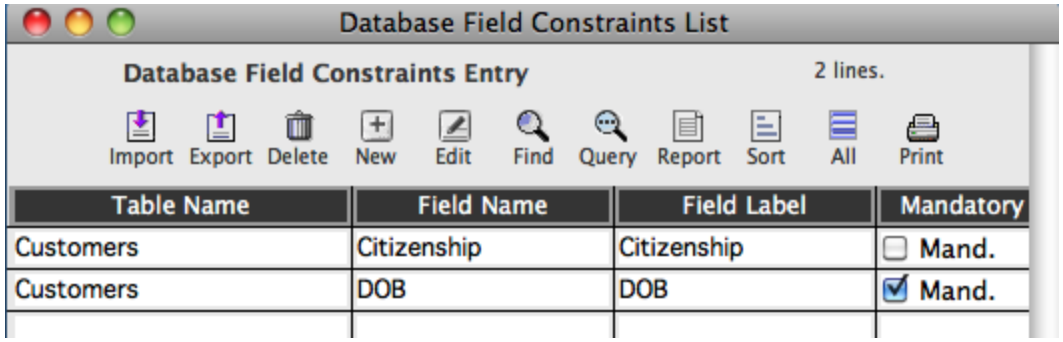
Pick the table "Customers" and "DOB" as a field. Then pick the DOB from list fields. Click the 'Mandatory' button and save the new entry.
If you don't check the 'Mandatory' checkbox, the user will still see a warning if they miss entering the DOB, but all warnings can be ignored by users.



In the above list you can see that DOB is mandatory and the citizenship field is optional. However, when you add a constraint field as non-mandatory, the system will still warn the user, if the field is left black.



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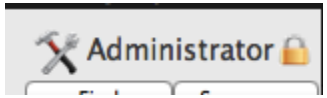
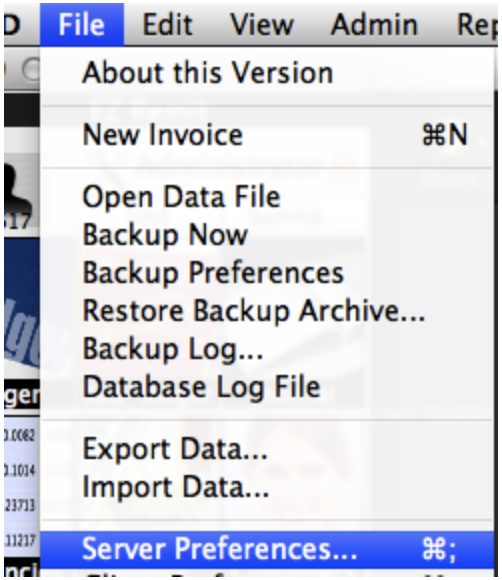
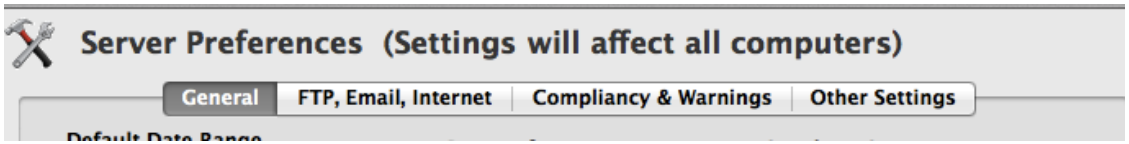
Enabling the Application Log

The application log keeps a log of all transactions added, deleted, or modified along with a date stamp and user who made the changes. Enabling this feature can bloat the size of the data file as thousands of records will be normally added to this log on a daily basis.







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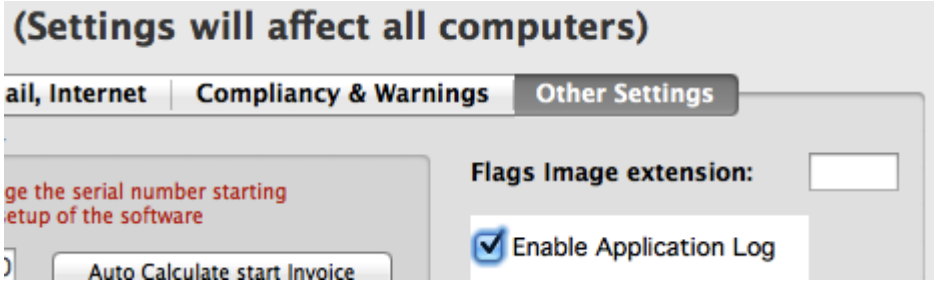

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Deleting Transactions

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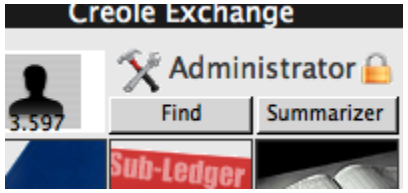
Deleting all transactions

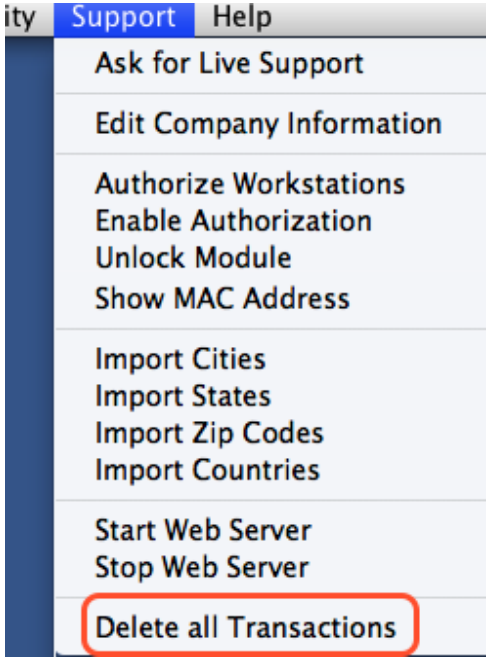
This lessons shows how to delete all transactions in the system. Do not try this unless you are absolutely sure that you want to delete all transactions. This is usually used after a period of practicing with a demo software.

Make sure that you are signed in as Administrator



Delete all transactions

From the Support menu select "Delete All Transactions".



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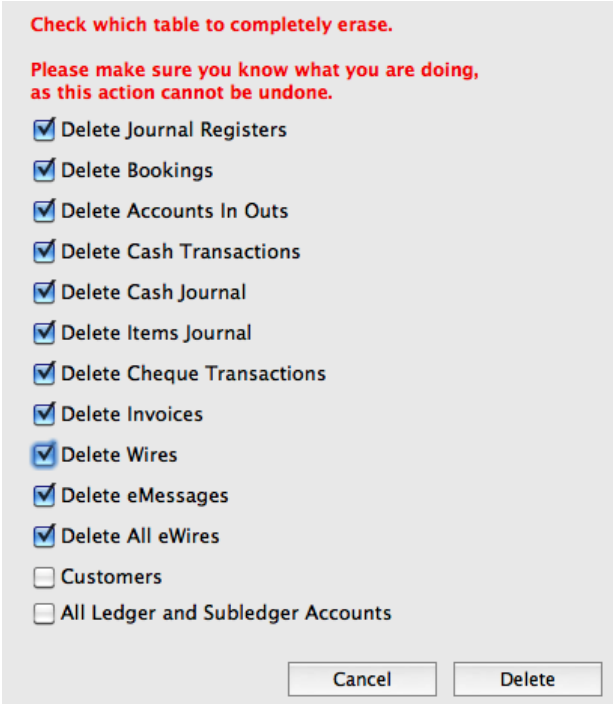
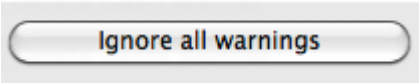
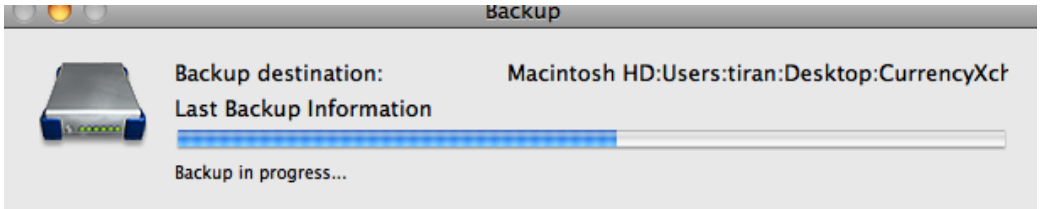
It is usually recommended that you don't delete the customers and ledgers account, unless you are sure that there are no real customers on file.



The system will warn you that this is not reversible, so you click on Ignore all warnings to proceed.



As a measure of caution, the system will automatically backup all transactions before deleting everything.



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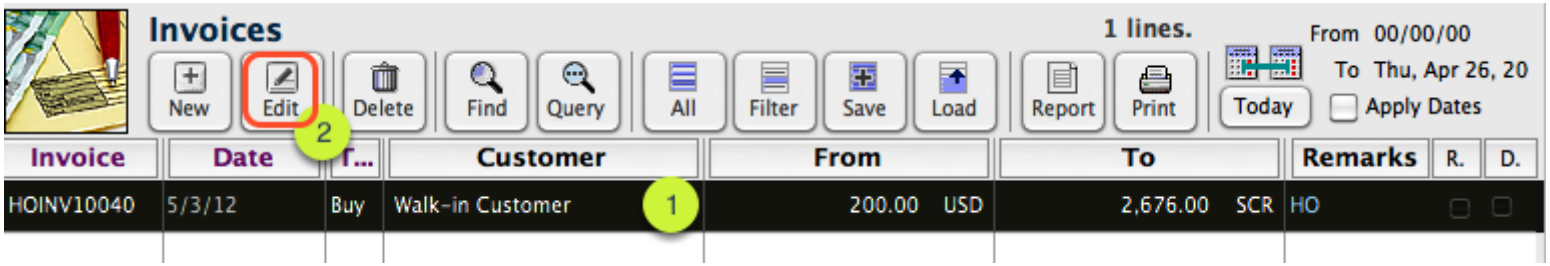
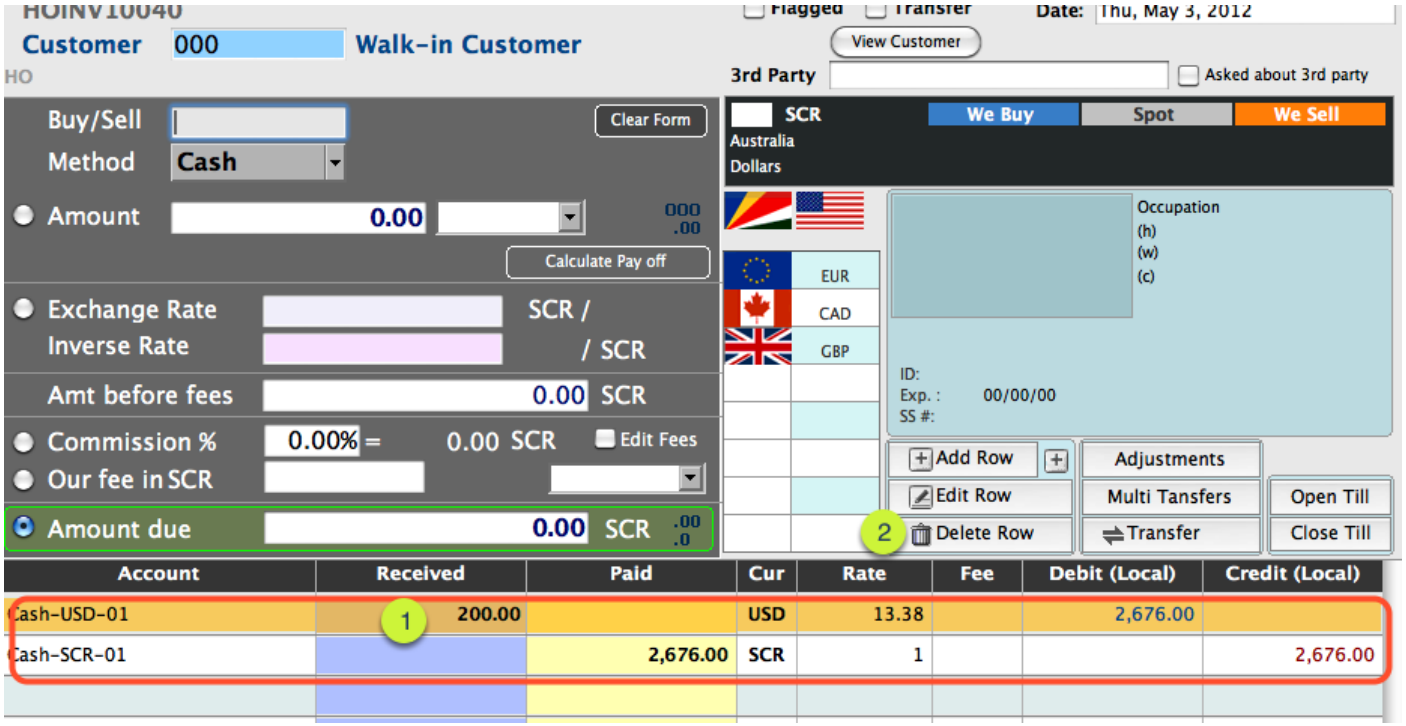
Deleting an invoice

Select the invoice that you wish to delete first, then click Edit.



To delete an invoice, you need to delete the content first. An invoice is only an envelope that groups journal register transactions into one invoice. Highlight the first row and then push "Delete Row".



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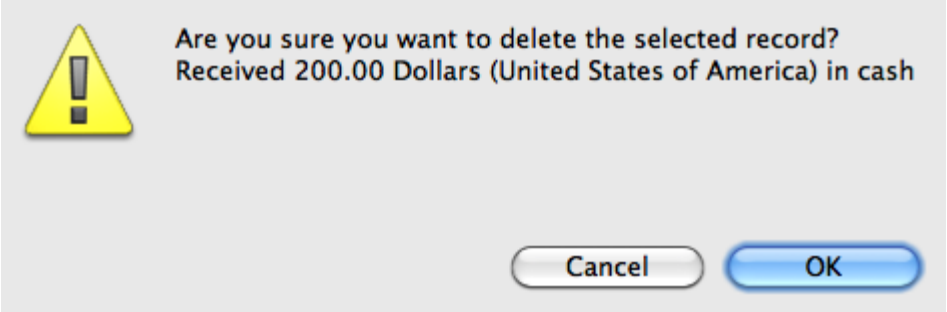
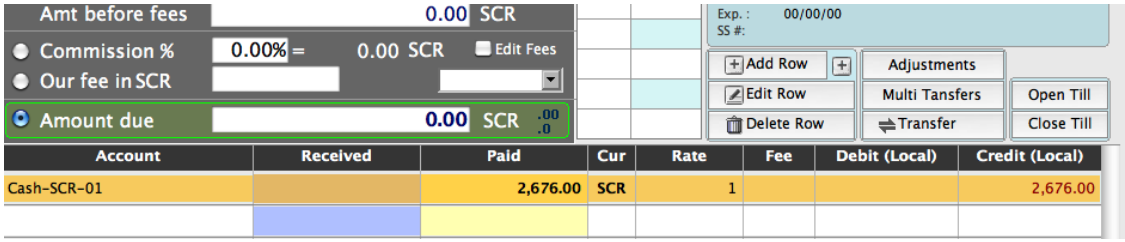
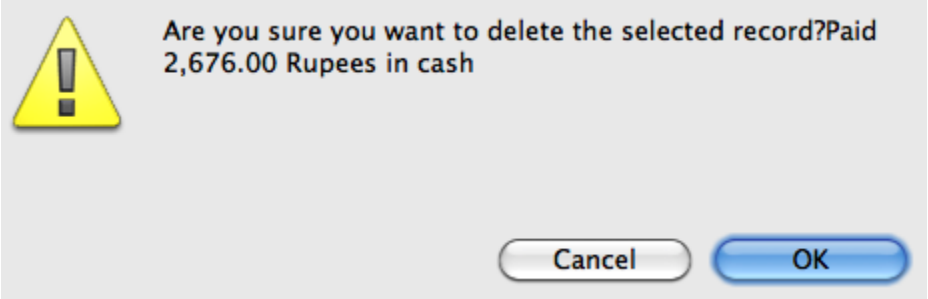
Delete each line separately first.



One more line left to delete



Click OK to proceed.



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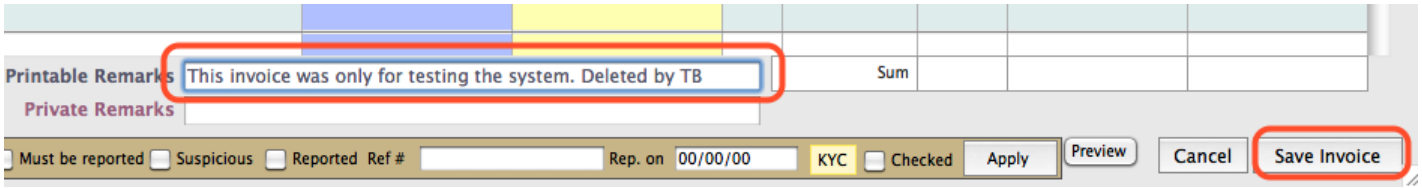
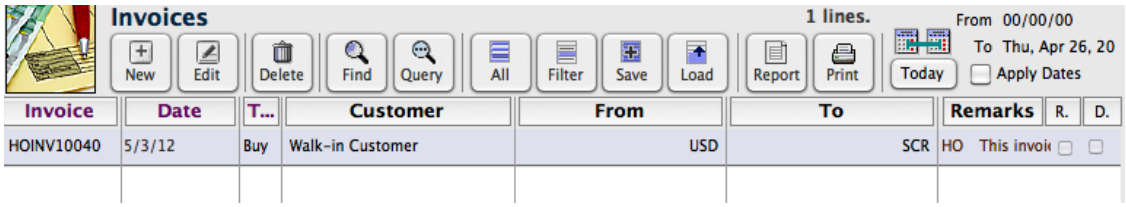
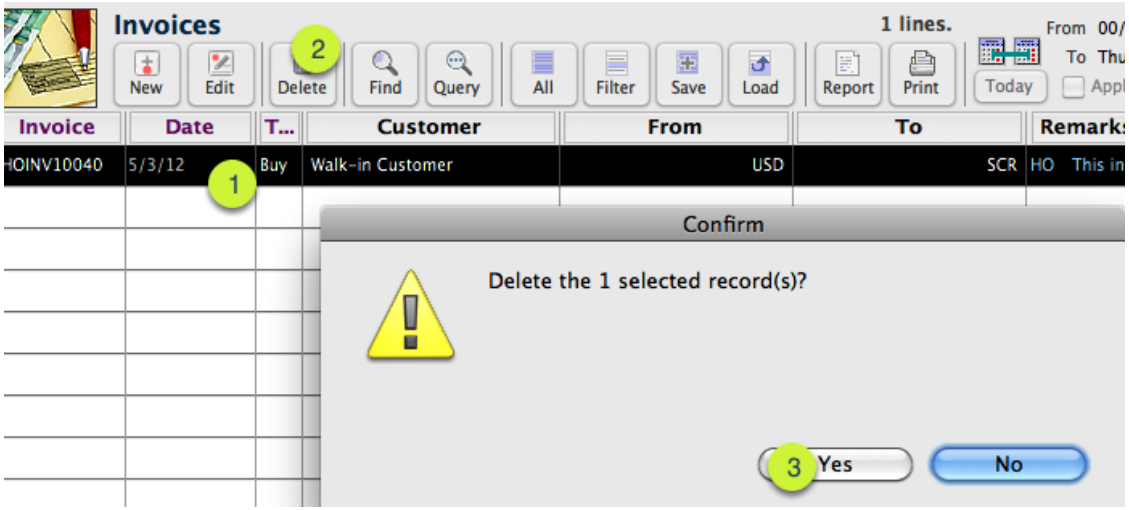
Make sure to enter a note before saving the invoice. Once you have entered the reason for deletion, clock on "Save Invoice"



Once you save the invoice, you will be back to the main list form. At this point, you will notice that the "From" and "To" fields are empty, but the invoice is still there.



