

Troubleshooting



For Quickbooks Integrator troubleshooting, [click here](#)

Common Problems

The most common problems with FastManager can usually be resolved by following the steps outlined here:

[Troubleshooting Common Problems](#)

Error Message: "Cannot find input table or query"

"Cannot find input table or query" happens when FastManager has lost its connection to the database. And that happens when the computer has momentarily lost its connection to the network,

Double-check that your computer can reach the shared folder or network location where the FastManager database is stored, then close and reopen FastManager.

Or restart your computer

If the problems continues, you may need to have your network administrator or I.T Support person examine why the computer is intermittently dropping its link to the network

Error Message: "Disk or network error"

Disk or network error indicates that the computer has lost its connection to the network, and as a result FastManager has lost its connection to the database. - Double-check that your computer can reach the shared folder or network location where the FastManager database is stored, then close and reopen FastManager. - Or restart your computer

If the problems continues, you may need to have your network administrator or I.T Support person examine why the computer is intermittently dropping its link to the network

FastManager cannot find your database files

When launching FastManager, you see the error message:

FastManager cannot access your database files ...

- This is most likely a networking problem:
 - Verify (through Windows File Explorer) that you can reach the shared folder where your FastManager database is stored,
 - Also verify that your FastManager Company Database Files are, in fact, visible in that folder
 - Then restart FastManager, or:
 - Restart your computer

Sales Screen - The tax is calculating incorrectly

Most likely there is a 2nd tax is being charged on the Invoice, but you can't see it on the Sales Screen because 'Tax 2' is disabled in the Preferences:

- In FastManager, go to: File → Preferences → (continue) → Options
 - UNcheck the box: Disable Tax 2

After that, close and reopen the Sales Screen (if it was open)

- Next, open that Invoice on the Sales Screen and check in the totals block at the lower-right to see if there is a value next to 'Tax 2'
 - If there is, you can change it by first selecting 'Edit this Invoice' from the Convert button, then clicking on the word 'Tax 2' and selecting a different tax

Remember to also go to 'Edit → Customers' to check that customer's setup on the Financial tab (set Tax 2 to "Non")

Logo disappearing

There are only 2 possibilities:

1. The specific path to the location where the logo was originally saved is no longer accessible to the computer in question
2. The logo was reloaded in FastManager and saved at a location which is not accessible to the computer in question.

Solution:

- The logo should be re-loaded in FastManager, but this time it must be saved in the correct location (one that is universally accessible to all computers), by going to “Network” during the Save step.



See: [Importing your company logo](#)

Clear FastManager's Cache

With the steps below we will reset FastManager's local configuration and cache. This is often the solution to various minor glitches and other obscure issues that can crop up in certain systems or environments.

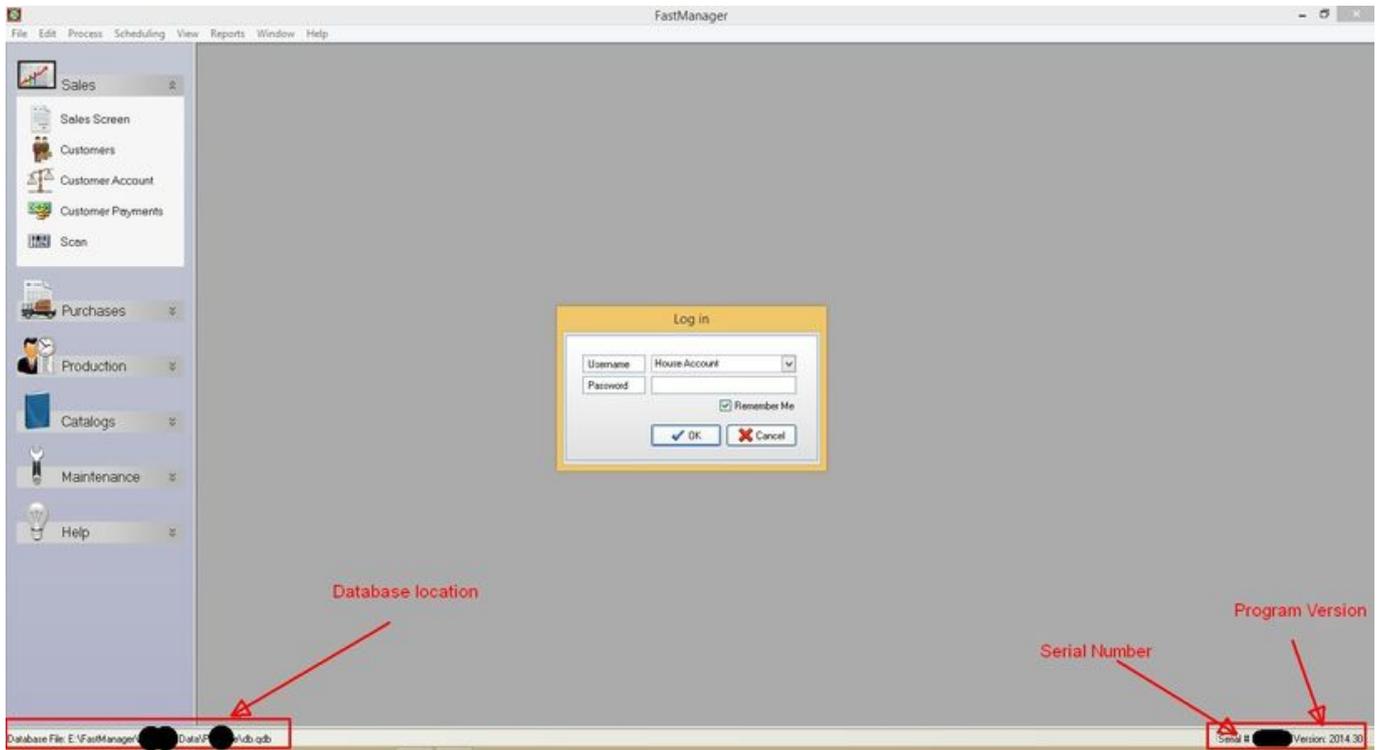
NOTE:

This will also reset all your internal preferences, such as column-widths and saved filters.



This will **not** affect your company database (Customers, Orders, etc..), but it will make FastManager “forget” where the database is, which is really no issue - you will simply reconnect FastManager to the company database afterward.

First of all, check the lower-left corner of the FastManager program window for the “path” to your Company Database



Make a note of that path, you will need it later.



