

# APPENDIX

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## **Supplemental Information**

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This appendix has been added to supply further information about COMPTRON® functions and trouble shooting tips for miscellaneous hardware and software problems.

## Using DoubleView with Windows

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If you use a Microsoft Windows® operating system on your store's computer, you will need to change to a DoubleView® screen to run COMPTRON®.

1. After loading DoubleView® on your Windows machine, double-click on the Comptron Icon on your Windows "desktop" screen with the left mouse button. This should open the DoubleView® pop-up window, displaying a list of different *Alt* key combinations in the lower lefthand area of the screen.
2. Next, hold down the *Alt* key, and **AT THE SAME TIME** press the *V* key. A blank screen should appear.
3. Press *Enter*, and you will get the login prompt: `XXXXXX! login:` Then log in to as you would from any other terminal, using lower-case letters.
4. To leave the DoubleView screen, use the apostrophe < ' > to **Exit** out of COMPTRON® to the dollar sign (\$), then press the *Ctrl* key and *d* keys together to get the login screen.
5. Now press the *Alt* and *V* keys together to return to the DoubleView pop-up window. Then press *Ctrl-C* to exit the DoubleView program and close the window. The Windows® desktop screen will appear.

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## How to Stop a Runaway Printer

Sometimes, after you've started printing a report or list, you may discover that it is the wrong document or is far longer than you expected. If you want to cancel a print job or stop a report or list from printing any more pages, perform the following steps.

### Steps for Stopping a Printer

1. **Exit** out of COMPTRON® to the dollar sign (\$) prompt.
2. Identify the printer to be stopped, by referring to the list below.
3. Type in the **COMMAND** listed for that printer.
4. Press *Ctrl-d* to log out.

<b>PRINTER TO BE STOPPED</b>	<b>COMMAND</b>
Main Printer:	
stop all reports	stopall
stop report being printed	stop
Ticket Printer	stop t
Label Printer	stop l
Parts Report Printer	stop r
Purchase Order Printer	stop p
Repair Order Printer	stop o
Pick Ticket Printer	stop k
Service Report Printer	stop v

## DCS 2000 Purchase Order Transfer (Honda Dealers)

If you are a Honda dealer and have subscribed for the DCS on-line ordering option, COMPTRON<sup>®</sup> can automatically dial up Honda and send parts orders over the telephone lines by modem. Here are the steps you need to follow to make use of this service:

1. From the COMPTRON<sup>®</sup> **Parts Menu**, go to **Option 6, Order Processing**, and create a purchase order in the normal manner.
2. After creating your purchase order in COMPTRON<sup>®</sup>, while still at the **Order Processing** menu, choose **Option 1, Standard Orders**, to see the **Standard Orders** menu.
3. From the **Standard Orders** menu, choose **Option 4, On-Line Ordering**, and the **On-Line Ordering Services** menu will appear.
4. Insert a floppy disk into the correct drive on the Comptron computer, and at the **On-Line Ordering Services** menu, choose the **DCS (Honda)** option.
5. Next, type in the number of the purchase order that you wish to transfer into DCS. Check to be sure that your order type, shipping codes, and order number are correct, then press *Enter* to copy the information onto the floppy disk.
6. After the drive light goes out, remove the floppy disk from the Comptron computer and insert it into the drive on your DCS machine.
7. Open the **Honda Net** program, and with your mouse, click on the word "Parts" at the top of the screen.
8. Click on the last option, **Interface**, and the computer should automatically access the floppy disk.
9. When the line appears on your screen, click on the **Complete** button along the bottom of the box. This should take you directly to the order screen and display your order line by line.
10. You may now check your order and edit it, if necessary, by adding or subtracting lines, or increasing or decreasing quantities.
11. When you are finished checking or making changes to your order, choose **Status** and change the order status from "On Hold" to "Ready to Send." Then choose **Complete** and your order will transmit to Honda.