If you want to really delete the invoice, you may need to select it and then click "Delete" on the invoice module. Click Yes to continue. This step is completely optional and it is actually not recommended as delete an invoice, will create gaps in the numbering system.



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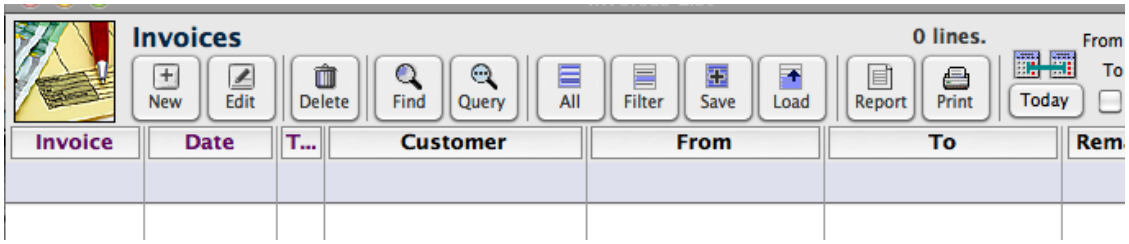
Voila! the invoice is gone.



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Importing & Exporting

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Troubleshooting Common Problems

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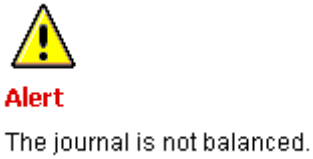
Journal is not balanced error

Sometimes when you restart the system, you may encounter an error saying "The Journal is not balanced". This can happen due to several reasons such as:

- A record being locked while being deleted
- A journal transactions being deleted from the Journal Registers table
- A bug in the system that kept the record from being completely cancelled when an invoice was not saved
- A transfer from account 1 to account 2 in which one of the accounts or lines were deleted from the journal registers table



Data Integrity Checks

You need to perform integrity checks on the data to see what is out of order. Select display integrity check panel from the Integrity menu. Make sure you are signed in as the administrator

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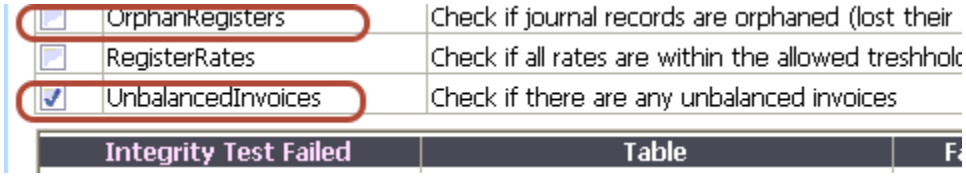
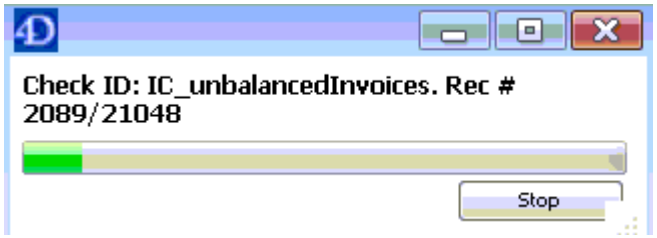
Two of the most important integrity checks for finding journal imbalance are: orphanedRegisters and unbalancedInvoiced.

- **OrphanedRegsiters:** This check verifies to see if there are some registers that are not connected to any invoices. This can happen when an invoice gets deleted or gets canceled. There is also a bug in the system that can cause orphaned registers.
- UnalancedInvoices: This check will fail when there are invoices that are missing some lines. This can happen by deleting a line from the registers table. There may be other way to get unbalanced invoices as well.



Once you have picked the integrity checks, you need to run the data Integrity.

Wait till all records are checked.



Data integrity errors found

If any inconsistencies are found, they will be listed. In this case, those records from the invoices table are missing a line or two. You can verify each invoice by double clikcing on ti. If you notice that the invoice is missing a line, you need to recreate the line and save it. If you cannot find the original record or transaction, then you may need to balance it using a "suspense" account. A suspense account is a temporary account.

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When you don't know in which account to record a transaction you can save it in the suspense account. You can discuss the suspense account with your accountant or one of Clear View Systems consultants.

Integrity Test Failed	Table	Failed Record
IC_unbalancedInvoices	Invoices	INV76390
IC_unbalancedInvoices	Invoices	INV79214

.00		HKD			63,959.32	
				Sum :	11,459,764,432.1	11,459,764,432.1
				Debit Balance :	(0.00)	
				Fees Received :	1,856.00	

FTP Server Access

Host Name: somalicommunity.co.uk e.g.: mysite.com

User Name: capehi@somalicommunity.co.uk e.g.: ftpuser

Password: ********** View Password

Ftp Server path: /home/somalico/public_html/capehillexchange.com e.g.: /www/mysite.com/

FTP Port No: 0 e.g.: 21

Automatically Upload XML rates to FTP Server

This is the server to publish the rates, news, xml feeds, etc...

Test FTP Setting

Email SMTP Settings (Outgoing Mail Server)

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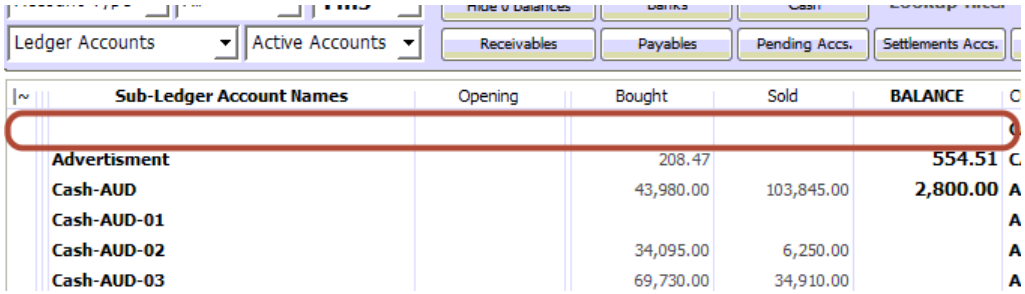
Accounts don't show up in the account picker

When accounts are not showing in the account picker (say during transfer) or during a deposit into account, there is a possibility that an empty account has been created in the system. The empty account will prevent the 'Account Picker' window to show the list of accounts to choose from. Therefore, all you need to do is go to the subledger and delete the empty account.

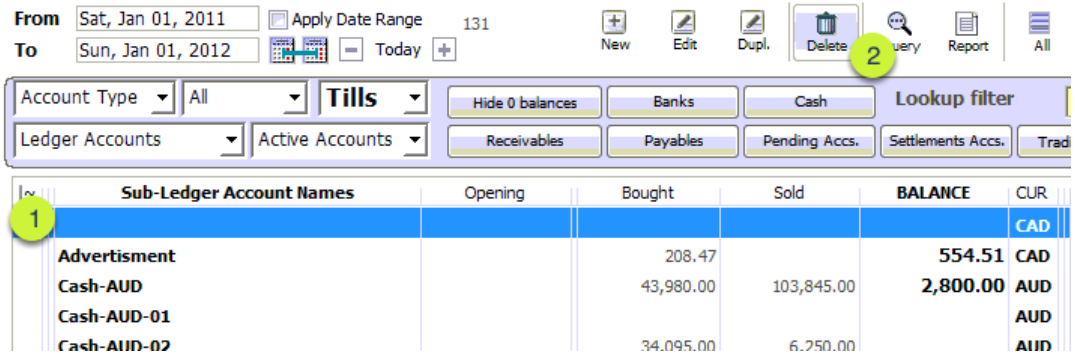
Empty account

As you can see, there is an empty line in the sub-ledger. This empty line must be deleted.



Select the empty account and delete

First select the empty row account and then click delete.



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Error: License is expired!

This lesson is not complete.

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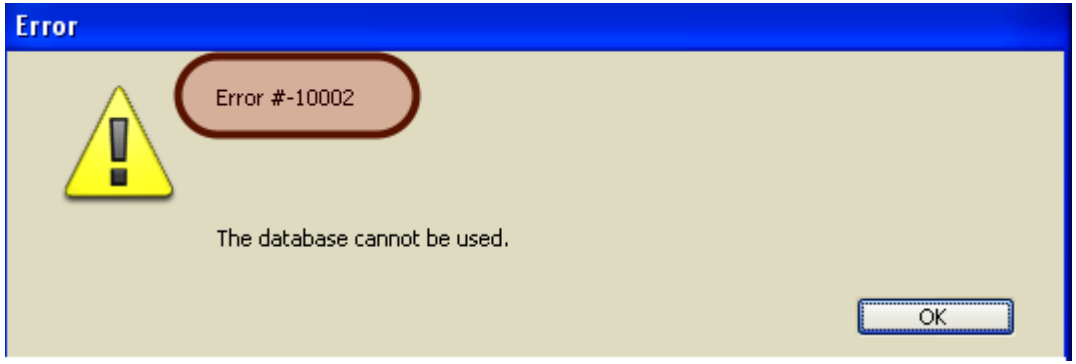
Error -10002: The database cannot be used (4D Client)

You try to open 4D Client as usual but you get the error -10002. This is one of the most common problems with 4D Client. **This error occurs when 4D Server is not running.**

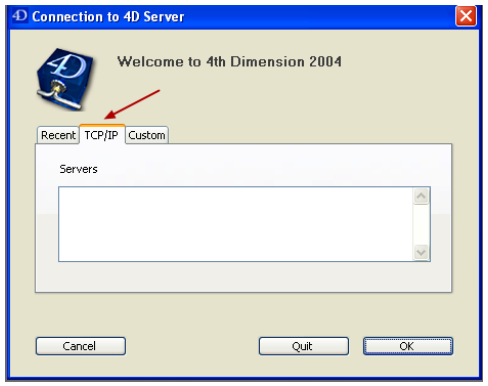
Error # –10002

When you see this error, it means that 4D client cannot connect to 4D Server. Make Sure 4D Server is running. For more information on how to restart 4D Server refer to the next section **Restarting 4D Server**.



Run 4D Client again

Once you are sure that 4D Server is running, run 4D Client once again. Click on the middle tab TCP/IP and wait for a few second.



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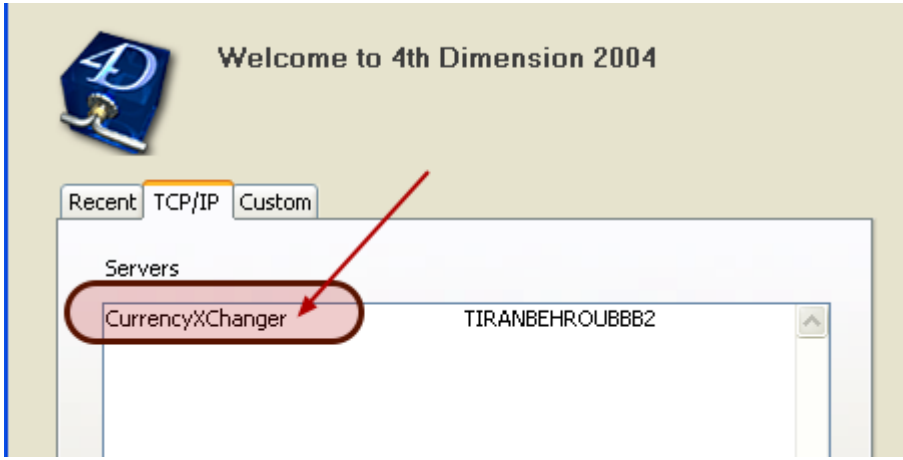
Wait till CurrencyXchanger appears

After a while you should see CurrencyXchanger appear under Servers. Once you see CurrencyXchanger appear, double click on it, or simply select it and click OK.
If CurrencXchanger does not appear after 30 seconds, then your 4D server may not be running. Once again, make sure you follow the instruction on how to restart 4D Server.
If you are 100% sure 4D Server is running and 4D Client cannot detect it under the TCP/IP tab, then make sure that your network connection is working. You can check that by trying accessing the Internet. Sometimes Windows firewall configuration may interfere with 4D Client; you may want to ask an IT personel to check that.



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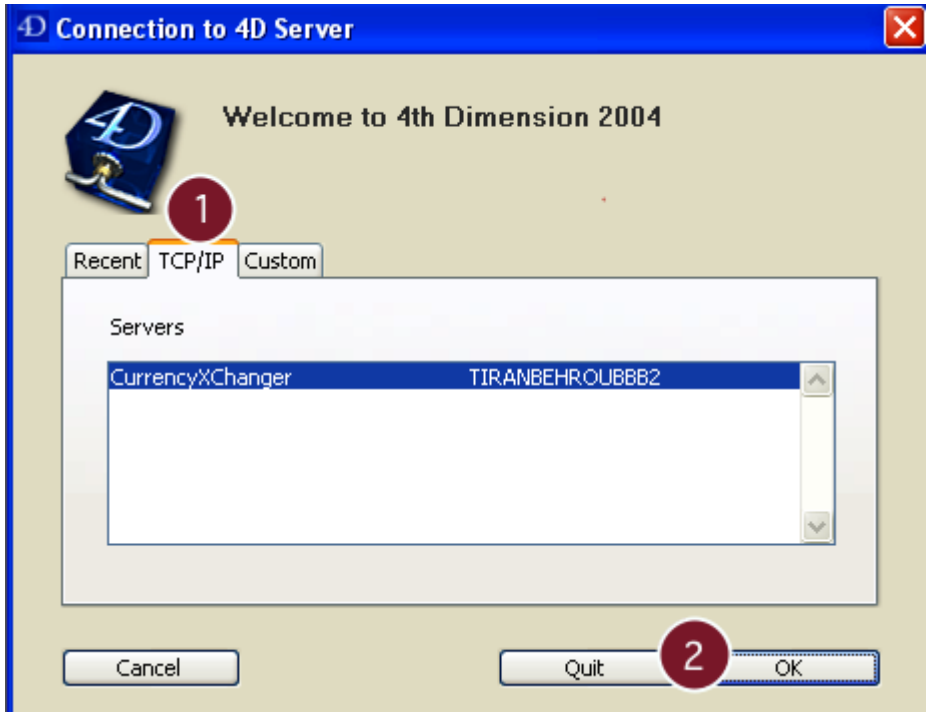
After a few seconds…

Double click CurrencyXchanger or highlight CurrencyXchanger and click OK.



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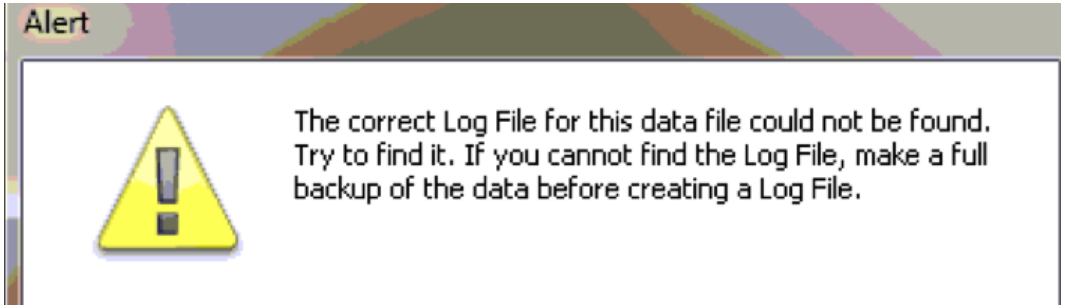
Error: The correct Log file cannot be found

Sometimes when you open the program, you may encounter an error about The Correct Log file is missing. In this case, you may have to create a new Log file. This error should not happen very often.

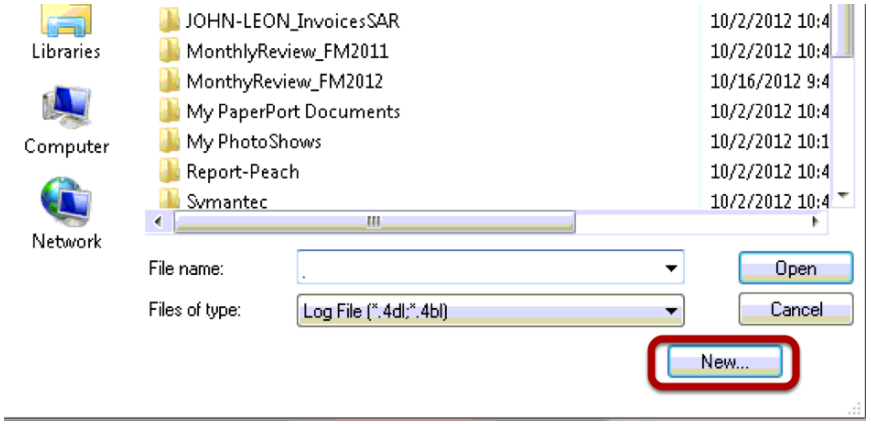
Sometimes, the database may crash during startup due to a corrupt Log file. In the latter case, you have to manually delete the Log file (NOT THE DATA FILES) and run the program again. In this section we show how to create a new log file.

Notes: The Log file has a .4DL extension.

Press OK



This dialog is looking for a the location of the Log file on your drive. Click New...



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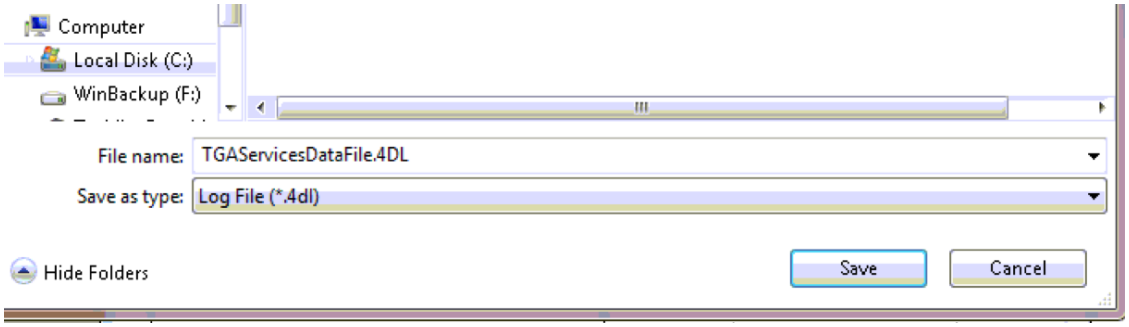
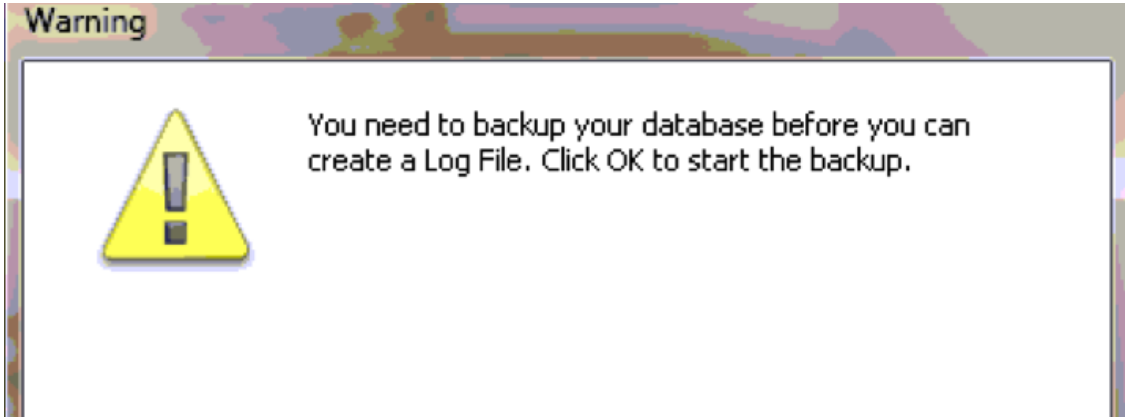
Please the log file somewhere close to the data files or the backup files and Save.