If it says: “**MS SQL SERVER**” then you will need to take note of your SQL Connection settings. [Click Here](#) for more info

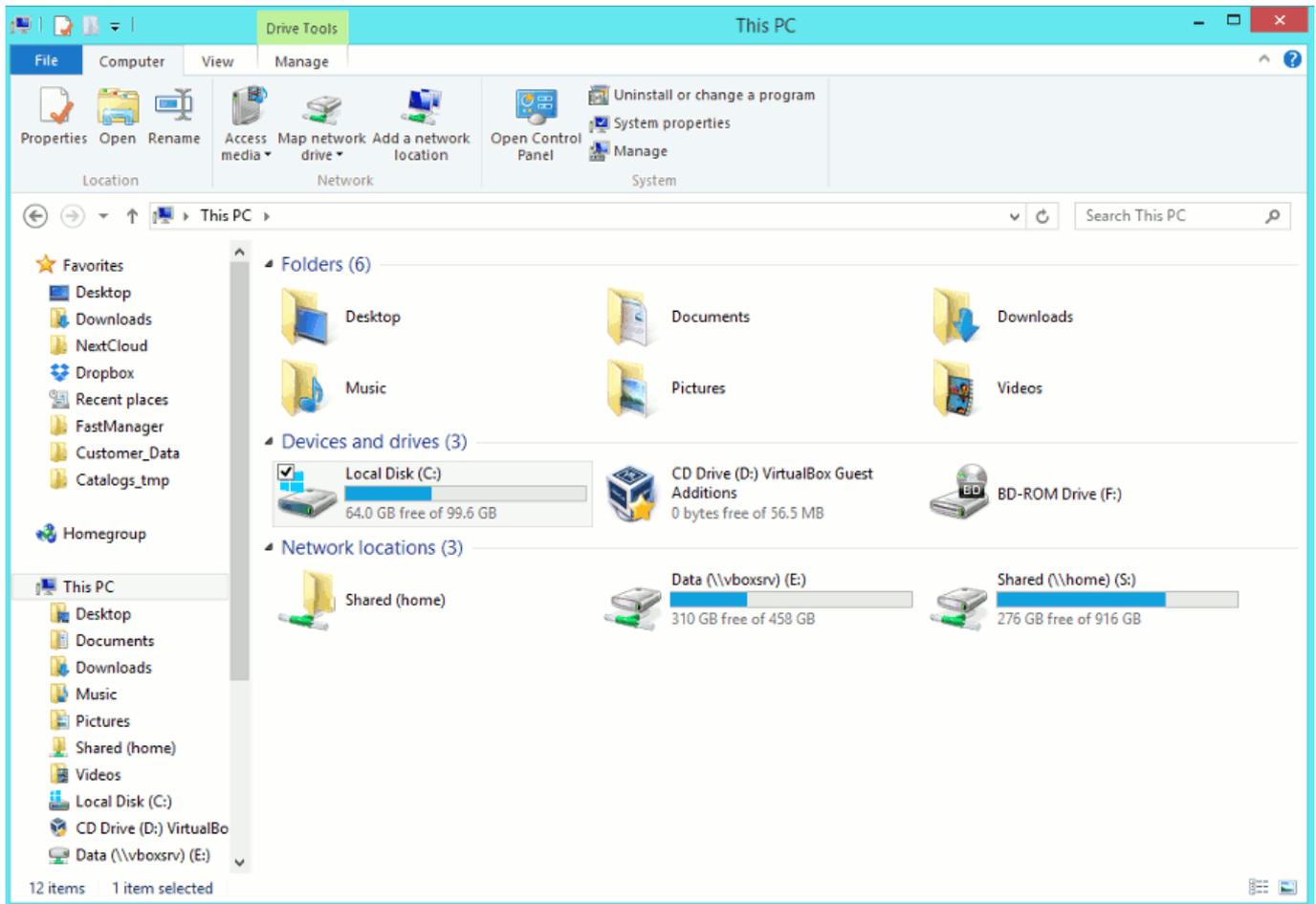
Close FastManager

Next, press the Windows Key + R (simultaneously) on your keyboard to bring up the Run command

Type (or copy/paste) the following and press Enter:

```
%USERPROFILE%\AppData\Local\JCWSoftwareLLC\
```

- This will open Windows File Explorer to FastManager's local configuration folder
- Delete everything in that folder