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## How to Return Stock to Vendors

Periodically, as you review your sales history, you may decide that some parts are selling so infrequently that it's not worth keeping them in stock, and that you would do better to devote that shelf space to other items and just special order the slow movers as needed. In that case, you may want to return some stock to the vendor(s) for credit. Here is the procedure for identifying what parts to return and how to handle that transaction in COMPTON®.

First, select **Option 9, System Reports**, from the **Parts Menu**, and at the **System Reports** menu choose **Option 5, History**. Select the first history report option, **Part Movement**, and at the **Parts Information** menu pick **Option 2, Slow Moving Parts**. Choose the first print option, by **Part Number**, select a single vendor, and press *Enter* twice to request a full range of part numbers. At the **Not Sold Within (Months)** field, type 12 and press *Enter* to see the number of months in the past year in which this vendor's parts have not sold. The resulting Slow-Moving Parts report may be quite long, but it is very useful for determining what parts should be returned to vendors.

Next, you need to create a special account for returns to this vendor. Go to **System Maintenance (Option 0 on the Parts Menu)** and select **Option 5, Customer**. At the **Customer File** screen, create a file with "Return to [vendor name]" as the customer name, include a **Tax ID #** entry so that the return transactions will be treated as nontaxable, select **d** as the discount type with a markup percentage of **+0** (zero), and show **A** for the account type.

Now you are ready to create a Parts ticket to account for taking the unwanted parts out of inventory. Select **Option 1, Create Ticket**, from the **Parts Counter Operations** menu, just as you would for a normal sale, and "sell" to the "Return to [vendor name]" account any parts that are to be returned, making sure that each line on the ticket is worth at least \$5.00.

If you are interrupted before you can complete this "return" sale, and you need to use the terminal to wait on a customer, just use the **< H> Hold Ticket** command to put this ticket on Hold, assigning it an easy number such as 1 or 2 so that it will be easy to find later (using **Option 2, Find Hold Ticket** ) when you can resume creating the "return" sale ticket.

When you have reached the amount allowed for the return, use the **< e> Estimate** command to print an estimate ticket for reference (if this is a Honda part, you can type the numbers from the estimate on your DCS computer). Place the ticket back on Hold until the parts are packed and shipped, and you have received your credit from the vendor. Then you can end the ticket (using the **< E> End Ticket** command) and let it charge to the "Return to [vendor name]" account.

## How to Re-Run a Parts End of Day (without Updating End of Month or History)

If you discover that you are missing End of Day report printouts for a particular date, follow these steps:

1. First, be sure that everyone is logged out of “books.” At the `login` screen prompt, type `comptron` in lower-case letters, and press *Enter*.
2. Use the apostrophe < ' > key to **Exit** back to the dollar sign (\$).
3. Type `cd eodbakups` and press *Enter*.
4. Type `l -t | more` and press *Enter*. (The vertical bar (|) or “pipe” sign after the “t” is located on the backslash (\) key at the top of the keyboard, just to the left of the *Backspace* key.)
5. Find the missing file name by date (on the right).
6. Type `q` to quit.
7. Type `ep eday.(yyyy.mm.dd.hh.mm)`, followed by one space and two periods, then `/data/edaytran.trx`
8. Type `ar.dayend` and press *Enter*.
9. Hold down the *Ctrl* key, and at the same time type a lower-case `d`.
10. At the `login` screen prompt, type `books` and press *Enter*.

Check Cash receipts and Miscellaneous charges for missing transactions.

The method described above is capable of producing a more complete output than that yielded by the **End of Day Report** option on the **System Reprints** menu. It can be used to reproduce the reports from multiple days, even going back before the last **End of Month** was run, provided that the History file records for that month have not been purged.