When you see the above alert, click OK and let the system make a full backup of your datafiles. After that, the database should be working as usual.



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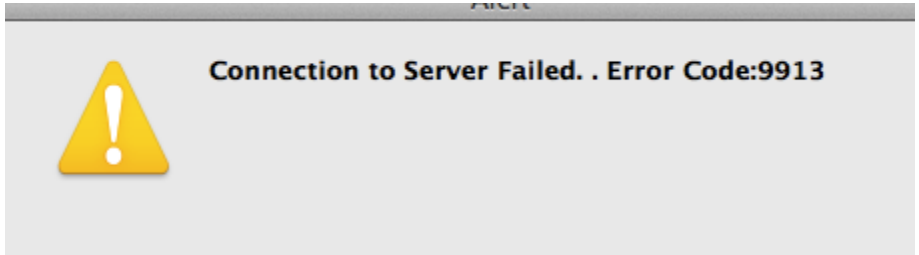
Error -9913 or -9926: Connection to Server Failed

This error occurs when CurrencyXchanger cannot connect to the sanction list and rate server. You need to be connected to the internet for the system to be able to connect to the rate server and the sanction list server. Check your internet connection and make sure that you are connected to the internet before calling Clear View Systems.

This error **will not prevent** you from working with the system. However, when you enter a new customer , the system cannot perform the usual sanction list checks on the customer. Furthermore, the system won't be able to chekc the sanction



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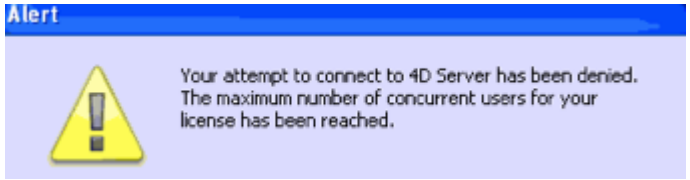
Error -12: Maximum number of concurrent users reached (4D Client)

You are trying to connect to 4D Server using 4D client but the system doesn't let you. Every deployment of 4D Server has a maximum number of concurrent users. If you try to connect more users than you have licenses for, then system will not let you. In that case, you have to either purchase an additional 4D Client Extension license or simply ask one of the other users to quit the program so that you can connect.

Maximum number of users reached



Error -12

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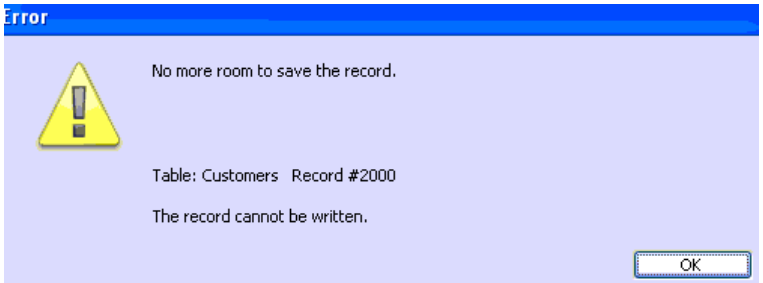
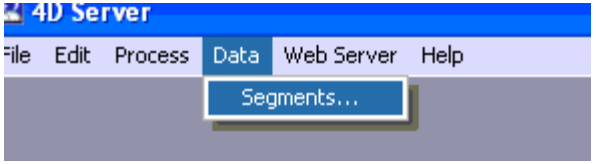
Error: No more room to save the record!

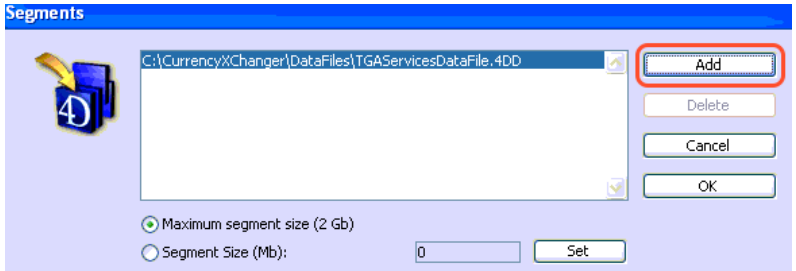
If you ever try to save a record and get an error no more room to save a record and you are sure that the hard drive has enough space to save data, it means that your data file has become larger than 2 Gigs and 4D needs to create another one. This was a limitation of older operating systems (32 bit) which didn't allow a single file to be larger than 2 Gigabytes.



If you are running 4D Server, then go to the server program. From the 'Data' menu select 'Segments...'



By default a datefile has about 2Gigs of capacity. If you exceed this amount, you can create additional segments to be linked together to form a datafile over 2 Gigs.



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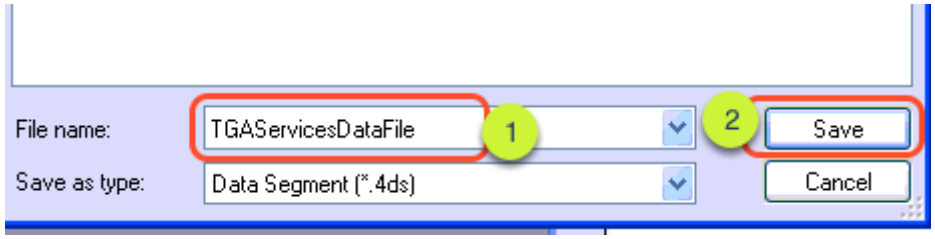
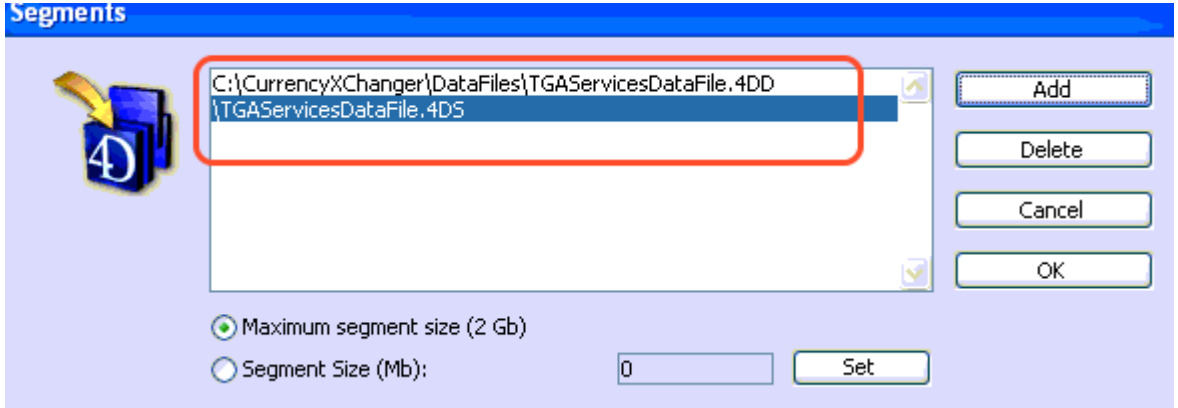
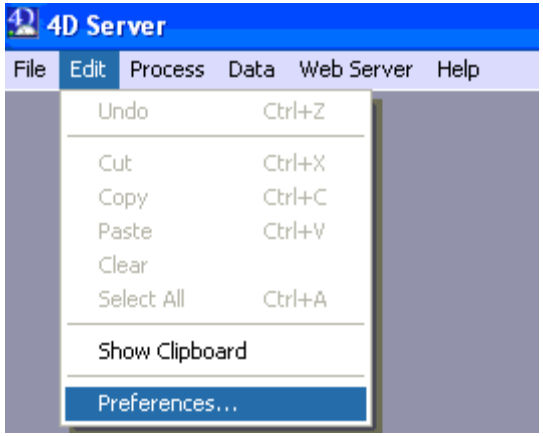
Name your new segment file.



Now you can see the second line is linked to the first one.





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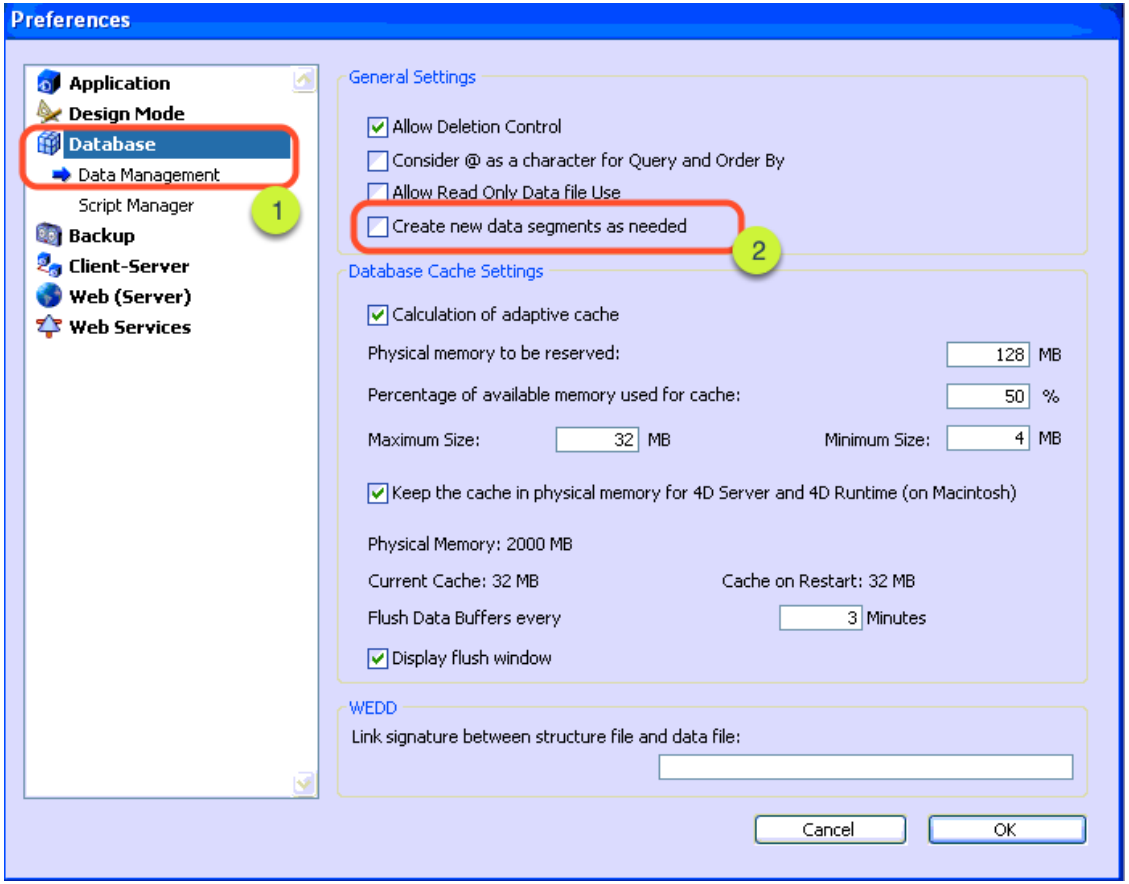
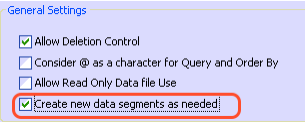
How to turn on automatic segment creation?

In order to make sure that you never encounter a segment full (or data cannot be written error), you can check a box to allow automatic segment creation.



Click the "create new datasegment as needed" checkbox.
You are done!



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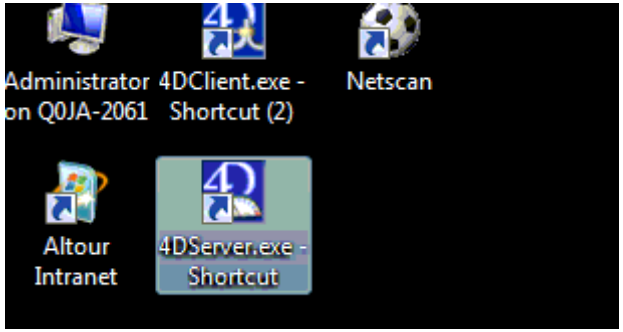
How to restart 4D Server?

CurrencyXchanger by *Clear View Systems Ltd*. (The software that runs the Foreign Exchange operation) runs on a database server called **4D Server**. 4D Server must be running at all times to ensure the front desk clerks can use the system.

- **4D Server** is a Database Server
- 4D Server is running on the Server Computer (back room)
- 4D Server must be running at all times
- All data is kept on the server (or on a location specified in the Backup Preference of 4D Server)
- All backups are done on the server
- If the Server is not running the 4D Cients cannot run
- Unless you really have to, do not quit 4D Server. Before quiting 4D Server warn users to save their data and exit the 4D Client
- If 4D Server is not running, 4D Client will send an error -10002 (Database cannot be used)

Open 4D Server

Double click 4D Server.exe shortcut.
A shortcut to 4D Server is usually placed on the desktop during the initial installations.
If you cannot find it on the desktop, look for the original file inside the C:\Program Files\4D_Programs\4D Server



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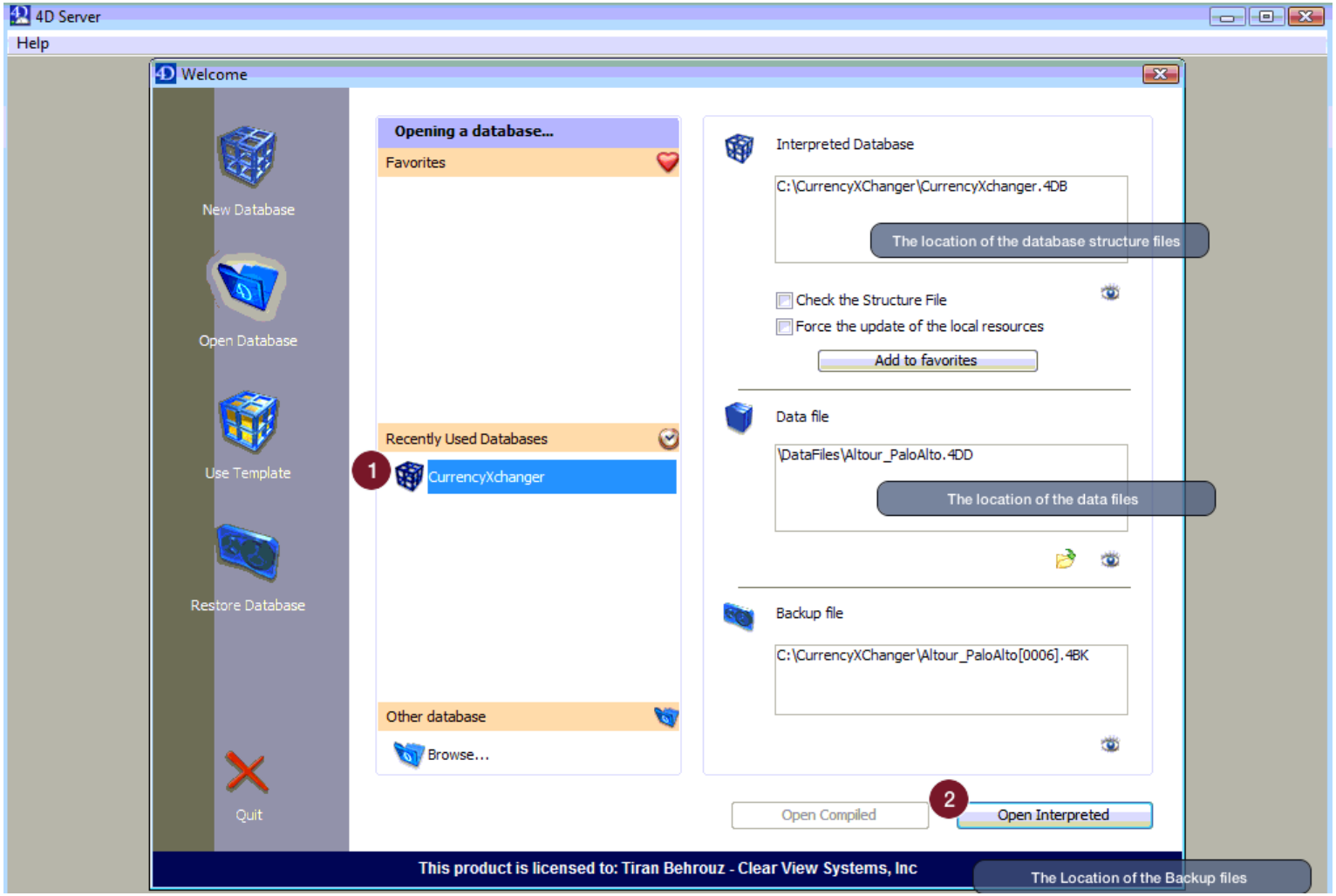
Open CurrencyXchanger

Once you open 4D Server, you should be presented with a dialog box similar to above.
Click the Open Interpreted button (2) or just double click CurrencyXchanger (1).



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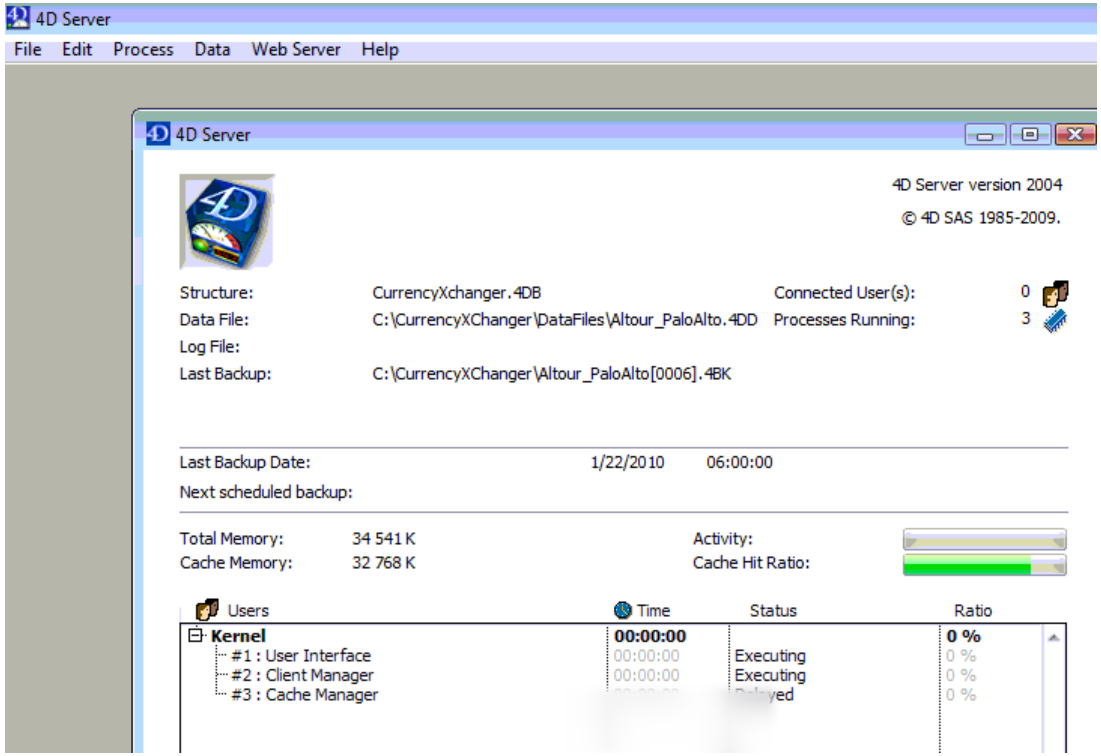
4D Server Monitor Window

When 4D Server is running, it displays a server monitor page like the snapshot above. 4D Server shows the number of connected computers (client computers) and active processes along with the percentage ratio each project is taking.

Now 4D Clients should be able to connect to the server.