Finally, (re)connect FastManager to the database

Clean Reinstall

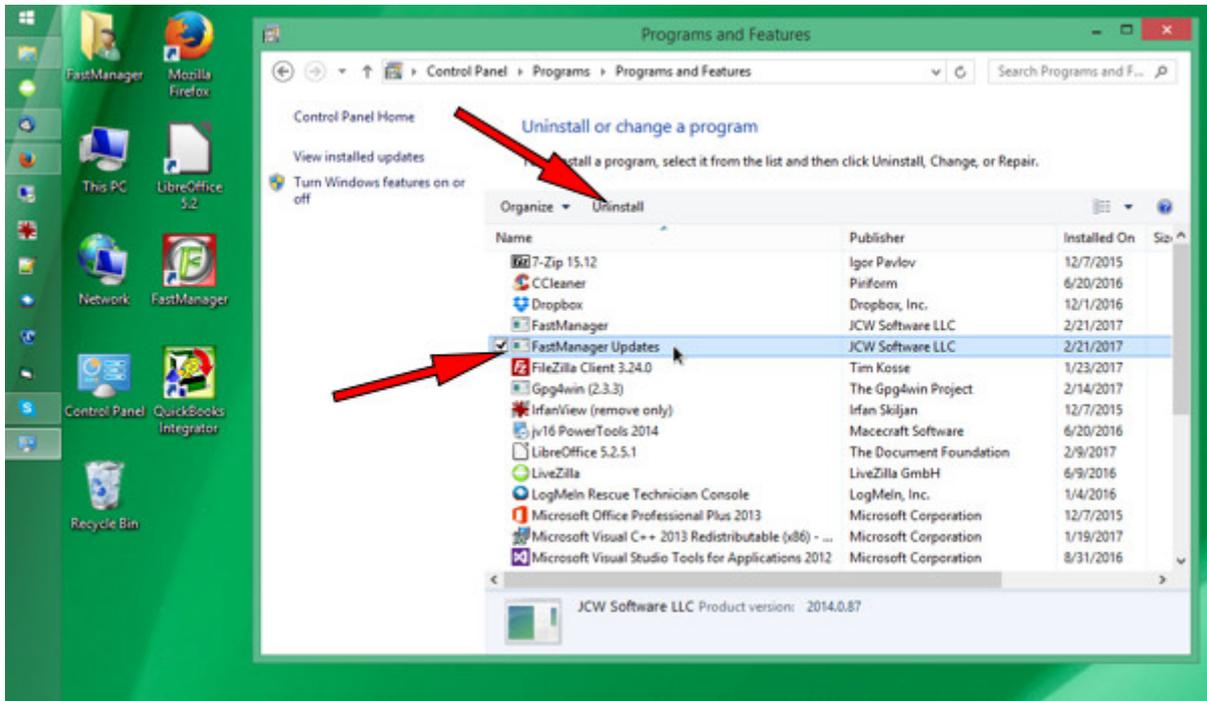
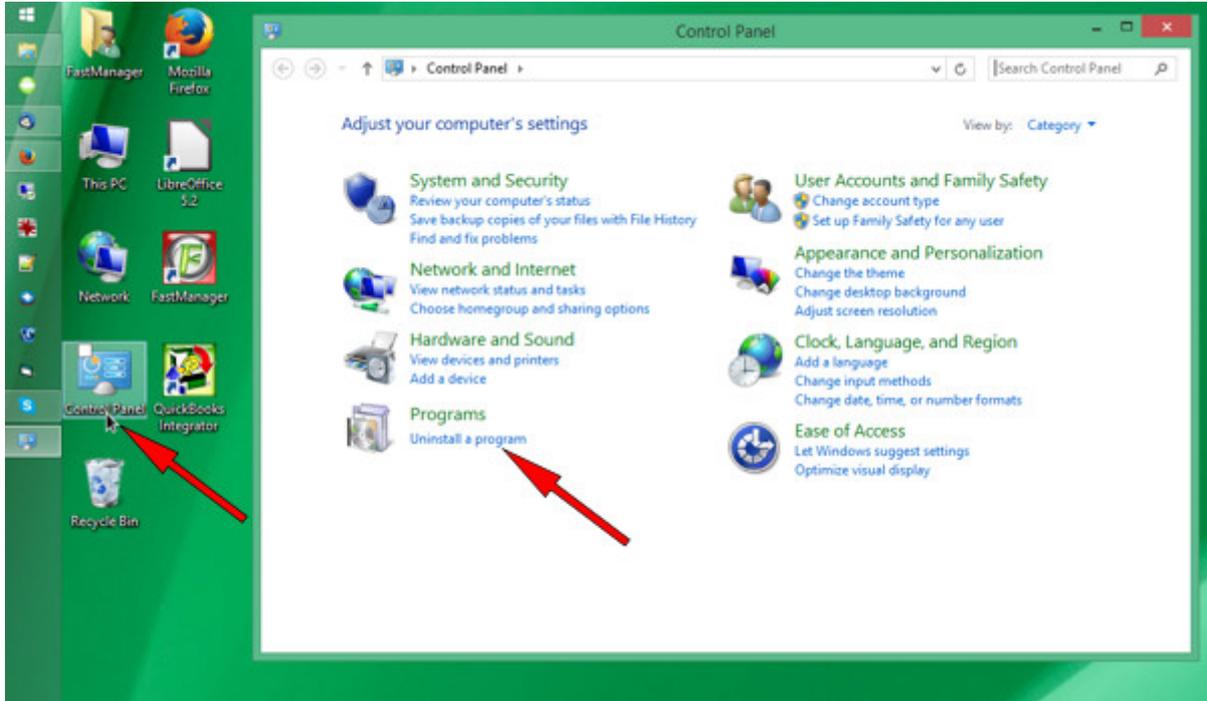


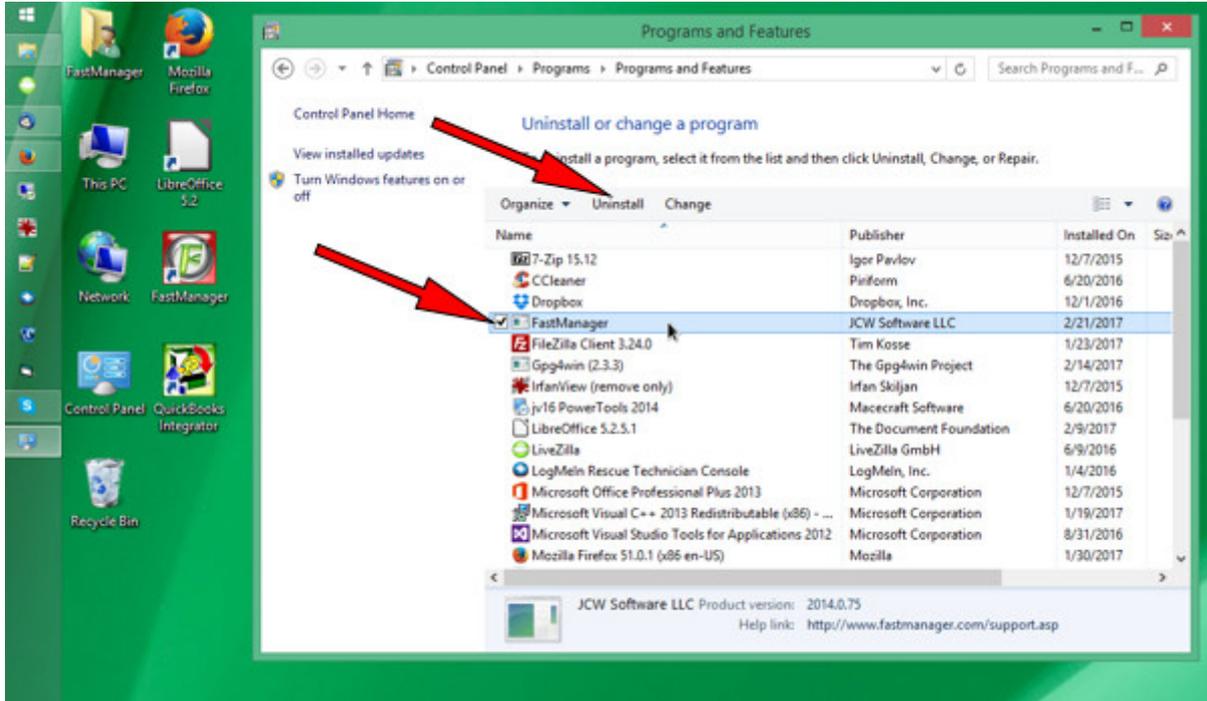
When doing a Clean Reinstall, it is important to also clear the cache (see above)

Go to Programs and Features in *Windows Control Panel*

First - locate FastManager Updates and uninstall it (if it is listed)

