



PIMS2

Profiles Integrated Management System

FAQ

Technical Support Reference Manual

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This document is about PIMS2, Profiles Integrated Management System. It serves as a Technical Reference, and provides answers to FAQs, Frequently Asked Questions.

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Starting PIMS2: command-line

To start PIMS2, you will most probably create a Windows shortcut, with a command-line. There are various ways of starting PIMS2, depending on the command-line elements you provide, or those that you omit.

Here are typical command-lines, with the explanation of each of their elements:

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms
```

C:\CLI\myself.pms

is your PIMS2 license file. It is usually named after your company name, such as Bristol.pms, MonaCool.pms, etc.

Your PIMS2 license file defines which modules you are entitled to use, as well as any license rights pertaining to your PIMS2 system.

At first, the data is assumed to be in the same location as the license-file, i.e. in the same folder. If no data is found in the same folder as the license file, then PIMS2 searches for data in the same location where data was, the last time you started the same license. Else, data is assumed to be in C:\PIMS2\DATA.

```
C:\CLI\myself.pms
```

C:\CLI\myself.pms

you may start your PIMS2 system by invoking your PIMS2 license file alone. This will most probably be the case when you double-click your license-file, or a shortcut to it.

This is the only situation where you can start PIMS2 by double-clicking (running) a single file; in all other cases, parameters are needed, which are typically provided by using a shortcut.

If you have multiple copies of pims2.exe on your computer, the one that will execute is the one that was last executed on this computer. If you never executed PIMS2 before on this computer, or if the pims2.exe that was executed last is no longer available, PIMS2 will not start.

Concerning the data location, see previous sample.

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms C:\MYDATA
C:\PIMS2\pims2.exe C:\CLI\myself.pms \\server\MYDATA
```



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C:\MYDATA

this is the folder where the PIMS2 data files are expected to be found. A server location can also be indicated, such as \\server\mydata.

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms C:\MYDATA -service
```

-OLDFONT

revert to legacy font, only to be used in case of rendering issues.

-256

force using 256 colors, even if more colors are available in Windows.

-BDEPATCH

may minimize some issues pertaining to BDE

-ADVNOSEVER

effective only when using SAP Advantage database engine. If the station is accidentally unable to connect to the SAP Advantage database service, it usually starts in LOCAL mode. In a network environment, if some stations operate in SERVER mode while others operate in LOCAL mode, this can generate conflicts, especially if reindexing is performed: stations operating in LOCAL mode would reindex according to their own locale. With this option, if the SAP Advantage database service cannot be accessed, the station will simply not start, until the situation is resolved.

-SERVICE

Launches PIMS2 in service-mode. Services such as a REST API server will operate only in service-mode. In this mode, PIMS2 will launch without any graphical user-interface.

-ALLOWSLEEP

bypass the no-sleep PIMS2 policy in case it causes problems in certain restricted environments.

-LIVEBACKUP

For SAP Advantage database, launches PIMS2 only to take a backup as configured in the "Native backup" option.

ElevateDB database in server-mode, command-line parameters

The following applies to those operating PIMS2 under ElevateDB Database Server. It does not apply to the BDE or SAP Advantage platforms.

The ElevateDB database-server must be installed on the server as a prerequisite for this section.

Assuming the data is located on a server named \\MYSERVER and in folder

C:\MYDATA, the database parameter will be indicated as follows:

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms MYSERVER:C:\MYDATA
```



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In this mode, the server folder `C : \MYDATA` does not need to be shared with PIMS2 users over the network.

Temp-folder and buffer-folder

PIMS2 needs to locate your temp (temporary) folder, as it will create in it some temporary files, as well as a buffer folder.

There may be in your Windows system an environment variable named TEMP, which identifies your temp folder. Otherwise, your temp folder is assumed to be `C:\TEMP`. If that folder does not exist, PIMS2 creates it automatically. On a network, your temp folder should better be on the local computer, rather than on the server, for improved performance.