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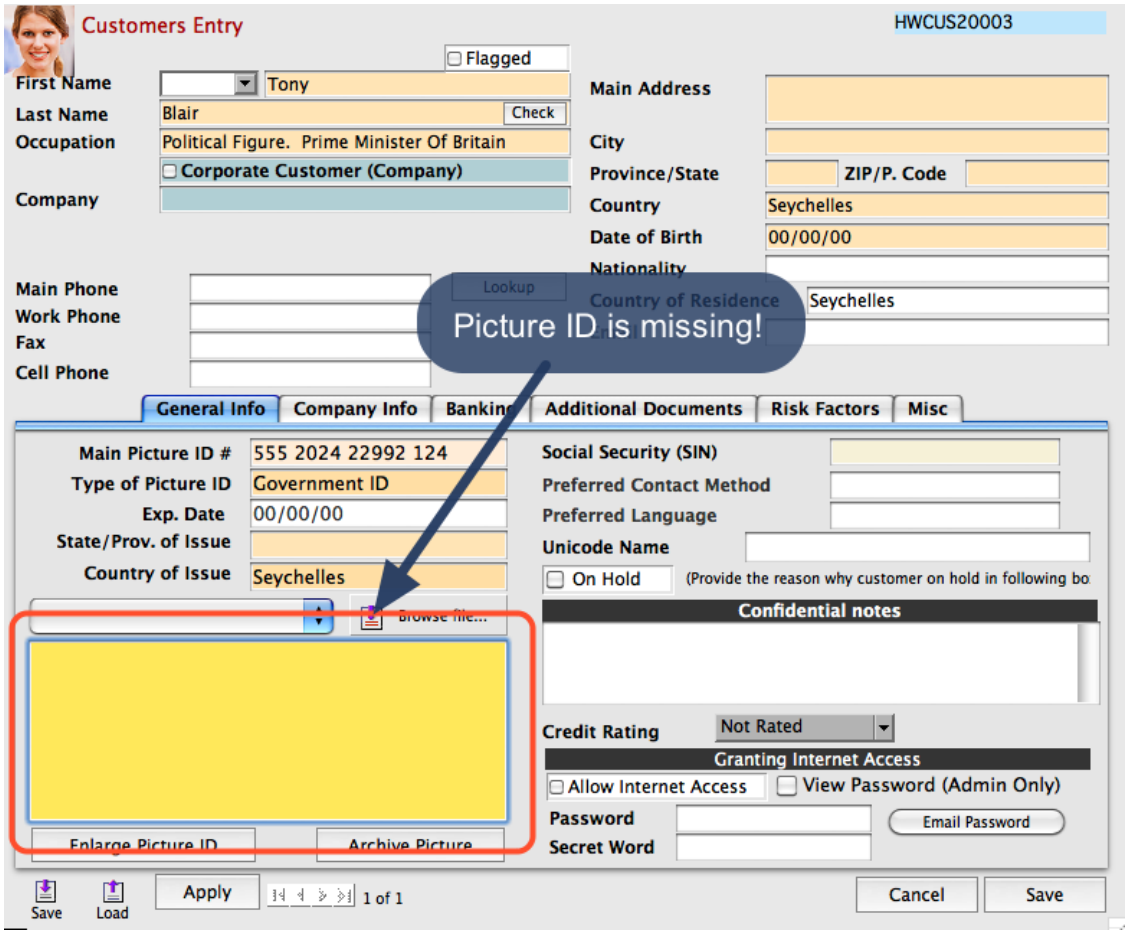
Picture IDs not visible

If you encounter a situation where you cannot see the picture ID in the customer profile, but you are sure that it has been attached previously, then most probaly the Apple Quicktime ® engine is not installed. Please refer to the installation instruction on how to install Quicktime on your machine.



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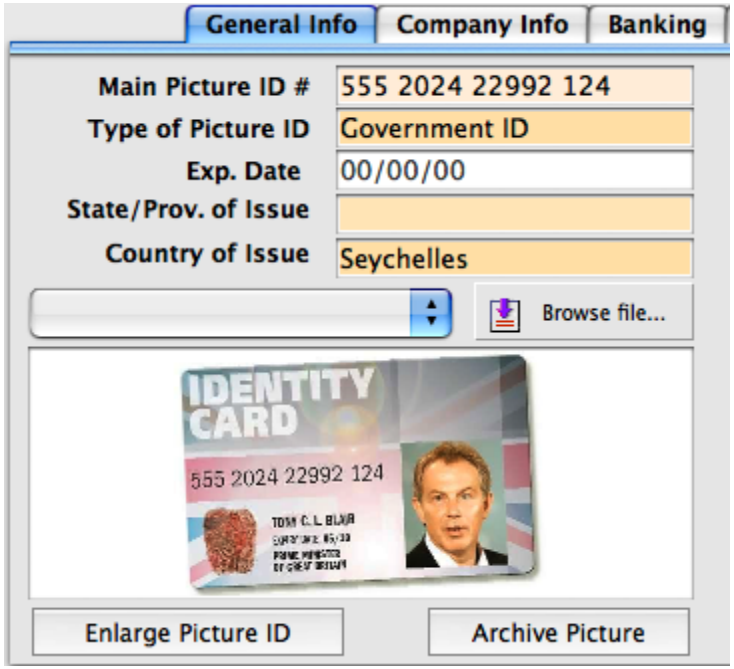
If Quicktime is installed properly, then the picture ID should be visible on the customer profile page.



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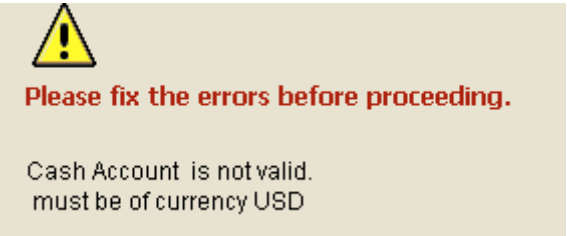
Error: Cash Account is not valid!

There is an error that happens occasionally during invoicing.

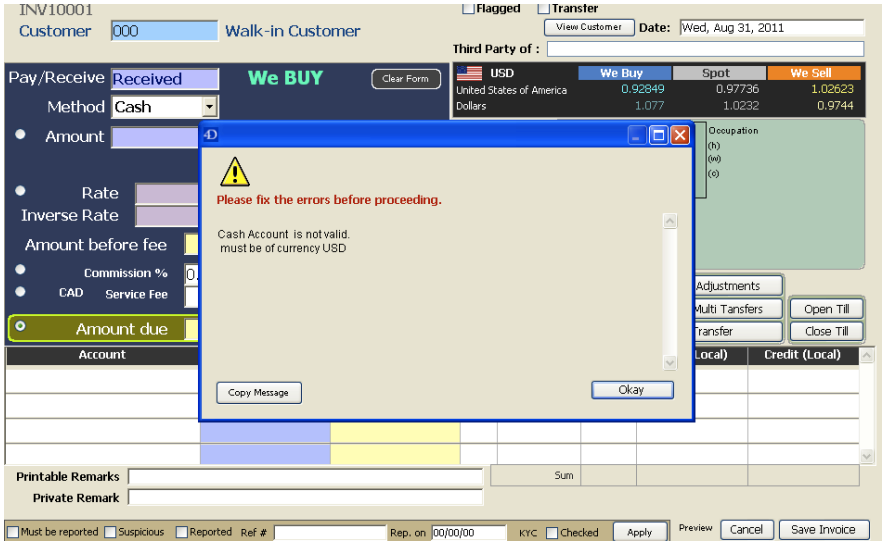
The error



Invoicing problem

If you see this error during 'Add Row' in the invoice, it could mean several things:

- You may not be signed in with the till (make sure to sign-in with the till)
- You may be signed in but the cash accounts are not assigned to the user yet (restarting the program should fix this)
- You may not have created the currency in the system. (Add the currency first, then restart the program)



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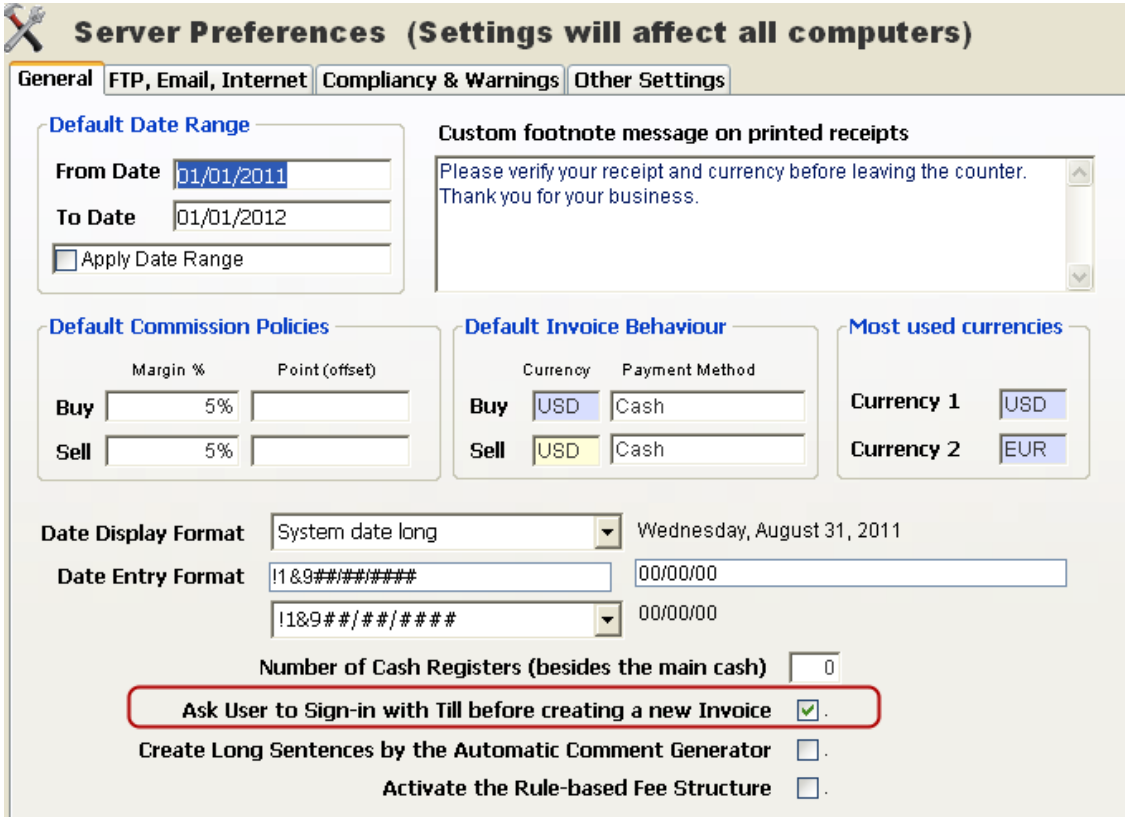
Changing a setting in the Server Preferences

It may help to change the Server Preference to warn the user if they are not signed-in with a Till.



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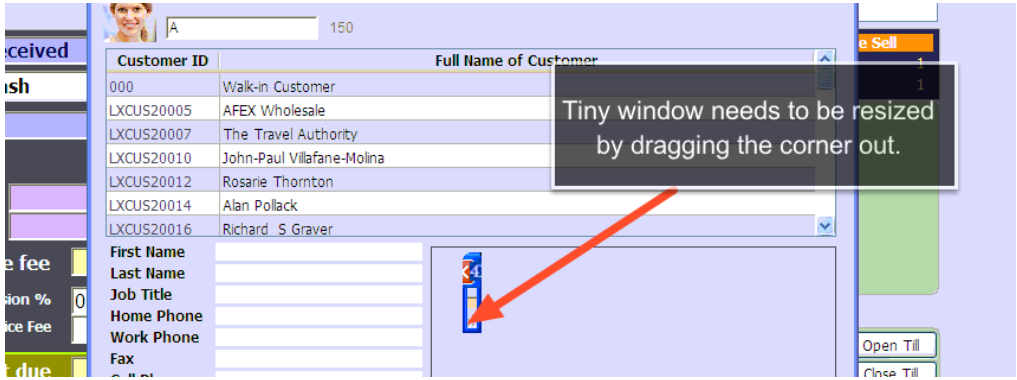
Window size is too small

There are times that a user opens a window and sees a tiny window appear on the screen instead of a normal window size. This is quite a common problem with many

The odd window

As you can see the window in the middle of the screen is not displaying correctly. You would have to try to resize the window by dragging the lower right corner.



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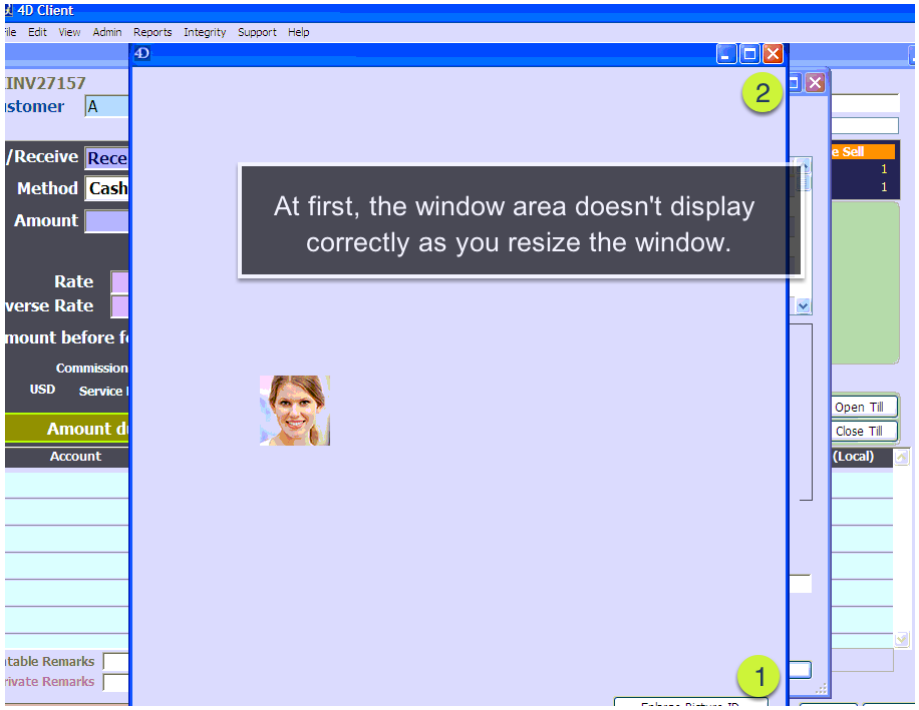
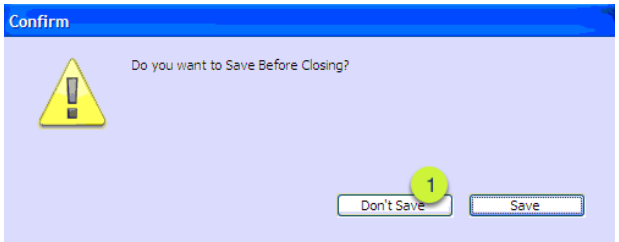
Odd resizing behavior

You will notice that as you resize the window, the window area doesn't display the content properly. Don't despair at this point as you are doing okay. Once the window is resized, the click on the close window (red button) to close the window.



Don't Save

As you try to close the window, the system will ask you if you would like to save. If this is the case, click "Don't Save"



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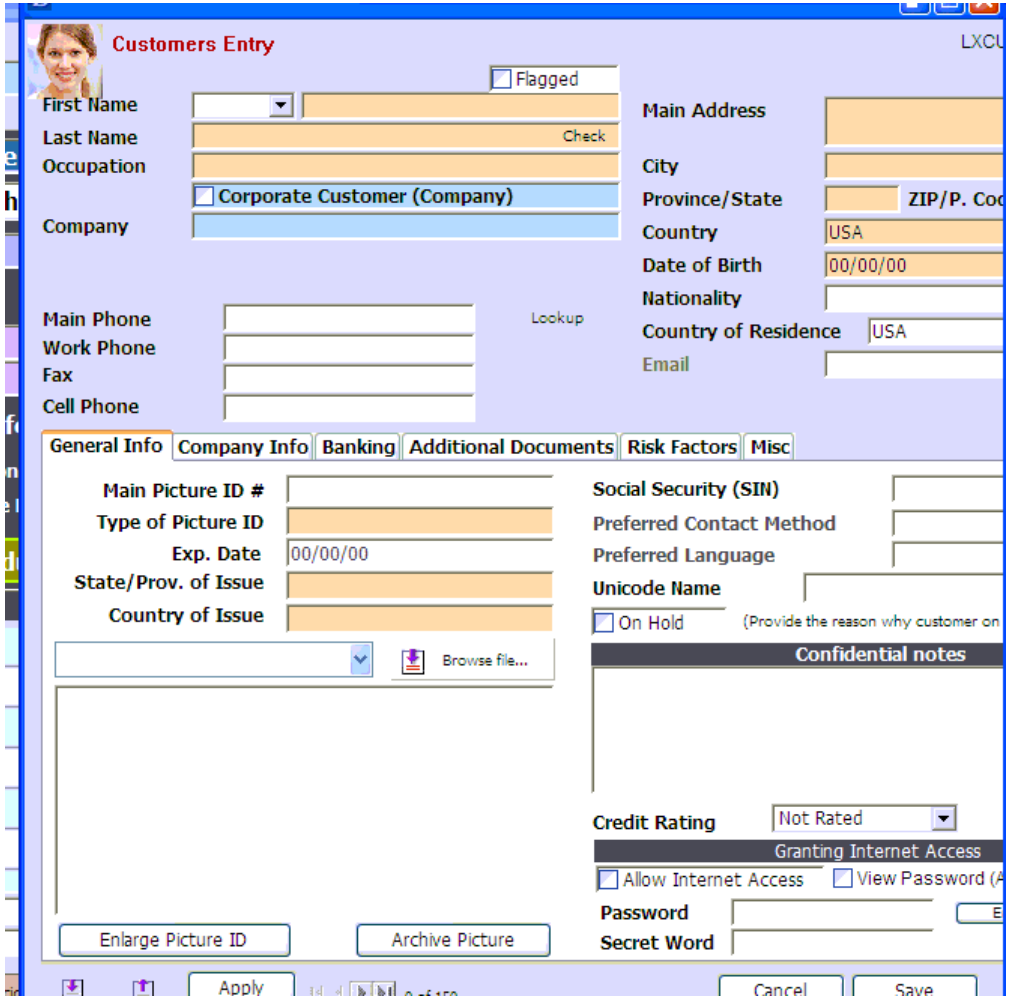
Second Attempt

Now the second time that you try to open the same window, you would notice that the window is displaying its content correctly. However, as you see on the above screen, it still is not properly resize, so we may need to resize it a bit more.