Next, locate FastManager and uninstall it



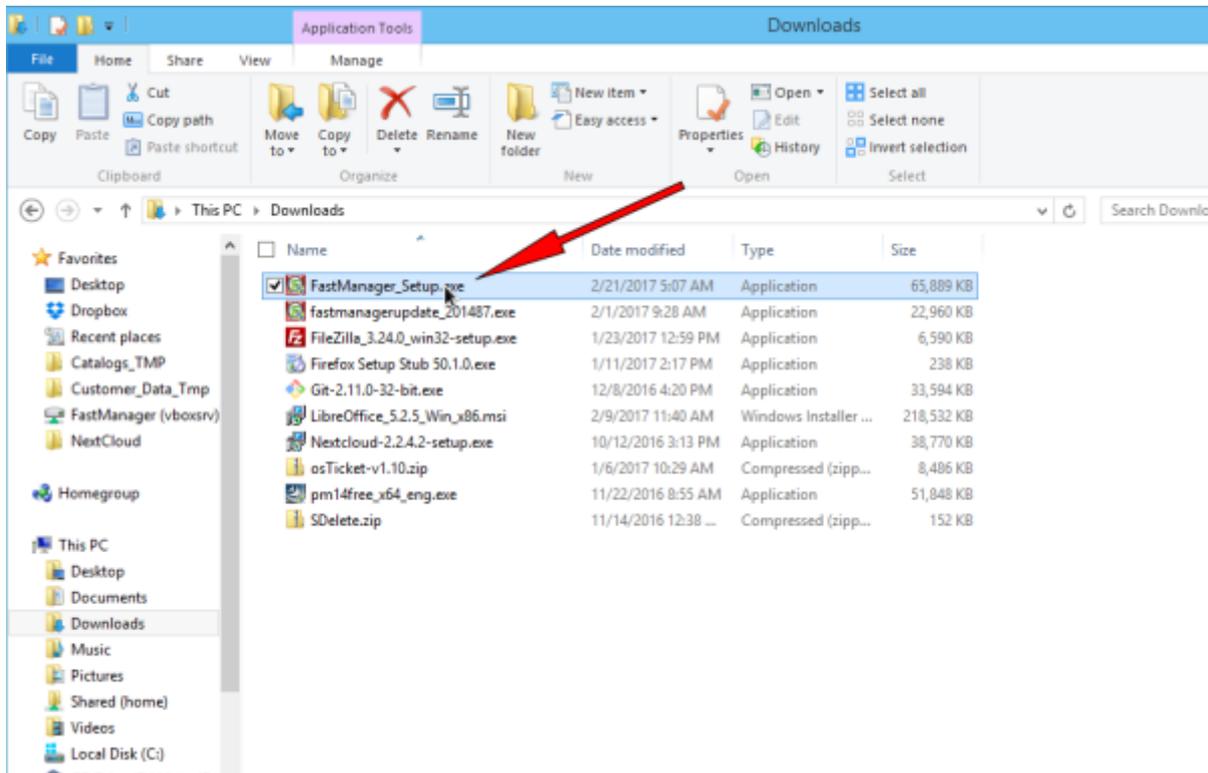


Now go to the [FastManager website](#) and download the FastManager “setup” program (select: 'Existing Customer' from the Download menu):

 It is important to download a *new* version of the setup program rather than use one you might already have saved



Once the setup program has downloaded, locate it in your 'Downloads' folder (or wherever your browser puts the downloads) and double-click on it to start the FastManager installation process:



Update FastManager



If you do not have an active subscription, you will **not** be able to install the latest program update!



You must first have the actual program installed (see above) *before* you can install the update

The process for updating FastManager is simply a matter of downloading the update from [our updates page](#), and then installing it on the computer:

- Go to www.fastmanager.com and check on the home page under the Latest Update announcement (to the right of the page)

FastManager
Business Management Software designed for the apparel industry

HOME EXPLORE DOWNLOAD PURCHASE SUPPORT ABOUT CONTACT US WEBMAIL

1-888-728-8718
Office Hours: 9am to 5pm EST

Live Support ONLINE

DEMO VIDEO
Only 15 minutes

FREE TRIAL

Welcome to FastManager.com. Business Management Software for Screen Printing and Embroidery Companies.

With FastManager you can...

- Create Quotations
- Create Work Orders
- Create Invoices
- Process Payments
- Schedule Production
- Track Order Details such as ink/thread colors
- Export to QuickBooks
- And much more...

TIME IS MONEY!
When it comes to running your business you know that time is money.
FastManager will save you time and therefore money!
Don't just take our word for it. [Click here](#) to see the results of our customer survey.

SUPPORT

REMOTE SUPPORT
6 Digit Pin Code
Connected

Latest Update
April 20 2016 - Rev 2014.86
Do you have the latest FastManager update. Each new revision is packed with new features, most of them suggested by our customers.
[Update Now](#)

Company Highlights

- Then click on the link to be taken to the downloads page
- From there you can download the latest update

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Business Management Software designed for the apparel industry

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Welcome to the FastManager update manager.
Our latest revision is 2014.86. Please remember to run this update routine on every computer that FastManager installed on it. Every computer should run the same revision.
You need to have FastManager installed on your computer in order to run these update patches. You can also run these updates to downgrade to a previous version.

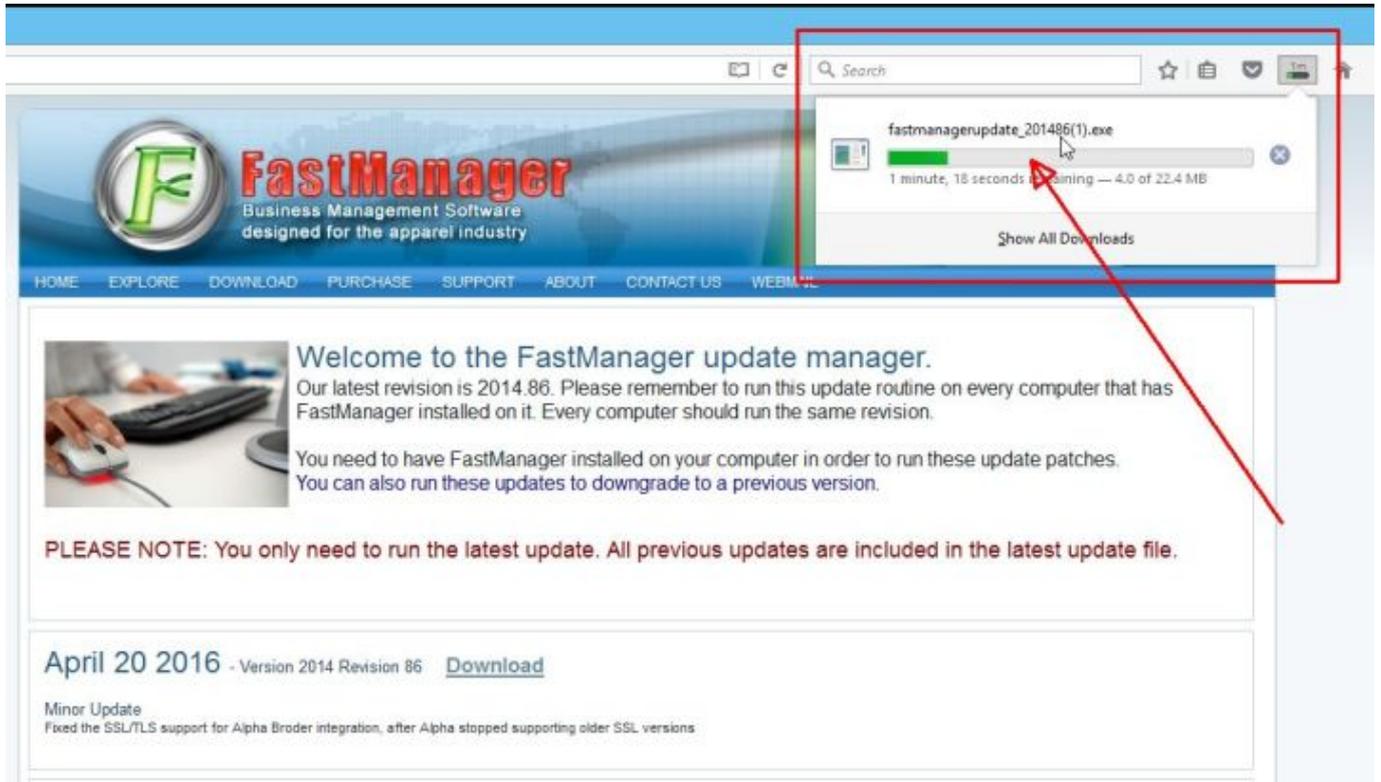
PLEASE NOTE: You only need to run the latest update. All previous updates are included in the latest update