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## How to Clean and Free Up Space on Your Hard Disk



**WARNING:** *Before proceeding with the following steps, make absolutely sure that you have a current backup of your system, and that ALL USERS ARE LOGGED OUT OF BOOKS.*

### Books

1. At the screen prompt:   XXXXXX! login:  
Type books
2. Look at the main menu to see if they use the **Check Reconciliation** or **Job Cost** modules.
3. Tab to the dollar sign (\$) prompt.
4. Remove work and temporary files:
  - a. \$ cd ./RWWRK < Enter >   Changes your directory to RWWRK
  - b. \$ l < Enter >                   Lists the contents of this directory.  
 "A\_file" is the only file needed in here. If there are others listed, continue as follows:
  - c. \$ rm [0-2]\* < Enter >       Removes anything starting with a "0", "1", or "2"
  - d. \$ rm R\* < Enter >           Removes anything starting with an "R"
  - e. \$ cd ../ < Enter >           Changes your directory back one (from /usr/rwc/RWWRK to /usr/rwc)
  - f. \$ rm [0-2]\* < Enter >       See Step 4c above.
5. Initialize the cash history file: \$ arinit < Enter >  
**SKIP** everything except the cash history file by pressing the *Enter* key.
6. Remove all exported files and files printed to disk: \$ rm \*.EXP \*.PRT
7. Remove all Check Reconciliation or Job Cost files and directories if these modules are not used (refer to Step 2 above):
  - a. \$ rm -r JC\* < Enter >
  - b. \$ rm -r CR\* < Enter >
  - c. Look for any old backup files or directories:  
 \$ l ar00 pr00 pr603d \*.NAM gl00 ap00 \*D1 \*D2 \*.bak \*.gy \*.dcm  
 < Enter >

Remove any that you find.



**CAUTION:** *Know what you re doing here or get help. If unsure about any of these instructions, call Comptron Data for assistance.*



**WARNING:** Before proceeding with the following steps, make absolutely sure that you have a current backup of your system, and that ALL USERS ARE LOGGED OUT OF BIKETRAK.

## BikeTrak



**CAUTION!** All deals should be recapped and moved to history BEFORE doing this. List all sold deals and look at the dates to assist in your decision.

1. At the login: screen prompt, type `bktrak`
2. Tab to the dollar sign (\$) prompt.
3. Remove all deals older than 90 days:

- a. List the deals by year: `$ lc DL??4* < Enter >`

This “lc” command example lists all 2004 deals.

If an “arg list too long error” displays, you must break down the “lc” command by month and year.

*Example:*

`ls DL0[1-6]4* < Enter>` Lists months 01 through 06 of 2004

- b. Once you are able to list the deals, replace “lc” with “rm” in the above command to remove them.

*Examples:*

`rm DL0[1-6]4* < Enter>` Removes Jan through June 2004

`rm DL0[7-9]4* < Enter>` Removes July through September 2004

`rm DL??4* < Enter>` Removes all other months of 2004

- c. Steps 1 and 2 must be repeated for each year’s deals that you wish to remove, by replacing the “4” in the above commands with a “5”, “6”, etc.



**NOTE:** The first two characters after the `DL` represent the month, and the third character represents the year; the last number is the monthly deal sequence, starting with 1, 2, 3, 4, etc. All deals end with `.FIN .`





**WARNING:** Before proceeding with the following steps, make absolutely sure that you have a current backup of your system, and that ALL USERS ARE LOGGED OUT OF COMPTRON®

### COMPTRON®

1. Print and purge all management reports.
2. Set ticket reprints to keep at a reasonable number (through the **Management Menu**).
3. Remove old/unused price books:
  - a. `cd book < Enter >`
  - b. `1 < Enter>`
  - c. `rm ?????.dat < Enter>`
4. Print and cancel outdated Hold tickets.



**NOTE:** This returns all parts on the Hold tickets to the Stock file.

5. Purge inactive/obsolete customers (`rc util`).
6. Purge dead inventory (`rc util`).
7. Repair all files (`rc util`).
8. Initialize the following files (`rc util`):
  - a. Ticket reprints
  - b. End of Day reprints
  - c. End of Month reprints
  - d. Purchase Order reprints
9. Remove the “demo” directory IF it is not being used AND hard disk space is needed: `rm -r /usr/demo`



**CAUTION!** This directory is not on the backup tape and cannot be restored.