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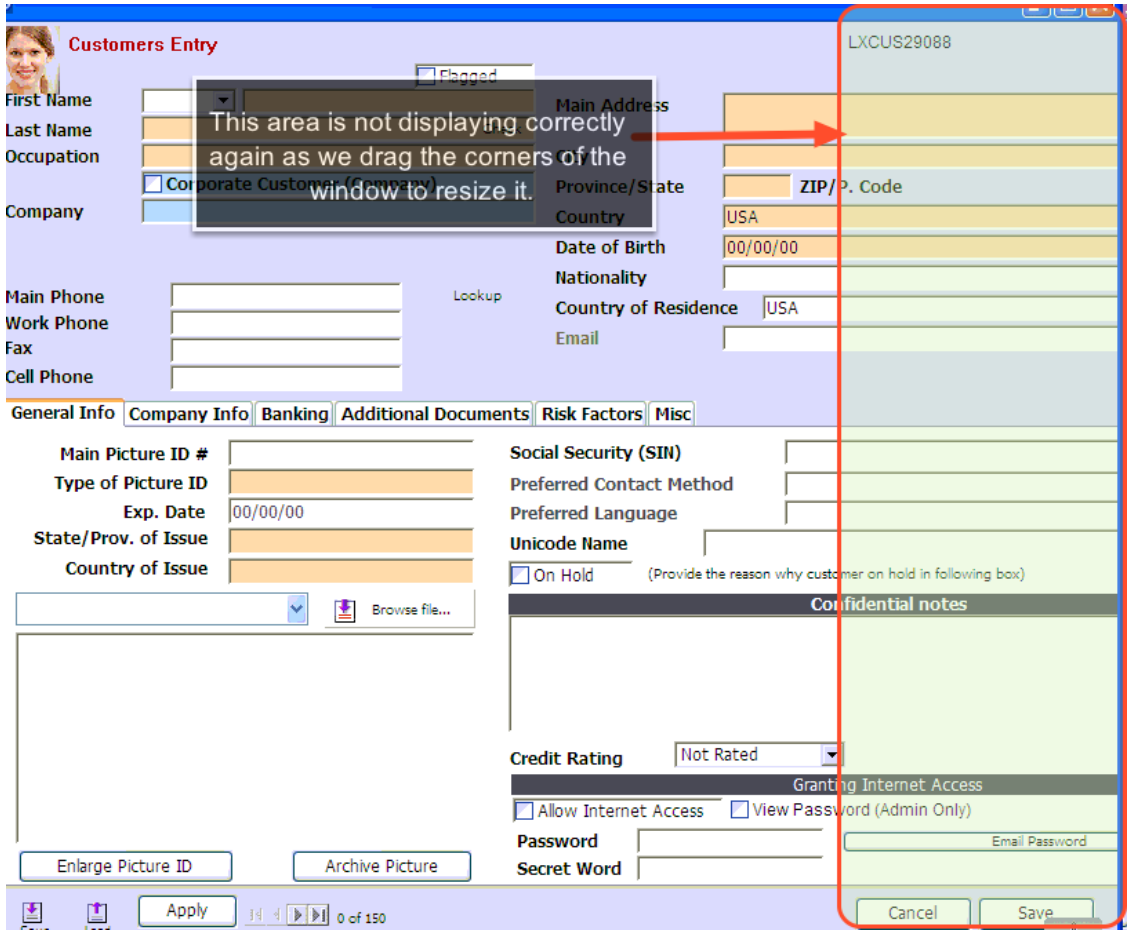
Second attempt at resizing

The shaded area is still not displaying corrently as we resize the window in our second attempt. However, we are getting close to the original screen size.



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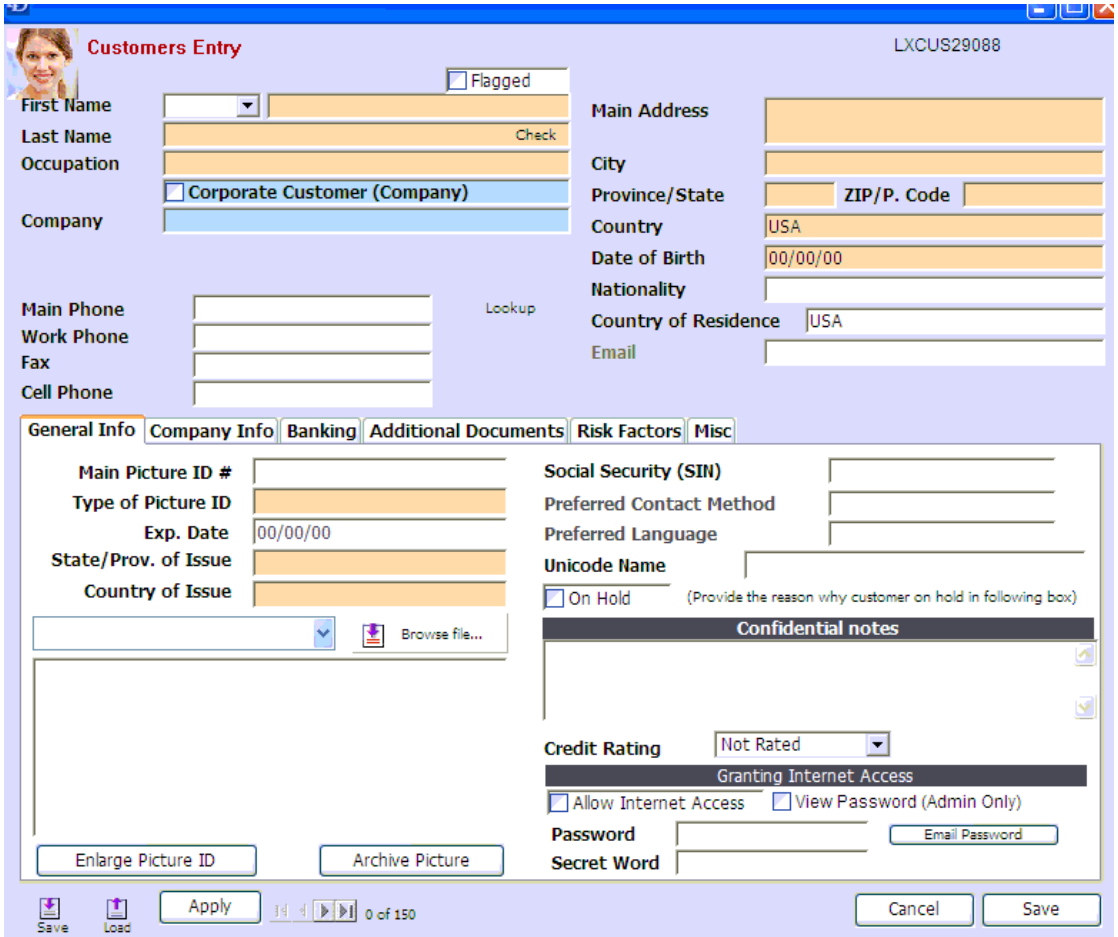
Finally!

Finally, after our second attempt it looks like the window is displaying correctly. Now you could do your business as usual.



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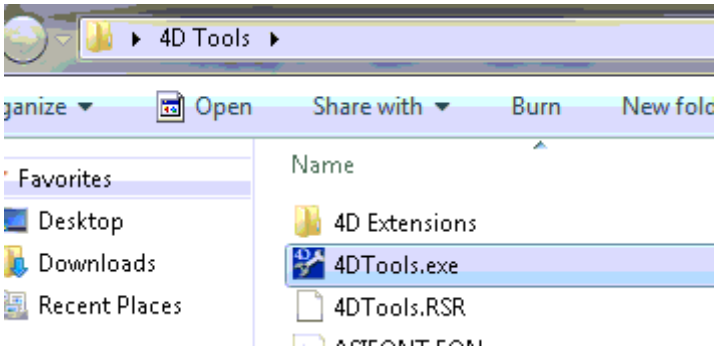
4D Tools is a program that can help you fix damaged files and database structures.

Download 4D Tools

Download 4D Tools from the above URL

Unzip the 4D_Tools.zip folder and run 4DTools.exe



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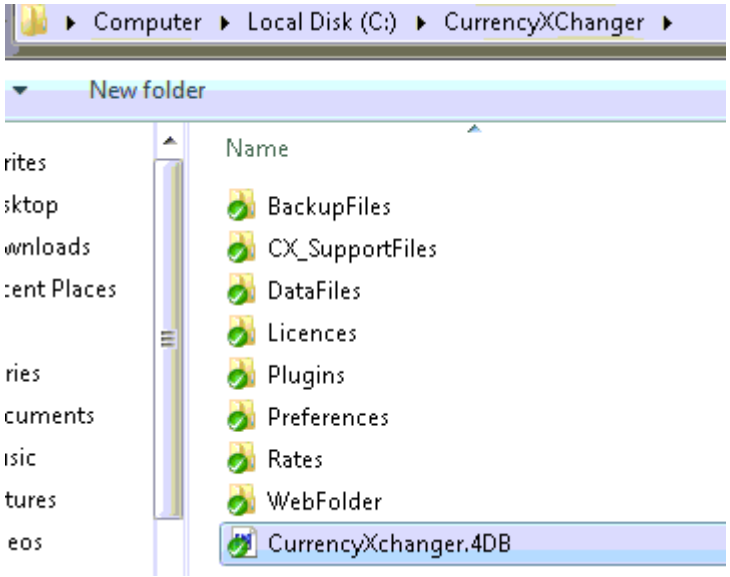
Open the structure file "CurrencyXchanger.4DB"

The structure file needs to be opened with 4D Tools. Locate the file called "CurrencyXchanger.4DB" and open it using 4D Tools.



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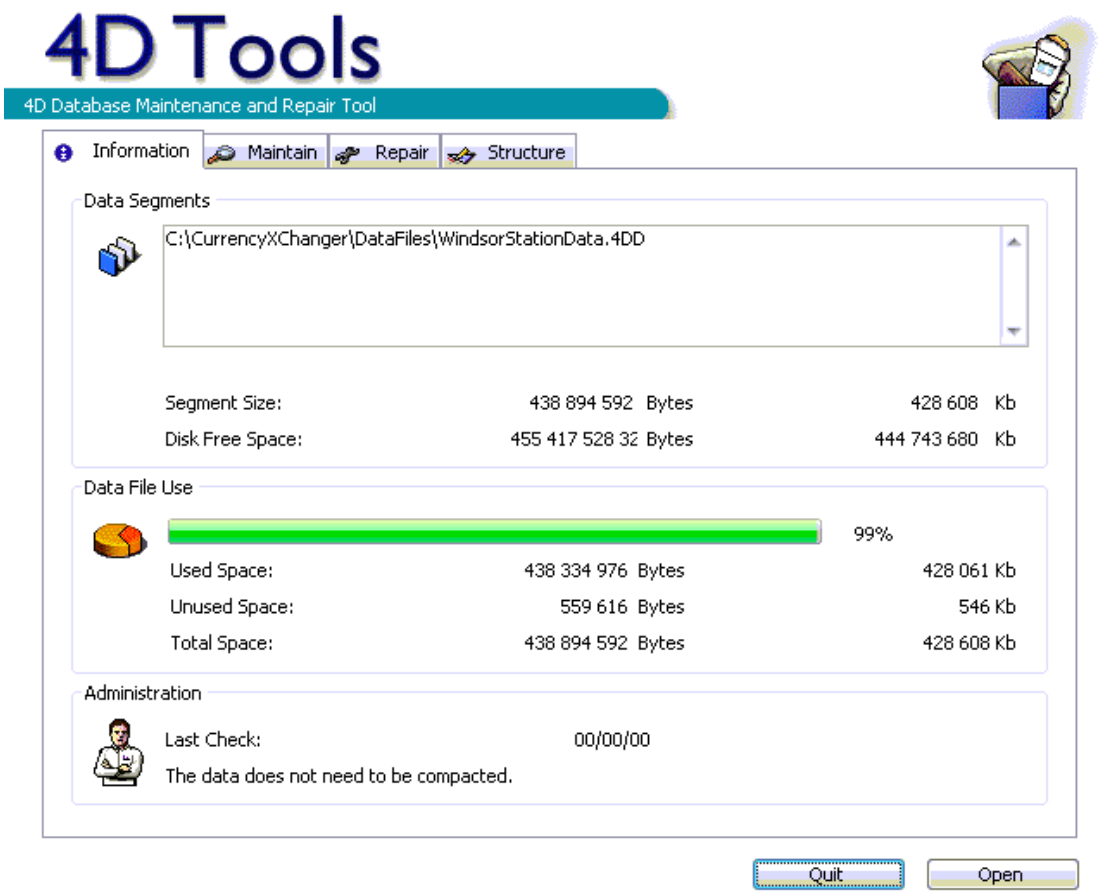
4D Tools at first glance

There are 4 tabs in 4D Tools: Information, Maitain, Repair, and Structure. The maintenance tab is to check for damaged records and index tables. Index tables are used by the database for searching important keywords.



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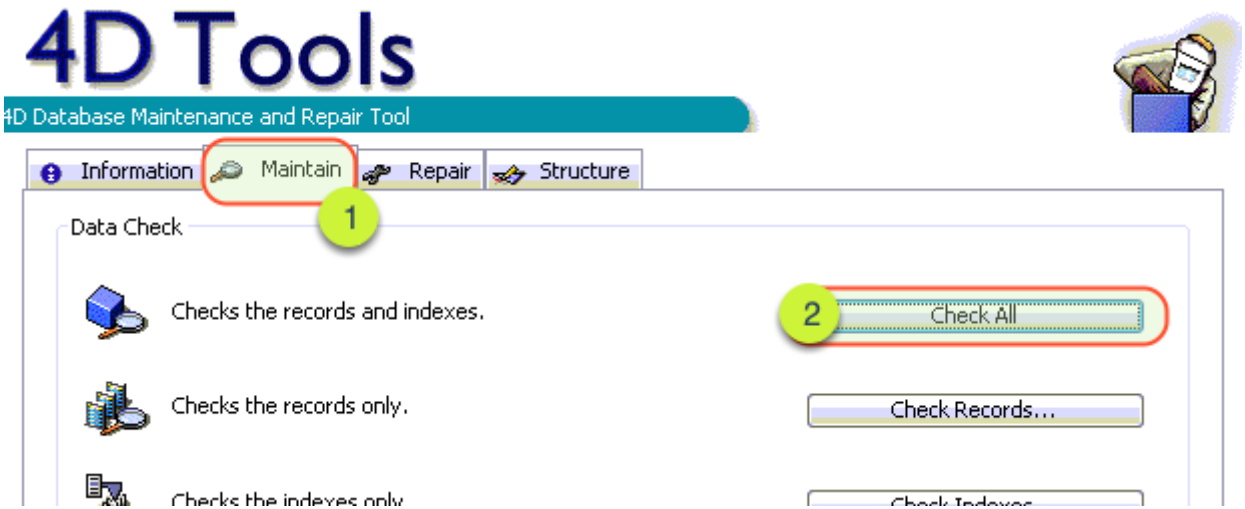
Check the records and Indexes

Click on the second tab (Maintain) and then click Check All.



Make sure everything is OK

After you check the structure and indexes, 4D Tools should display the above message.

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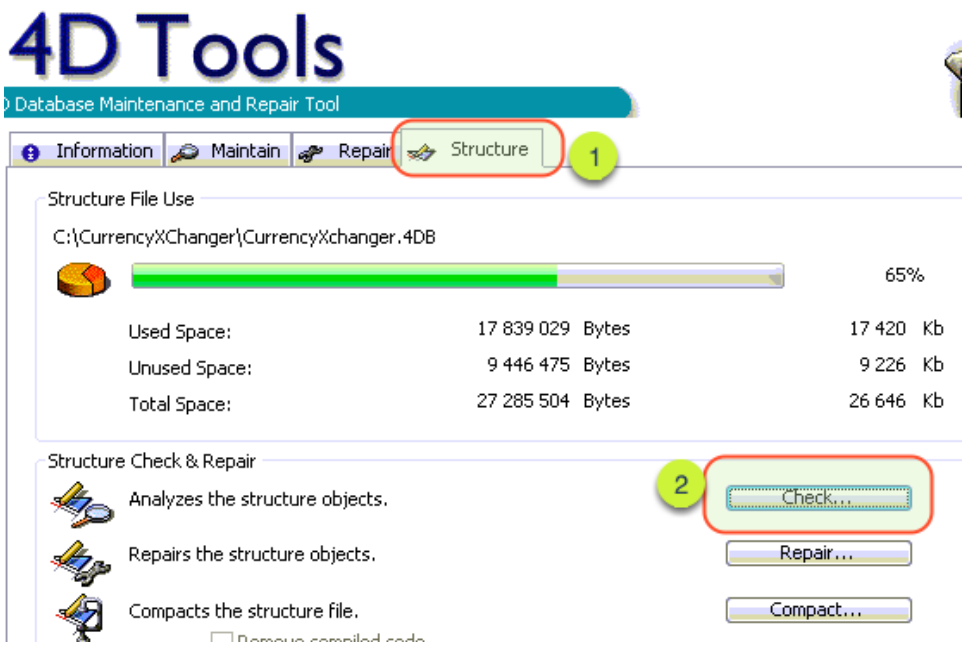
Check the Structure File only

You can also check the Structure file separately by going to the "Structure" tab and pushing "Check..."



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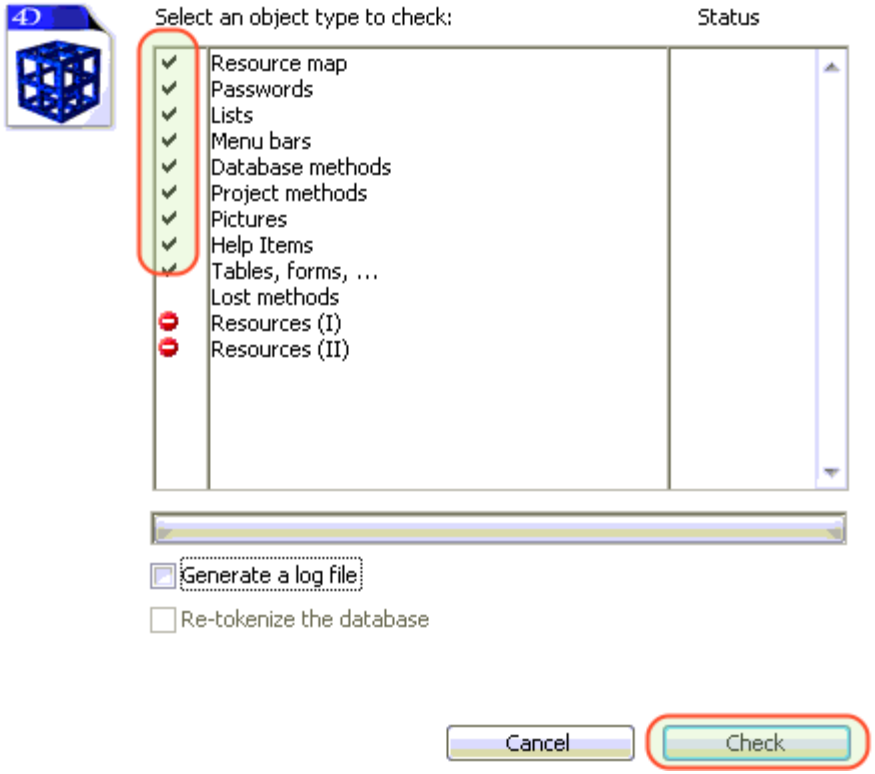
Make sure all steps are okay

4D Tools should display a checkmark for every check perfomed.