April 20 2016 - Version 2014 Revision 86 [Download](#)

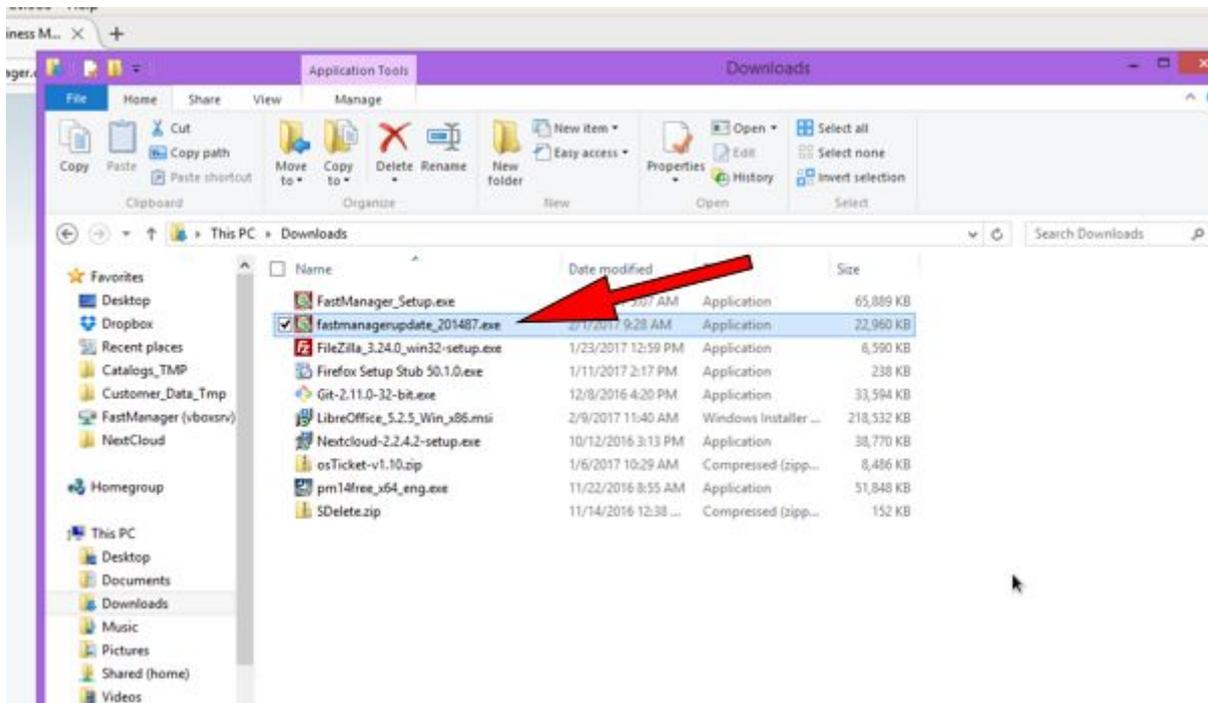
Minor Update
Fixed the SSL/TLS support for Alpha Broder integration, after Alpha stopped supporting older SSL versions

November 06 2015 - Version 2014 Revision 85 [Download](#)

Minor Update
Added support for TLS when emailing PO's. Fixed a bug with the Work Order List. Added support for long TLD's in email addresses. Fixed the unnecessary message popup when d Payments. Added minor improvements to the Integrator.



- Locate the file fastmanagerupdate_201xxx.exe in your downloads folder



- double-click the file to start the install process
- accept all the defaults
- reboot if prompted

 If you have FastManager installed on multiple computers, it is important that you update all of them to the same Revision Number

Test/repair the databases



This step is not relevant if you are using the SQL backend

Create a Support Request

If you have not already done so, open a new support ticket, requesting that we test/repair and optimize your databases.

- You can [Click Here](#) to go there and open the ticket now.

Once the support request has been created, we will respond (by email) with a unique upload link that you can send the ZIP file through.

- *Please do not attach the database files directly to the ticket (or to an email), they will be rejected by our ticket system for space and security reasons.*