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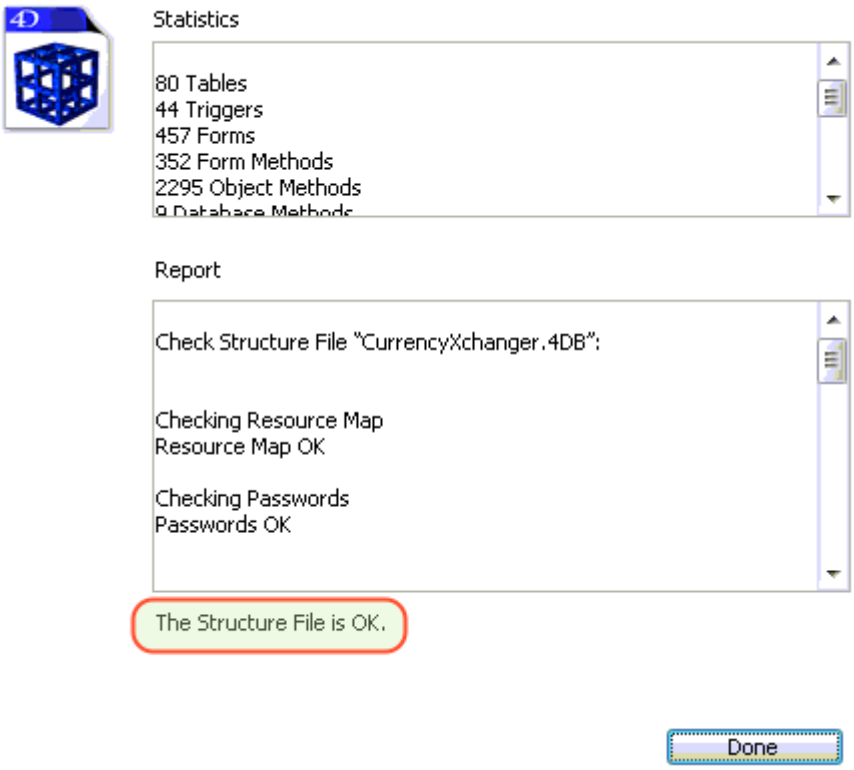
Structure OK



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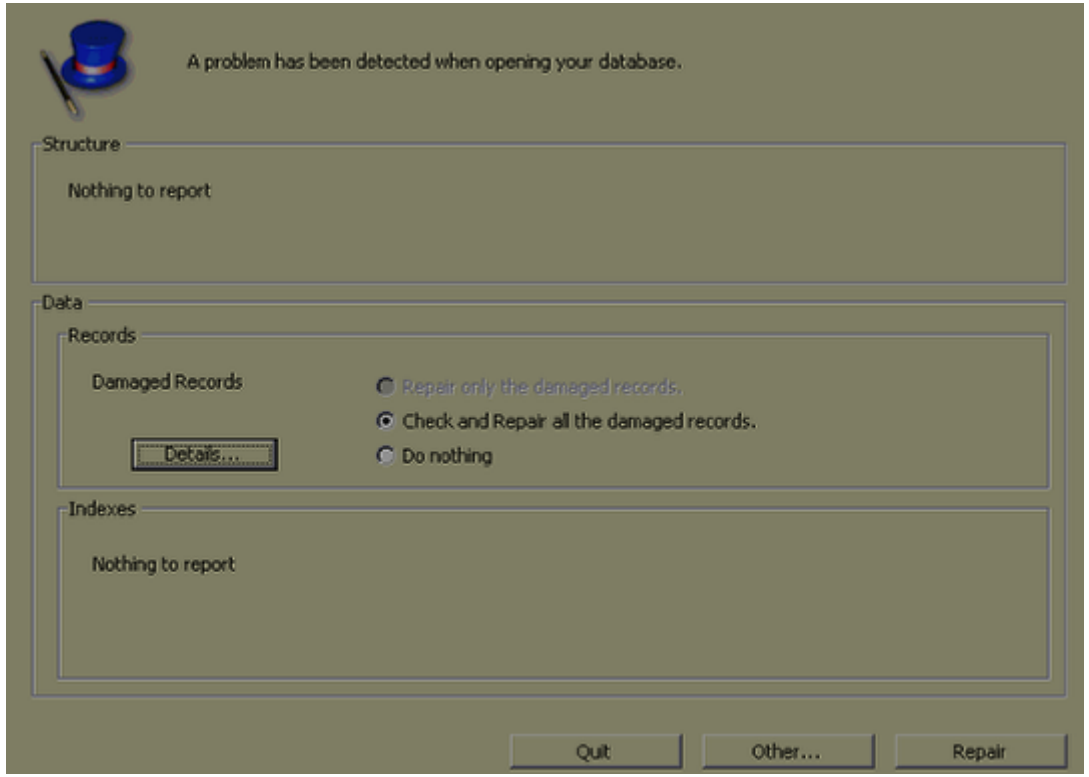
When a problem is detected by 4D Tools

When a problem is detected 4D Tools will notify you that something is wrong and it will give you choices to fix/repair the damaged files or records. In the above example, 4D Tools has detected damaged records. Click on "Repair" and let 4D Tools go through repairing the data files.



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First Name

Middle Name

Last Name

Company

Cell Phone

Home Phone

Next Page

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End of Year Procedure

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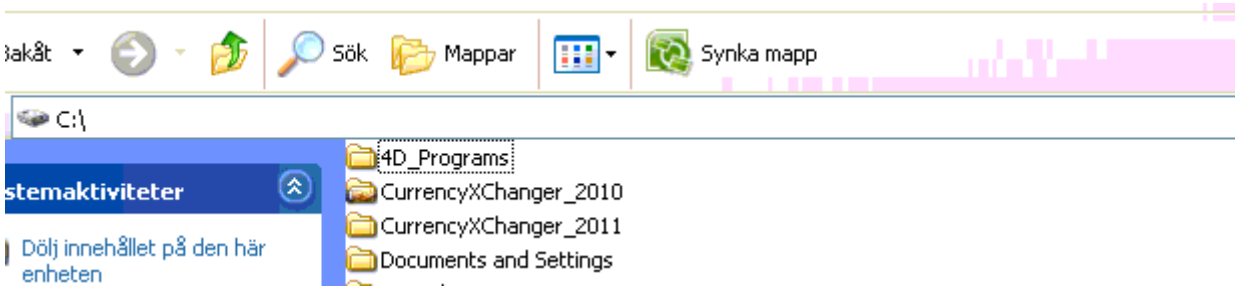
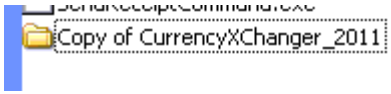
Splitting the data files

Prior to separating the datafiles, make sure that you close all 4D clients and then 4D Server (if running in Server mode). In stadalone situation, make sure that you quit 4D Runtime or exit CurrencyXchanger.

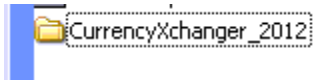
You need to spot the "CurrencyXChanger" folder on your hard drive (usually in the root folder C:\) and dupplicate the folder and rename it. You could do this by copying the folder and the pasting it in the same location.



When you PASTE the folder it will be renamed by the OS.



Rename it to something meaningful (Say add _2012 to distinguish between 2011 files and 2012 files).
IT IS VERY IMPORTANT TO NAME ALL THE FILES CONSISTENTLY.



Open the new folder and find the DataFiles folder and rename it too. The DataFiles folder is inside the CurrencyXchanger folder.

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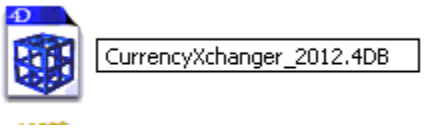
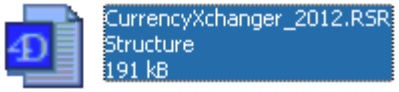
Remember to be consistent with the renaming, say always add the same postfix (e.g._2012).

Now rename the structure file.



And also rename the structure resource files. If you cannot see the extension of the file (.RSR) then you should rename all files consistently. If you rename a file inconsistently this process will not work and the database won't be able to work.



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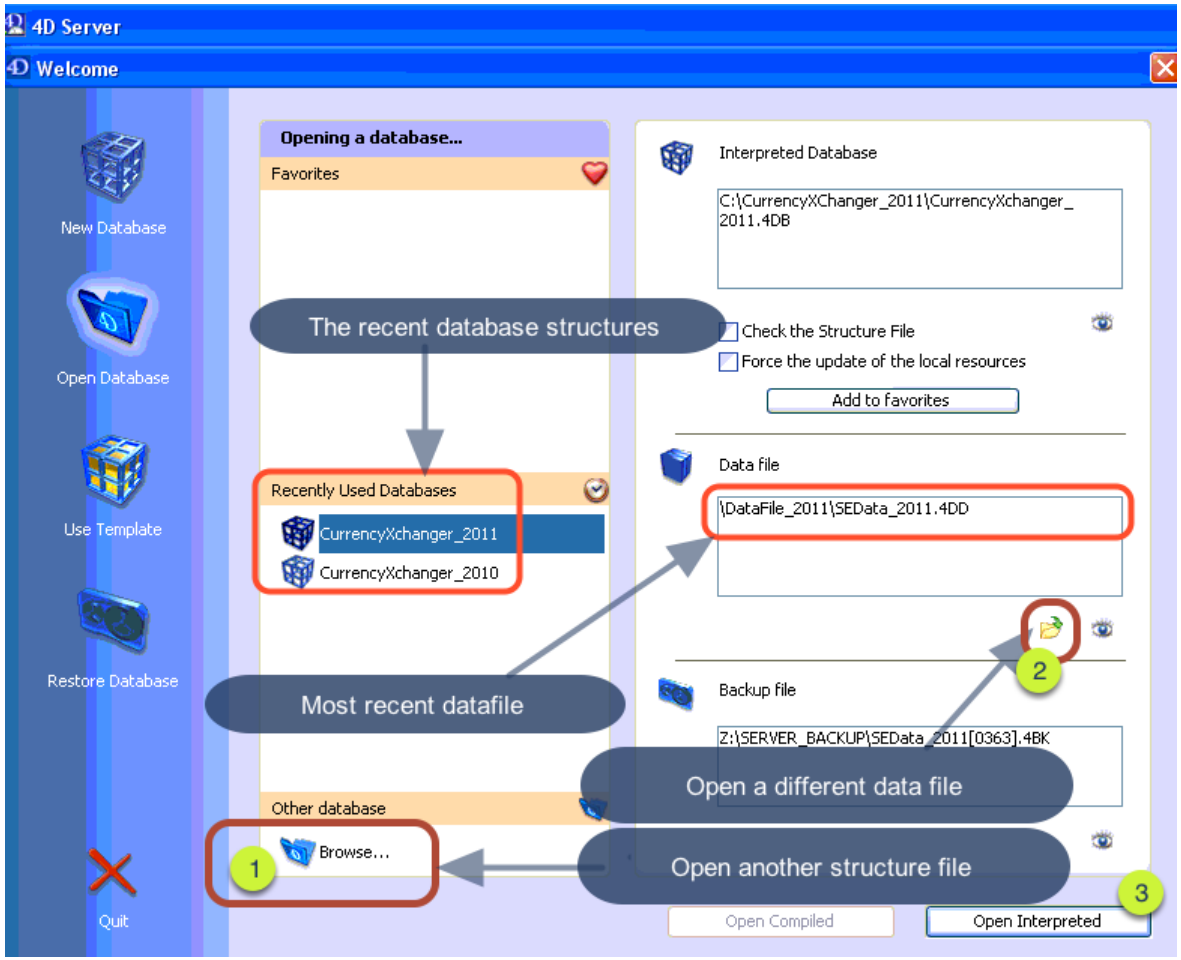
1) Open the new renamed structure file by clicking 'Browse' (see step below)
2) Open the new data file (see two steps below)
3) Click 'Open Interpreted'.



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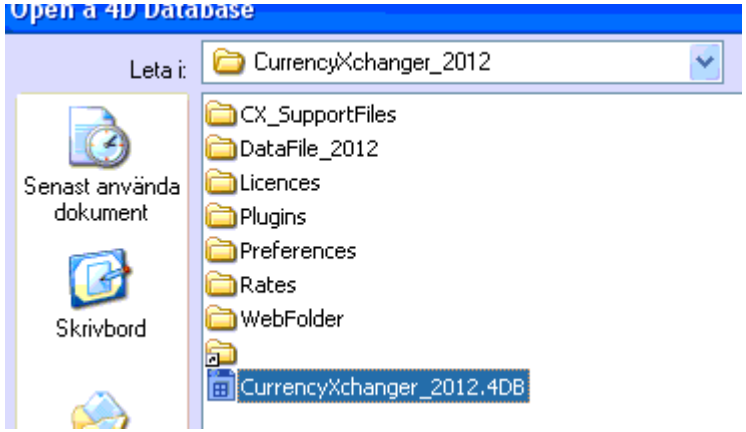
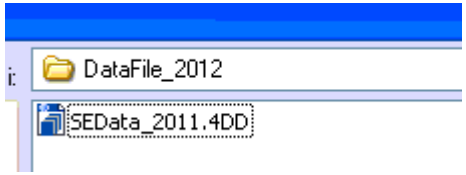
Opening the new structure file

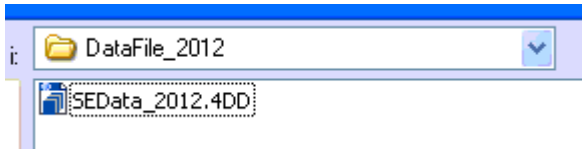


Rename the datafile

If you pay attention, you can see that the data file in this step is still using 2011, although it is located in the 2012 folder. By right clicking on the data file, you can rename it.



After you renamed the datafile, you can now open it.



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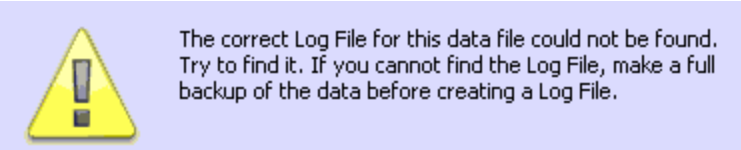
Missing Log File

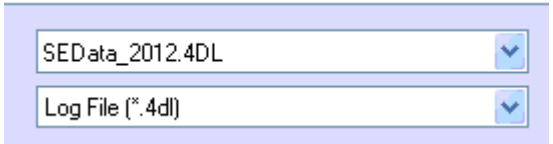
Since the datafile is renamed, 4D will not be able to associate the old log file to the new data file, therefore it will give you the above error message. **At this point you have to create a new log file.**



Creating a new Log File

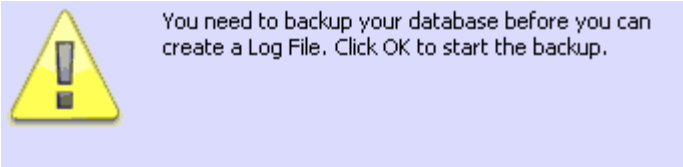
Create a new log file by clicking the new button.

Make sure that you rename the log file consistent with the data files and structure file (adding the correct postfix 2012).



Backup

After you create a new log file, the database needs to backup.



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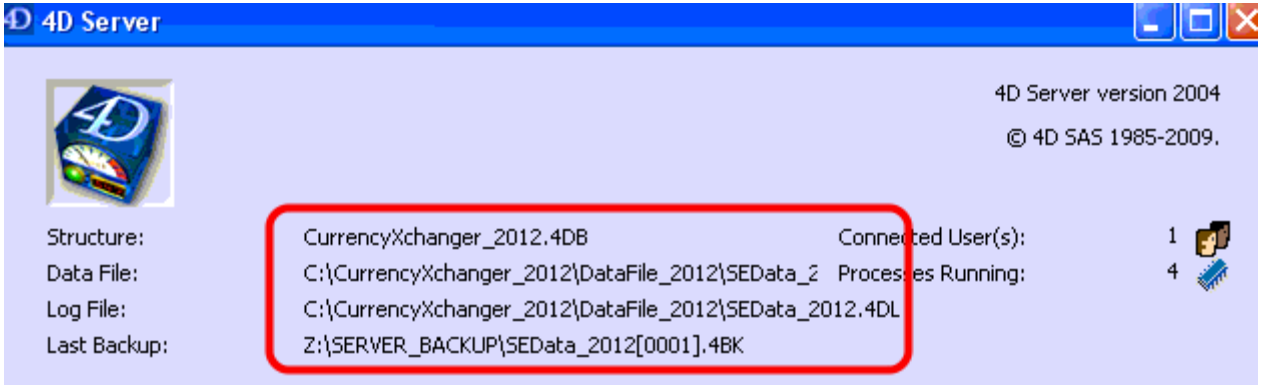
One last check.

At this point, the structure file, data file, log file and backup file should all be postfixed with _2012. Run 4D client and make sure that all data from last year is still avaialable.



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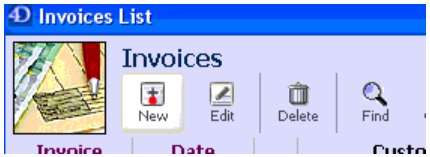
Storing end of year balances

At this stage we assume that you have already created a new datafile for the new year and you are now ready to delete last years transactions. Tosave time re-entering all opening balances from scratch, you can save them and reload them for the new year. This can be achieved by:

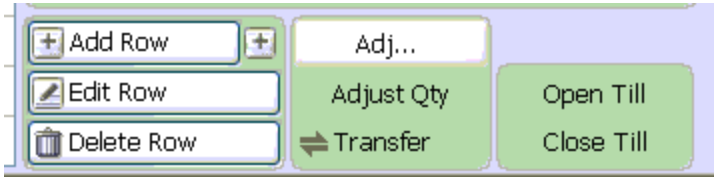
1) Saving all balances snapshot from last year (2011)
2) Deleting all transactions
3) Loading the closing balances from last year instead of re-entering them manually

Click New Invoice to create a new invoice.



Saving all the account balances

Click the "Adjustment" button (from withing a new invoice).



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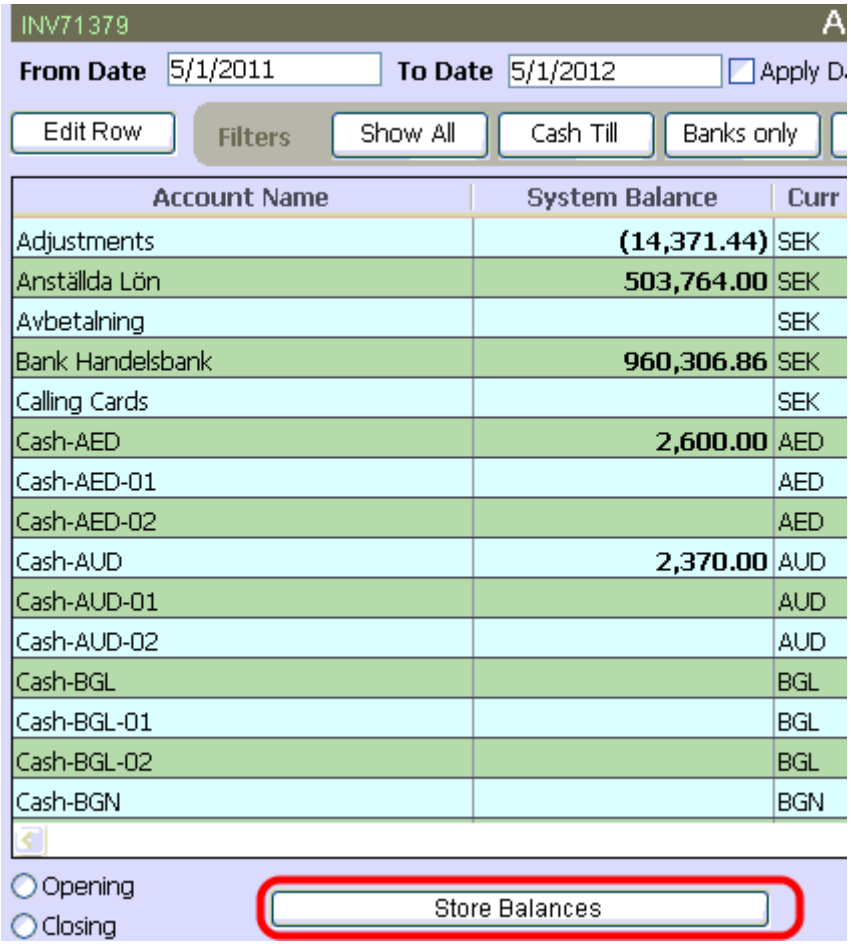
Saving all balances

At the bottom of the "Adjustment" window there is a button for storing all balances. Click the button.



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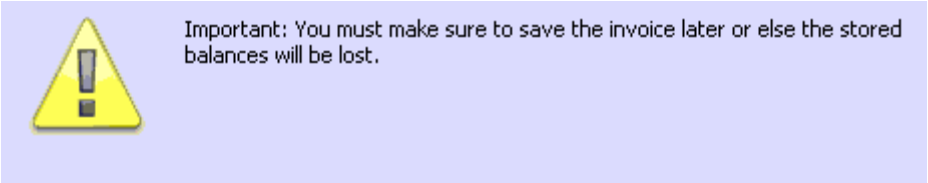
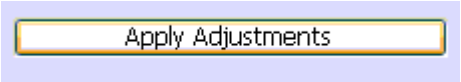
Save the balances, giving it a name (lable) that you can recall later. Since these balances are End of Year 2011 balances, you can label it EOY-2011. **If you forget the label, you can not reload the balances later so it is recommended that you write it down.**

Important Alert!