Locate and prepare the company database files



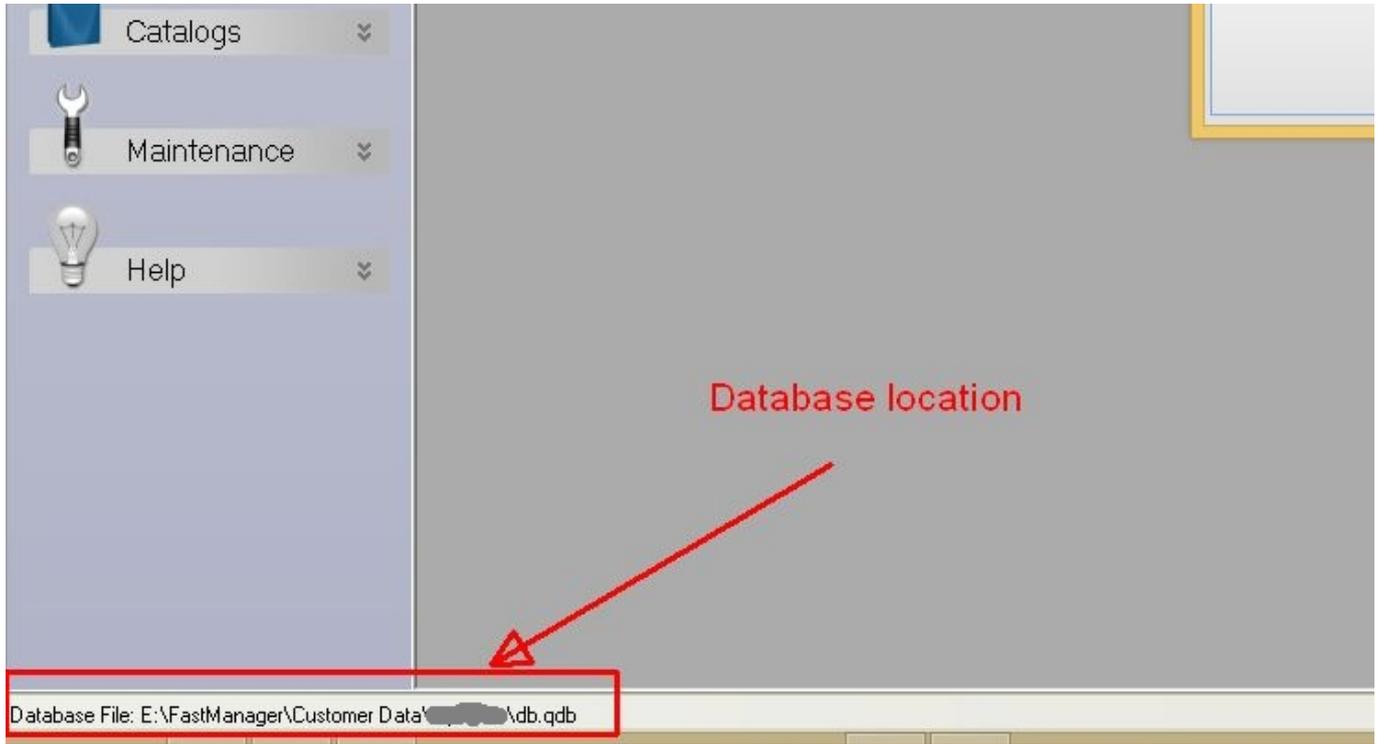
From the moment that you ZIP the databases, your users should NOT create any new orders or edit *anything* in FastManager, until the repaired databases have been returned to you and restored into the data folder.

Any changes that are made in the meantime will be LOST when the repaired databases are returned.

Step 1: locate your “FastManager Data Folder”

This is the folder where your company database is stored, as well as various other files and folders that FastManager uses.

- Open FastManager and check in the lower-left corner of the program window, there you will see the “path” to where your main company database is stored.



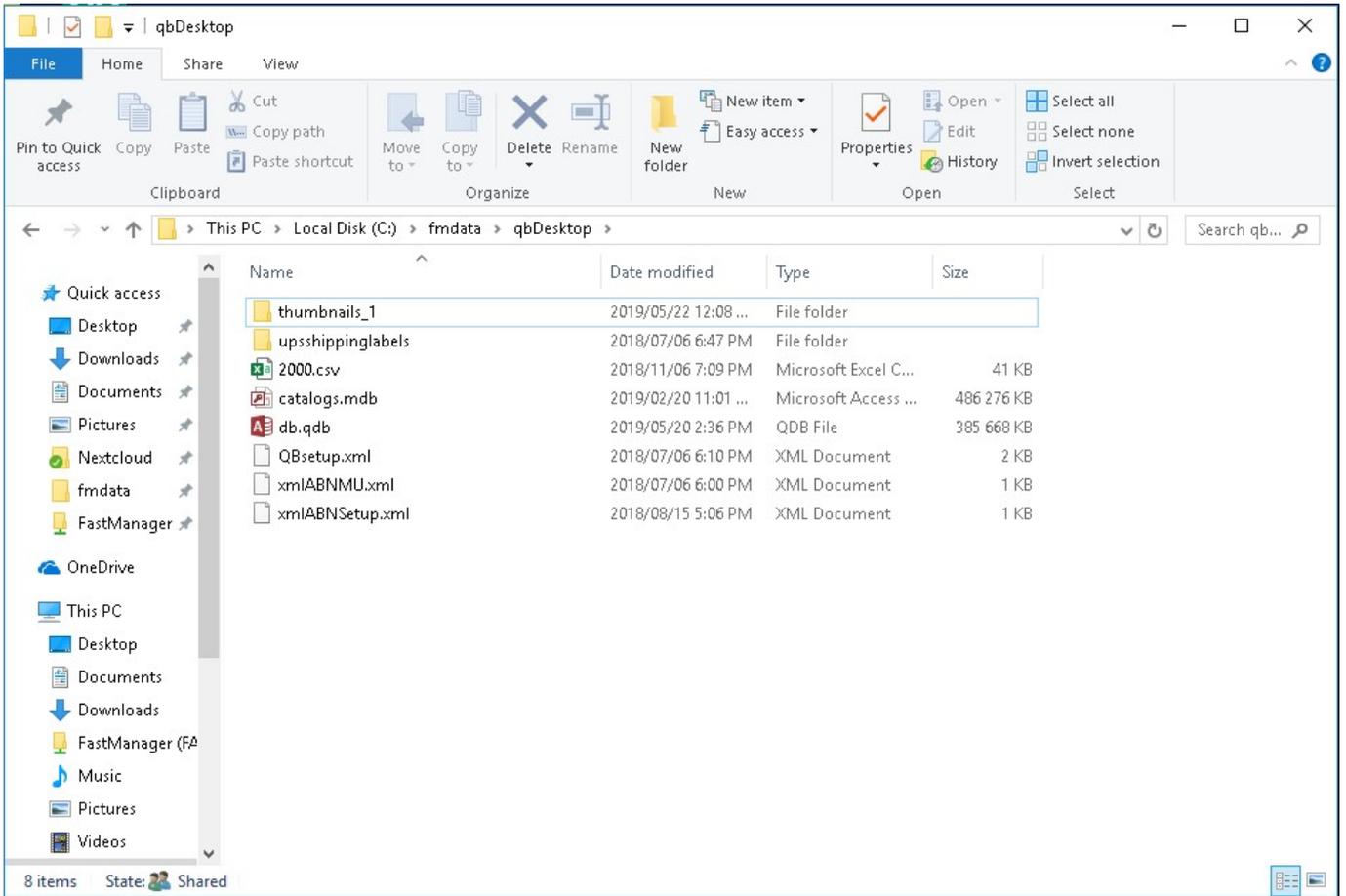
Using Windows File Explorer locate that folder. In it you will find the following files:

- db.qdb
- catalogs.mdb (or it might be just catalogs)

And some folders, such as:

- thumbnails_1
- upshippinglabels
- ... and a few others.