You will receive an alert about saving this invoice. If you don't save the invoices, the balances won't be stored.



At this point no adjustments were made so even after you apply the adjustment (next step) the invoice looks completely empty. However, the snapshots of the account balances are stored in a storage area that is not visitble in the invoice. It is important to remember to save the invoice after applying the adjustments.



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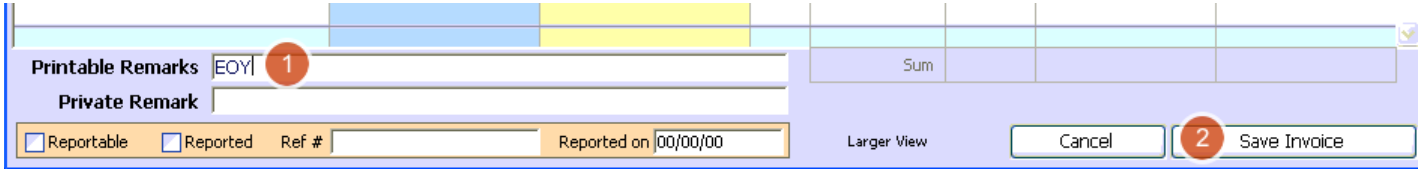
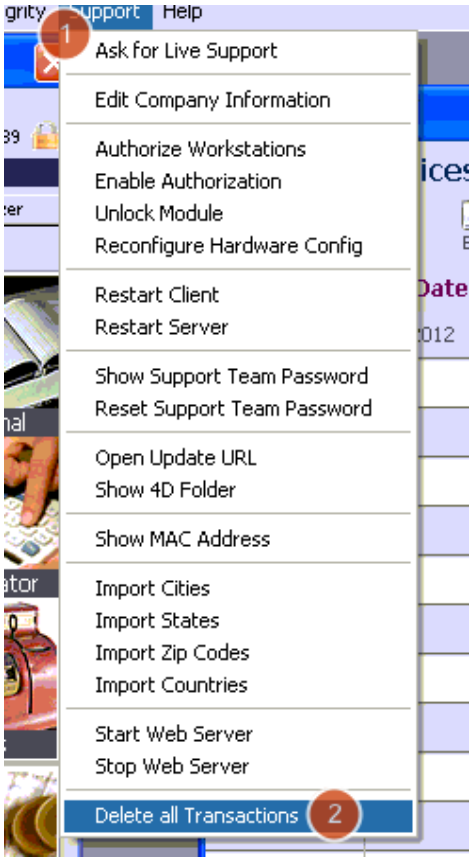
Since the invoice is emply, you cannot save the invoice without entering a 'printable remark', so enter some text in the printable remark and save the invoice.



Deleting last year's transactions

Delete all transactions.



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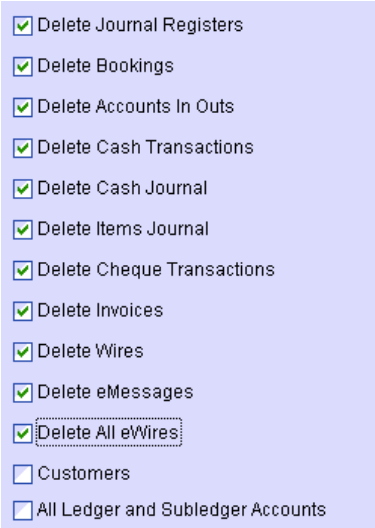
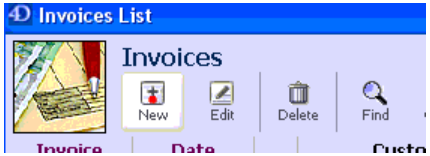
Make sure not to delete the customers and/or ledgers and sub-ledgers. Everything else can be deleted.



Create a new Invoice

Now it's time to create a new Invoice and reload end of year balances.



Click the Adjustment button.

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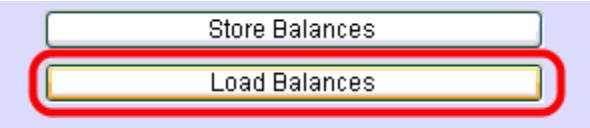
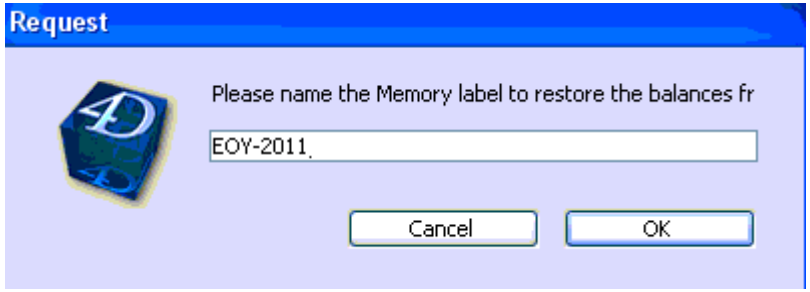
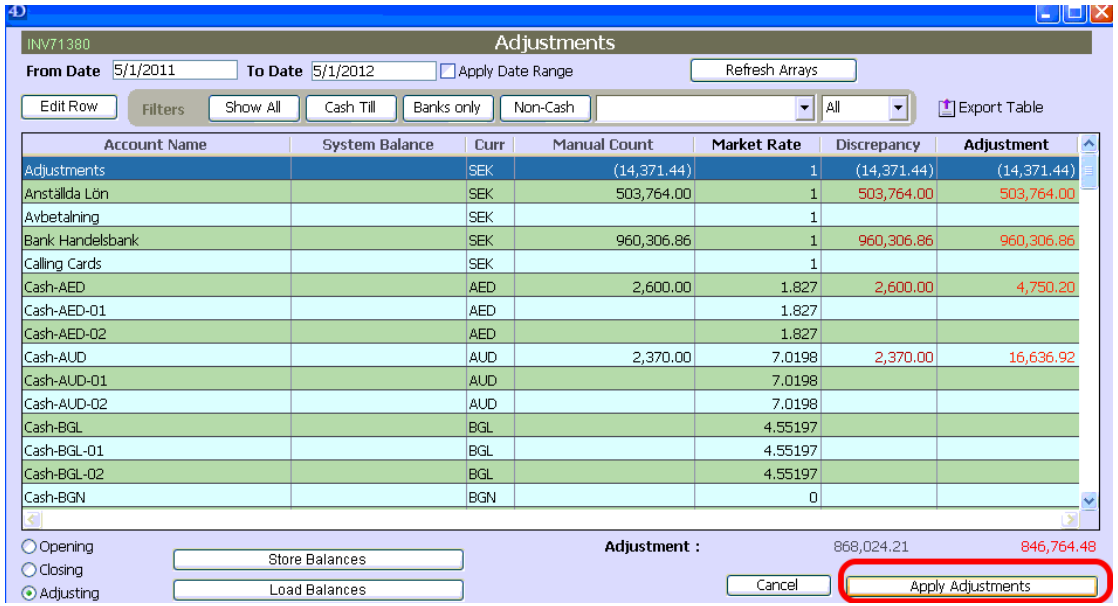
Click the Load Balances.



Remember to use the label you use to save the end-of-year snapshot (e.g. EOY_2011).



All balances should reload magically. Now you click the "Apply Adjustments".



Account Name	System Balance	Curr	Manual Count	Market Rate	Discrepancy	Adjustment
Adjustments		SEK	(14,371.44)	1	(14,371.44)	(14,371.44)
Anställda Lön		SEK	503,764.00	1	503,764.00	503,764.00
Avbetalning		SEK		1		
Bank Handelsbank		SEK	960,306.86	1	960,306.86	960,306.86
Calling Cards		SEK		1		
Cash-AED		AED	2,600.00	1.827	2,600.00	4,750.20
Cash-AED-01		AED		1.827		
Cash-AED-02		AED		1.827		
Cash-AUD		AUD	2,370.00	7.0198	2,370.00	16,636.92
Cash-AUD-01		AUD		7.0198		
Cash-AUD-02		AUD		7.0198		
Cash-BGL		BGL		4.55197		
Cash-BGL-01		BGL		4.55197		
Cash-BGL-02		BGL		4.55197		
Cash-BGN		BGN		0		

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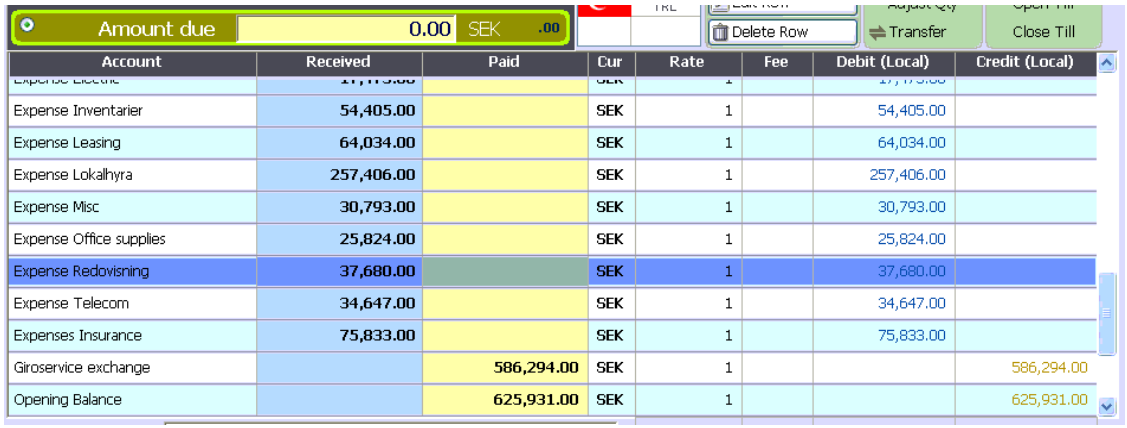
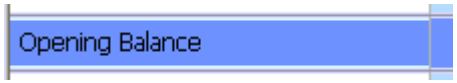
Back to the invoice page and all accounts shall have their balances loaded into them. If you don't see all accounts loading up, you should click a few times in the invoice lines area (on the empty lines).



Account	Received	Paid	Cur	Rate	Fee	Debit (Local)	Credit (Local)
Expense Inventarier	54,405.00		SEK	1		54,405.00	
Expense Leasing	64,034.00		SEK	1		64,034.00	
Expense Lokalhyra	257,406.00		SEK	1		257,406.00	
Expense Misc	30,793.00		SEK	1		30,793.00	
Expense Office supplies	25,824.00		SEK	1		25,824.00	
Expense Redovisning	37,680.00		SEK	1		37,680.00	
Expense Telecom	34,647.00		SEK	1		34,647.00	
Expenses Insurance	75,833.00		SEK	1		75,833.00	
Giroservice exchange		586,294.00	SEK	1			586,294.00
Opening Balance		625,931.00	SEK	1			625,931.00

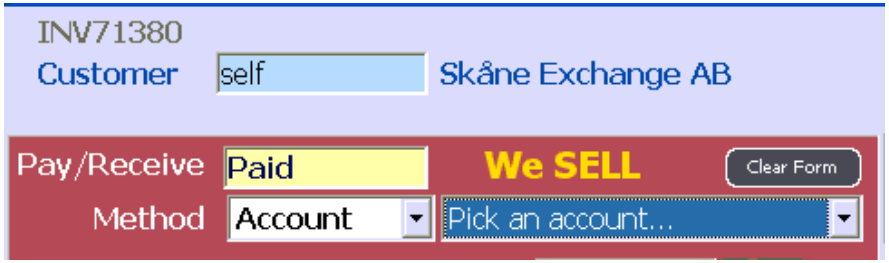
Deleting extra lines.

You should delete all the lines that include Expenses, Income and Opening Balance accounts as these accounts shall not be transferred over to the new year.



Balance the Invoice

Once you have deleted the extra lines from the invoice, you should balance out the invoice using the Opening balance and save it.



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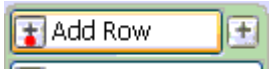
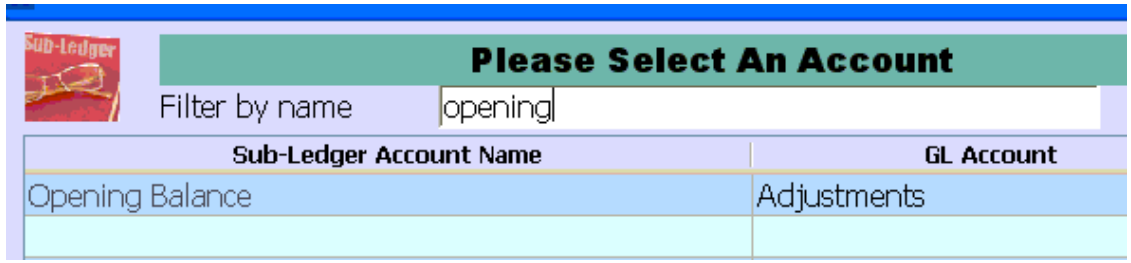
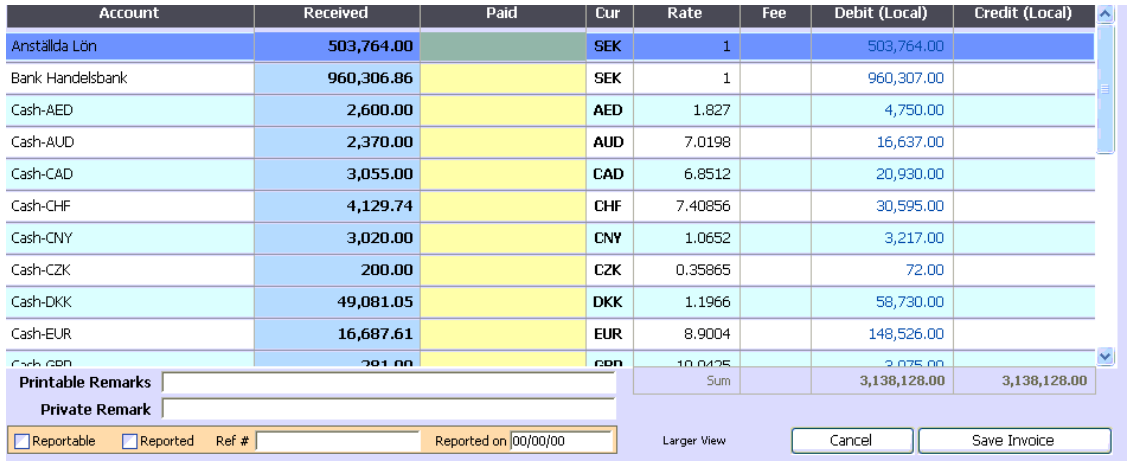




Invoice Balanced!



Account	Received	Paid	Cur	Rate	Fee	Debit (Local)	Credit (Local)
Anställda Lön	503,764.00		SEK	1		503,764.00	
Bank Handelsbank	960,306.86		SEK	1		960,307.00	
Cash-AED	2,600.00		AED	1.827		4,750.00	
Cash-AUD	2,370.00		AUD	7.0198		16,637.00	
Cash-CAD	3,055.00		CAD	6.8512		20,930.00	
Cash-CHF	4,129.74		CHF	7.40856		30,595.00	
Cash-CNY	3,020.00		CNY	1.0652		3,217.00	
Cash-CZK	200.00		CZK	0.35865		72.00	
Cash-DKK	49,081.05		DKK	1.1966		58,730.00	
Cash-EUR	16,687.61		EUR	8.9004		148,526.00	
Cash-GBP	281.00		GBP	10.0425		3,075.00	
				Sum		3,138,128.00	3,138,128.00

Printable Remarks
Private Remark
Reportable Reported Ref # Reported on 00/00/00
Larger View
Cancel
Save Invoice

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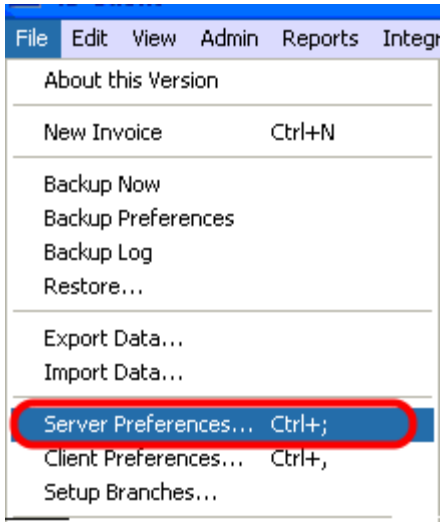
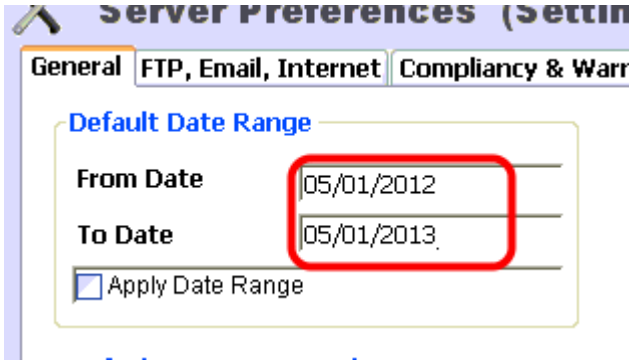
Change the default data range in the Server Preferences.



Save the Preferences.



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FAQ

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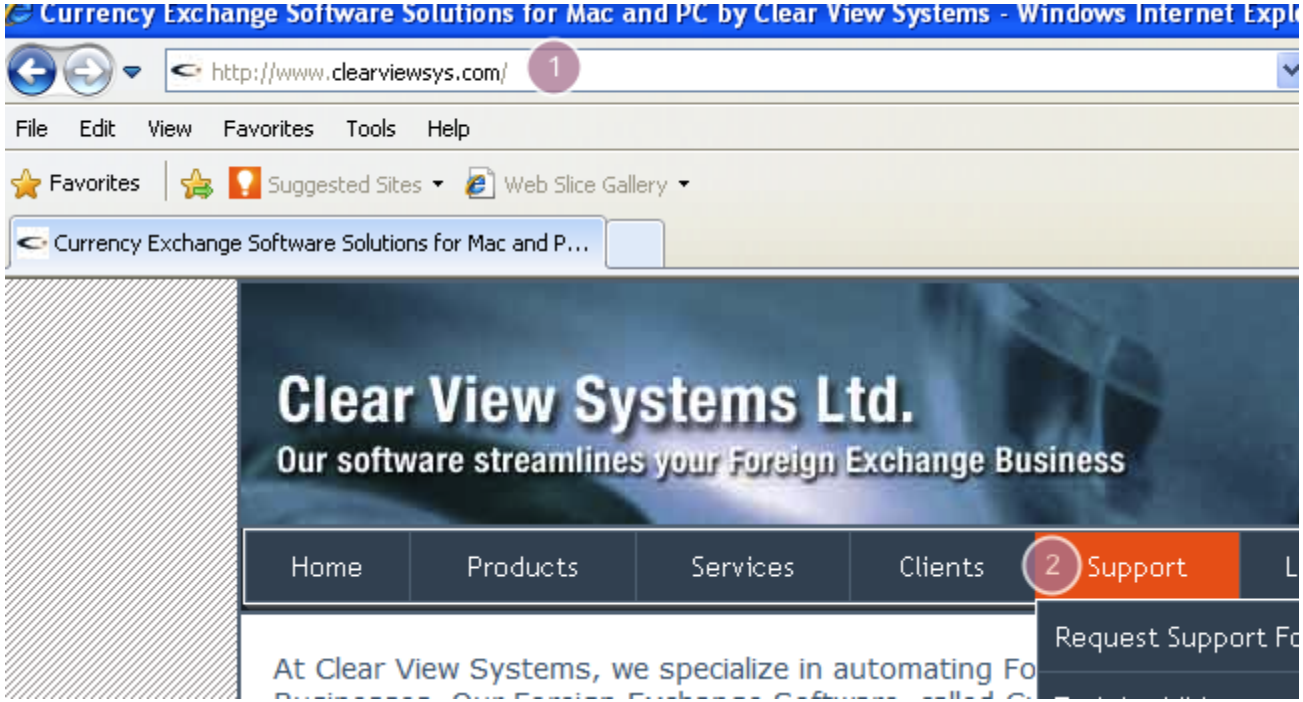
Downloading and installing TeamViewer QuickSupport. TeamViewer QuickSupport is a secure remote access application which is FREE and has great advantages in speed and functions compared to other solutions like PCanywhere, VNC, rAdmin. The package is very small, runing immediately.