Here is an example:



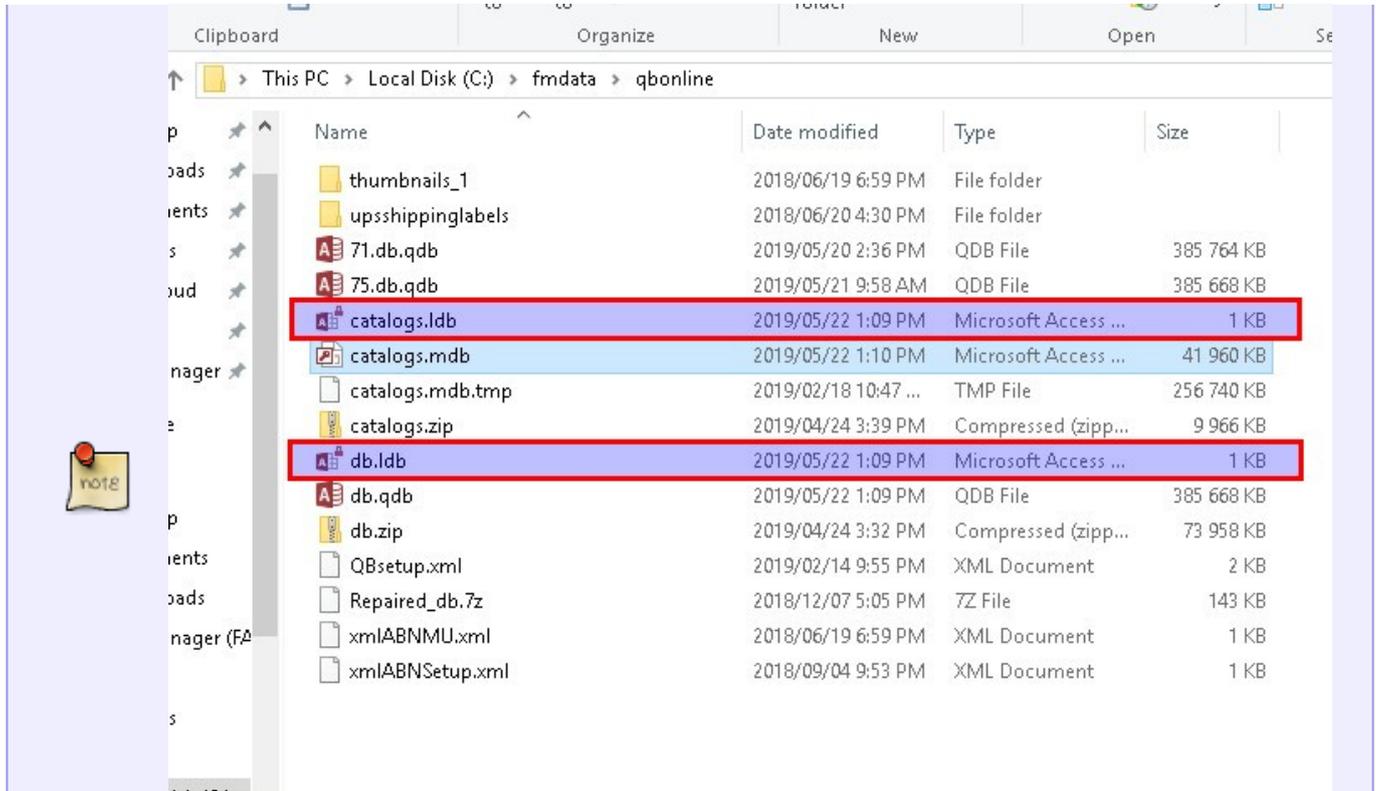
 The most important file to have a backup of is db.qdb. This is the file which contains all your customers, orders, and everything else (except your catalogs and items, those are stored separately)

Step 2: Compress (zip) the database files

- Get everyone to close FastManager

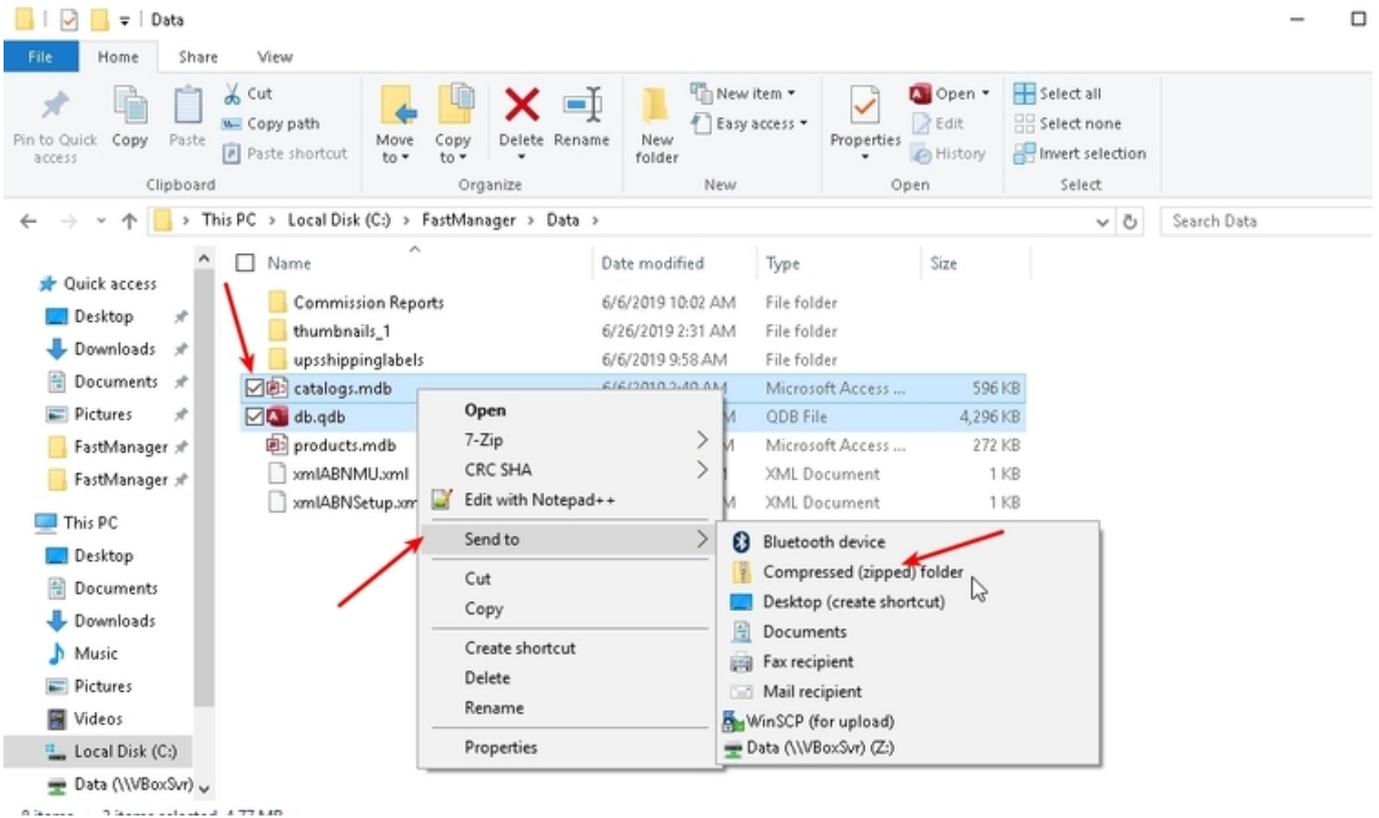
While FastManager is open, you will see 2 "lock" files in the data folder. You will recognize them by the tiny "lock" emblem on the icon, as well as the fact that they are very very small (only 1kb):