Go to ClearViewSys.com

Go to www.clearviewsys.com and click 'Support' without select the submenus.



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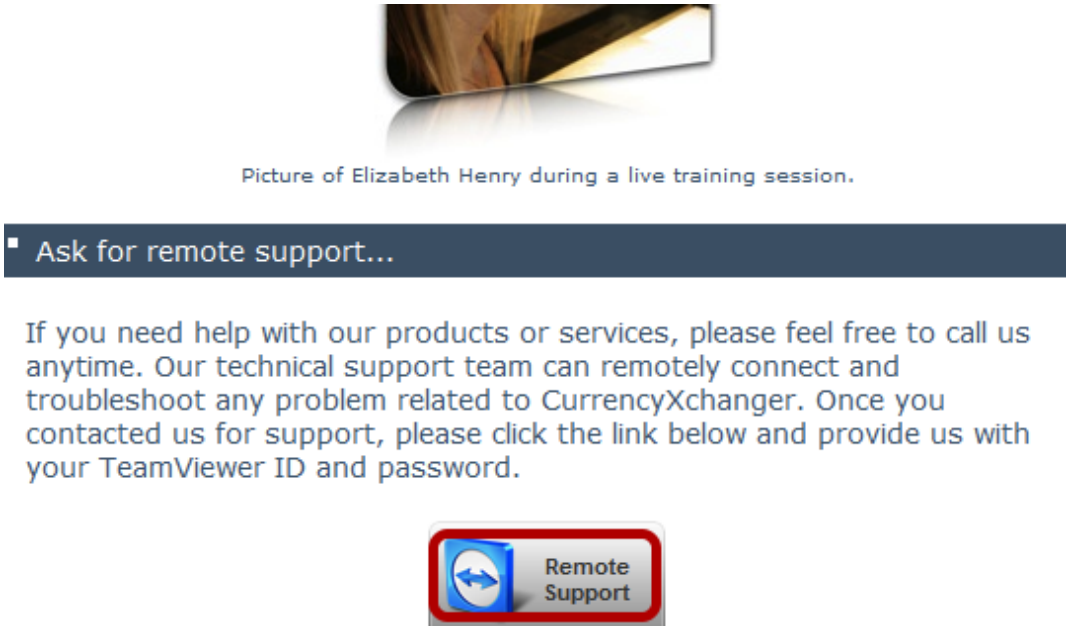
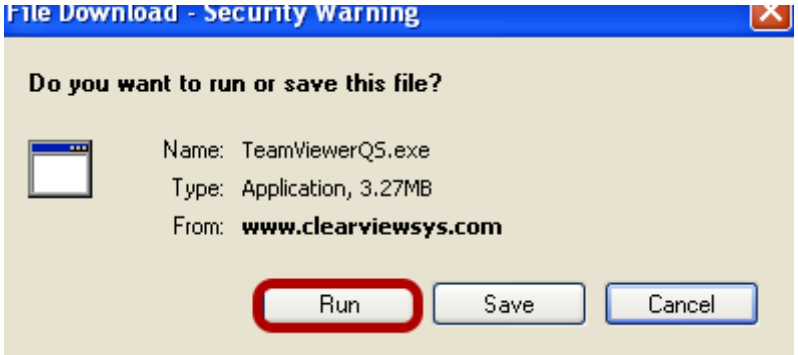
Click the Remote Support

Click the Remote Support button to download TeamViewer QS.



Run TeamViewer QS

Run the file



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Confirm

Click Run again.

Accept the disclaimer

Read and accept the disclaimer

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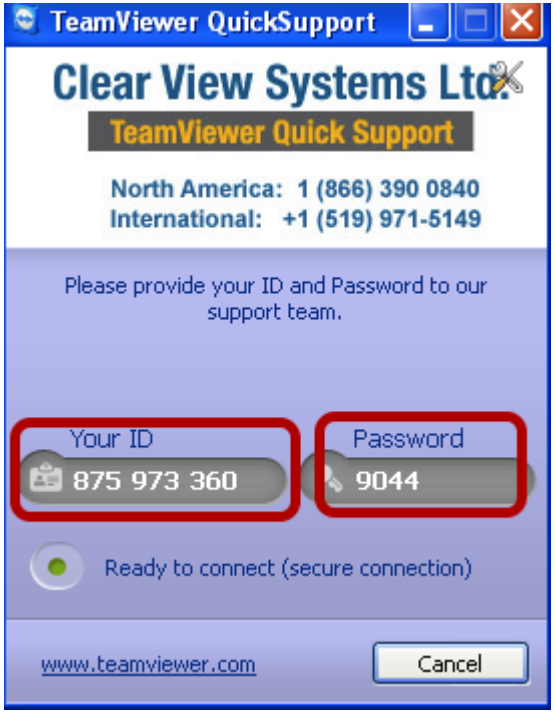
Provide ID and Password

You need to provide your TeamViewer ID and Password to Clear View Systems technicians everytime you need help with the system. They can temporarily connect and solve any issues related to CurrencyXchanger.



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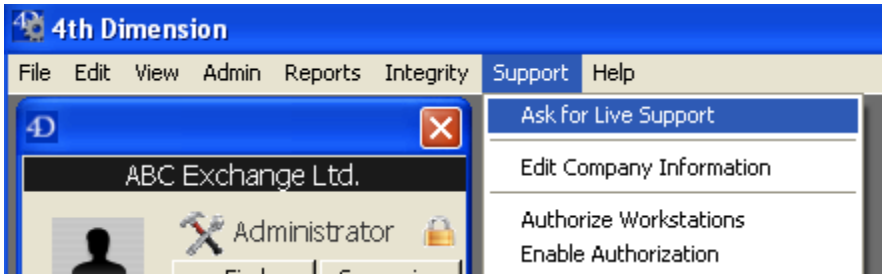
How to request support in CurrencyXchanger?

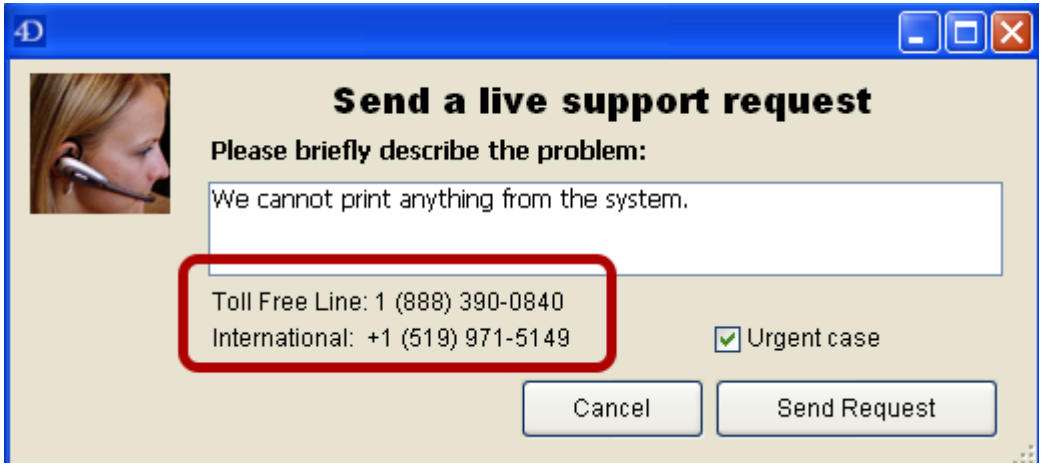
This lesson shows you how to ask for live support.

Support menu

From the support menu select 'Ask for Live Support'



Enter the problem and if it is urgent click the Urgent case and then send the request. Someone should get back to you shortly. If you wish to leave a message you could also call the 24/hour call center.



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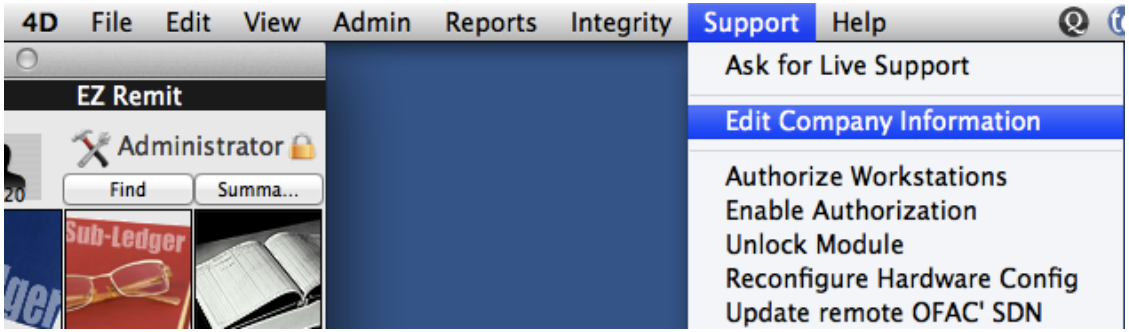
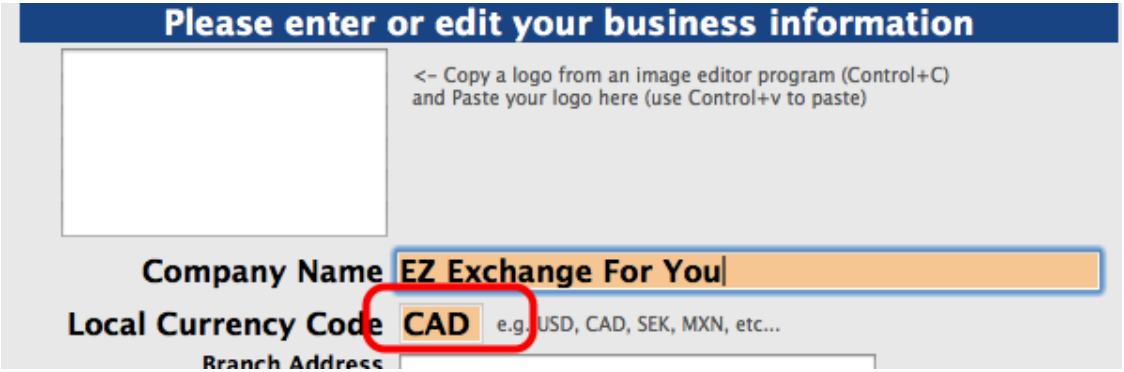
How to change the base currency?

The base currency is also called home currency or local currency. When you start using the system and recording transactions in the system, you cannot change the base currency. However, if you delete all transactions, you are able to change the base currency. This lesson will show you the necessary steps that you need to take to change the base currency.

Make sure that you are signed in as Administrator first. Then from the Support menu, choose 'Edit Company Information'.



Try to change the Local Currency Code. If you're able to change it, it means that you have not recorded any transactions yet, but otherwise the field will be locked. If that case, continue to the next step.



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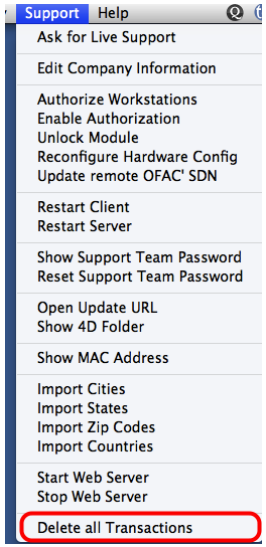
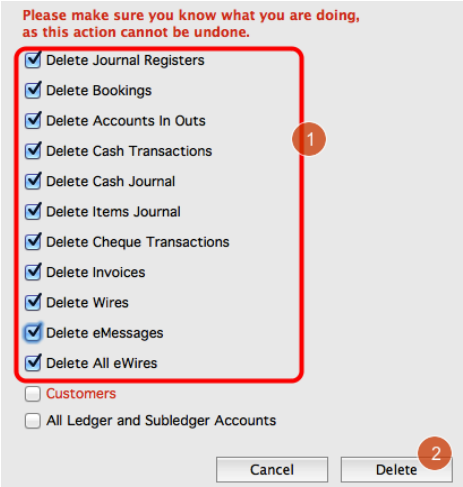
Deleting Transactions

From the Support menu select 'Delete All Transactions'.



Delete all transaction except the Customers and Accounts. After pressing Delete the system will reconfirm and them backup the whole database before deleting.



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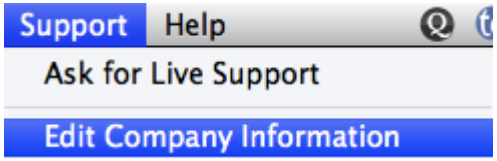
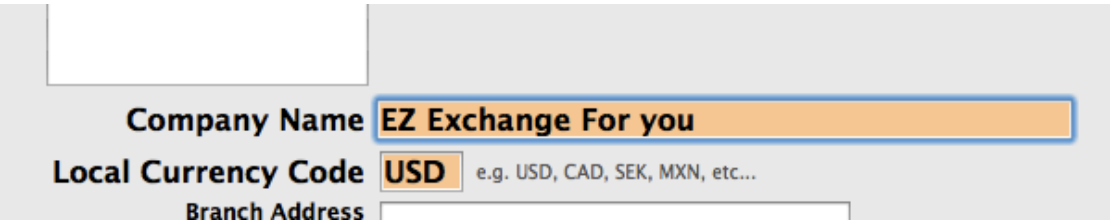
Now go back to the Support and this time 'Edit Company Information'.



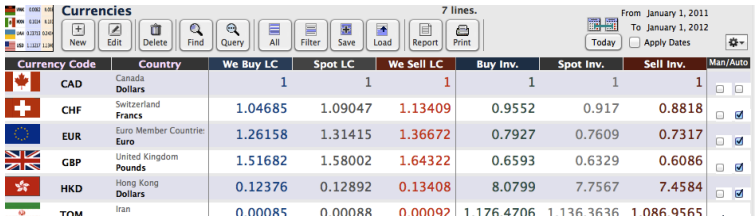
You should now be able to change the local currency to a different currency and 'Save' the form.



Rebuilding the Currencies table

Now go to the currencies module.

Select all the currencies by clicking on the first one and the holding down the 'Shift' key and then clicking on the last one. This will highlight all the currencies. You can also delete one by one but it will take more time.



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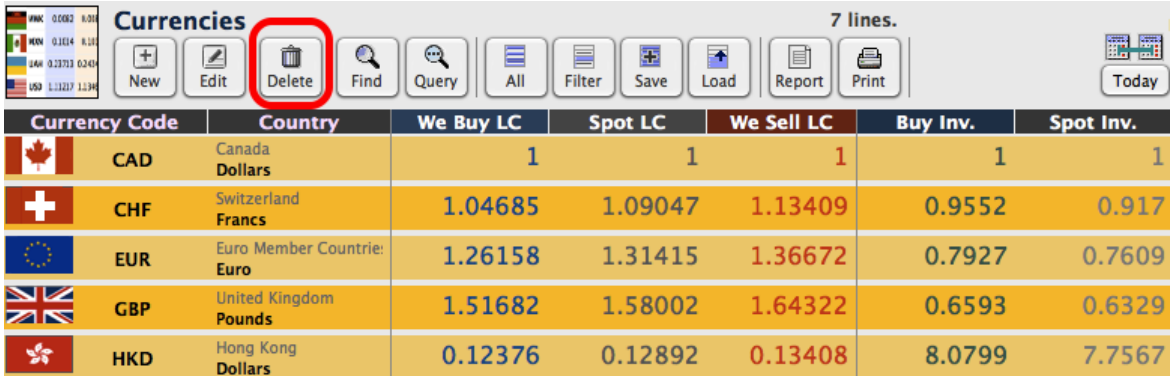
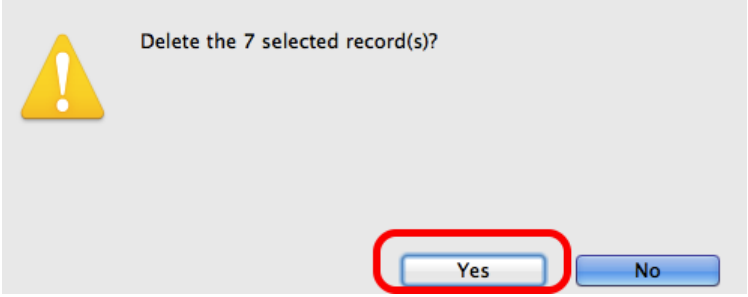
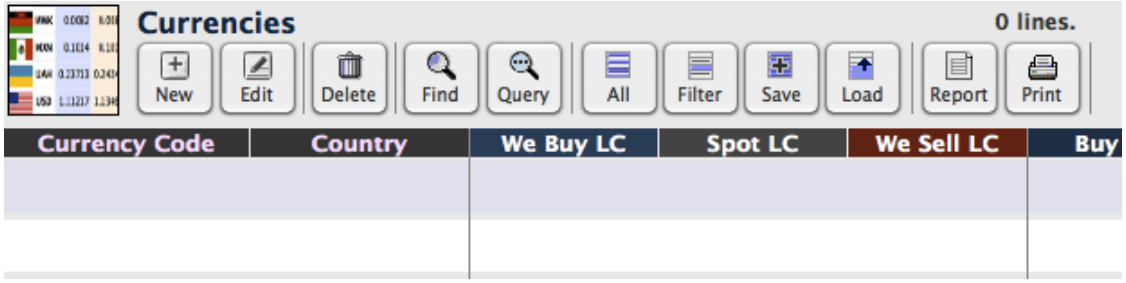
When you highlight all currencies, you should see them all selected like the above screenshot. Click on 'Delete'.





All currencies should be deleted at this point.



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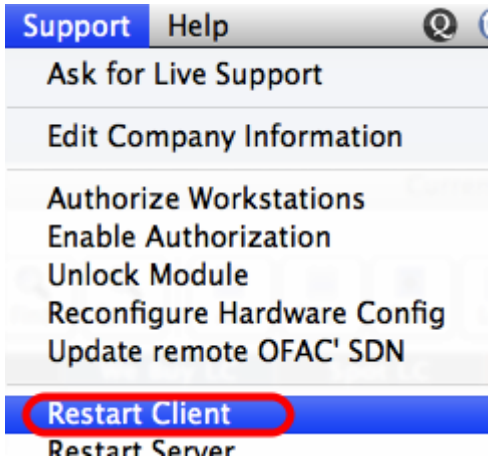
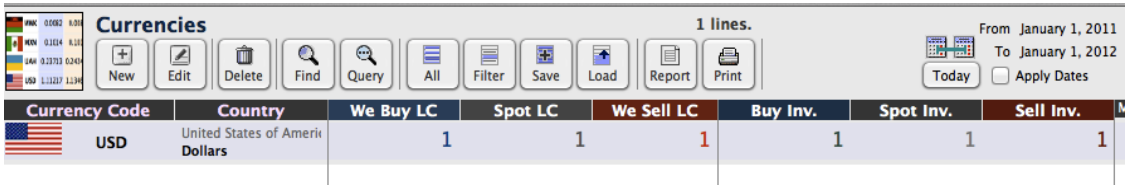
Restart the client

Now restart the client from the 'Support' menu.



The base currency is changed

At this point you should see the base currency appear with all buy/sell rates to be 1.



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