These 2 lock files should *disappear* after everyone closes FastManager. If they are still there even after you are sure that FastManager is closed everywhere - contact the HelpDesk for assistance.

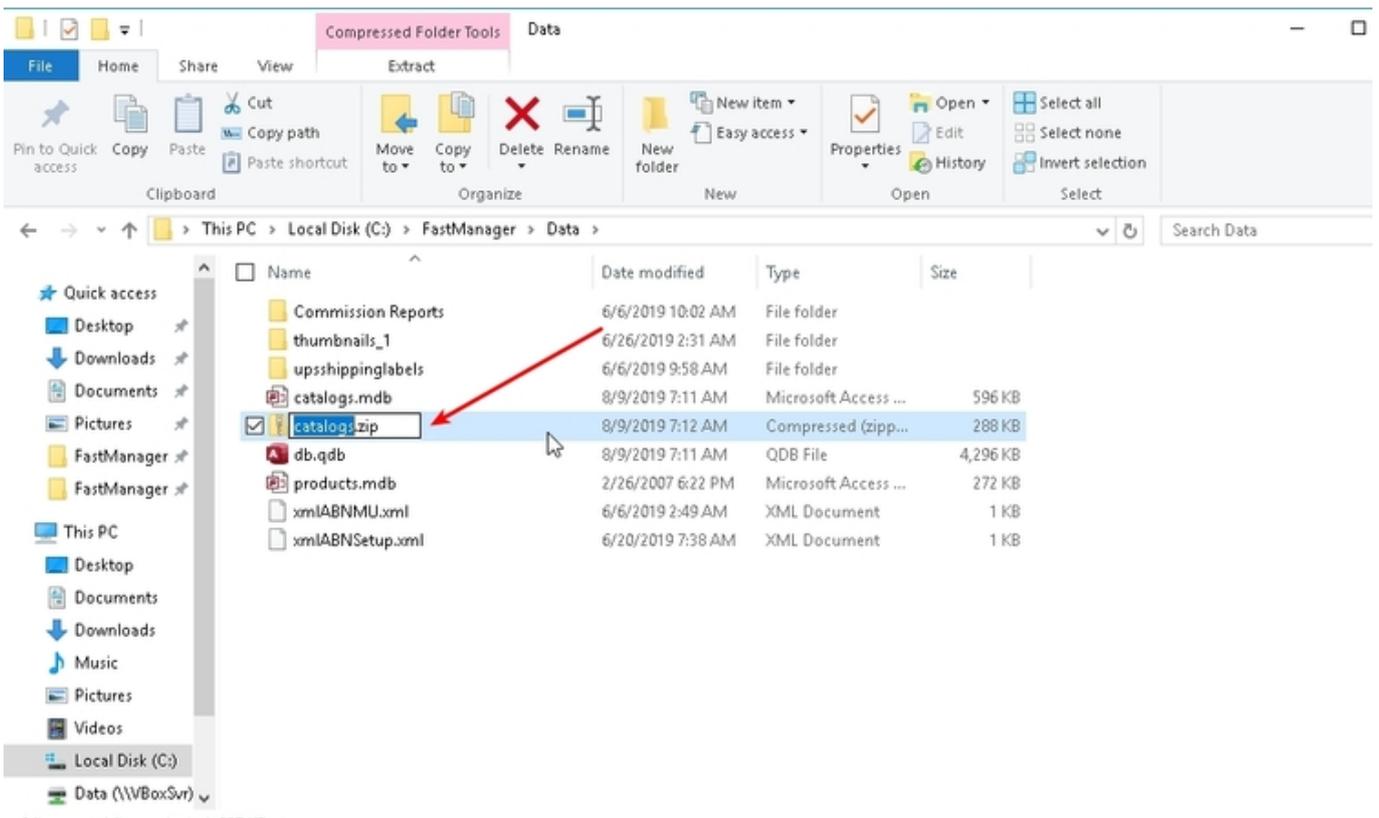
- Use Ctrl + left-click to selectively highlight the 2 database files.
- Select the files:
 - db.qdb and
 - catalogs.mdb (might be listed as just: catalogs)
- Now right-click on one of the highlighted items and select:
 - Send to --> Compressed (Zipped) Folder



This will zip the selected files together into one ZIP archive

Now you should have a new file in that folder called: db.zip or, possibly: catalogs.zip.

- This ZIP archive is what you will be sending to the HelpDesk.



If you have any trouble with, or questions about, any of the above steps - please feel free to make use of the 'Live Support' facility on [our website](#):

- (available Monday to Friday, from 9am to 5pm EST)



More Thoughts

- Make sure that the FastManager Data Folder is **excluded** from real-time scanning in the antivirus software on ALL computers
- Make sure that the FastManager Data Folder is NOT included in any kind of *automated* backup or sync tools
 - see also: [How to backup the database](#)
- If you continue to experience laginess and slowness in the program, you may want to consider **moving the Data Folder to a new host**.
 - Or upgrading the database backend to [SQL Server](#) (contact us for more info)

[← Knowledgebase](#)

[Getting Support ⇒](#)

From:
<https://docs.fastmanager.com/> - **FastManager Help Manual**

Permanent link:
<https://docs.fastmanager.com/troubleshooting>

Last update: **2021/06/18 09:06**