PIMS2 will create a subfolder of your temp folder, known as the buffer-folder. A buffer-folder will hold all the buffer-tables created as part of the normal working process of PIMS2. A buffer-folder is typically named `C:\TEMP\~PIMS000`.

If more than one PIMS2 sessions are started on your computer, each session will create its own buffer-folder, named `~PIMS001`, `~PIMS002`, etc.

If your PIMS2 session crashes for any reason, the buffer-folder would not be deleted, and will remain in your temp folder. If, upon starting, PIMS2 notices that the temp folder contains too many buffer-folders, then PIMS2 asks the user to clean-up before it is able to start.

Companies sub-folders

Depending on the database used, each company in PIMS2 may have its data in a subfolder of the main data folder.

To be identified as a company-folder, in earlier versions of PIMS2, this subfolder used to contain a valid encrypted company-configuration file, named `company.cfg`; it was later discarded, and a copy was kept for recovery named `company.cfx`.

If the database is ElevateDB, or Advantage in data-dictionary mode, there are no database tables in subfolders.

On network, mapped v/s non-mapped drives

If your data-folder is on a network, you will want that various computer stations access the same data simultaneously (provided your PIMS2 license includes the Multi-User feature).

It may be that different computer stations do see the data-folder under different paths. While one computer station may be calling PIMS2 with the following command-line:

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms F:\MYDATA
```



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while another computer-station may be calling PIMS2 using:

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms G:\Accounts\MYDATA
```

or:

```
C:\PIMS2\pims2.exe C:\CLI\myself.pms \\server\MYDATA
```

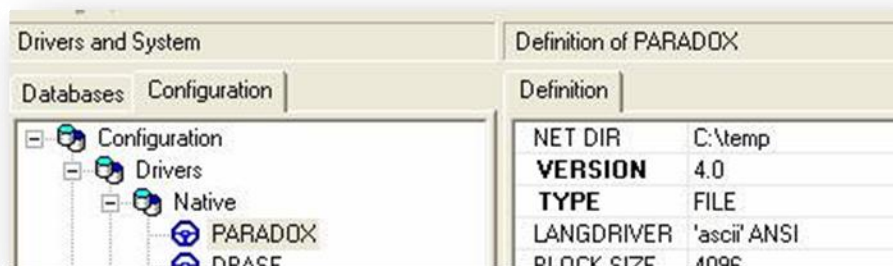
PIMS2 will only work properly if all computer stations access the data-folder using the same path specification.

You may need to create additional shares on your computers, to reach such a situation where all computers do see the data under the same path.

Even when you use your local computer as the data server, i.e. when the data is on your local hard-disk, you must create a share on your local computer, and use it to access the data, else data will no longer be accessible to other computers.

Data-files, and Windows users privileges (for BDE users)

This consideration applies only when PIMS2 is running under BDE database; when running under SAP-Advantage or EDB database engines, the below does not apply. During the installation of PIMS2, and same as many other applications, the user carrying out the installation must have Windows Administrative access-rights and privileges. After the setup is done, launch the BDE-Admin configuration utility, and change the NETDIR parameter to a folder other than C:\, typically to C:\Temp.



The point is that, upon installation and by default, the NETDIR parameter is usually set to C:\, while non-Administrator users are often prevented by firewalls and similar security devices from writing in the root of C: drive.

Once this is done upon initial setup, the privileges of the user running PIMS2 can be the standard User privileges. The user will however need to have full rights and privileges on the data folder, where PIMS2 tables reside (be it on the local drive or on the network). Those privileges must include the right to create and delete files and subfolders. Full privileges must also be granted for the temp folder, the one indicated by the NETDIR parameter.



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Normally, the BDE-Admin applet can be found in the Control Panel. But if, for any reason, it does not have a shortcut in the Control Panel, one can find it easily by searching for the file "bdeadmin.exe".



Data-files, access-rights & read-only

For PIMS2 to operate, it needs to read from data-files, and to write onto them.

A typical mistake is to overlook this, and fail to grant write access-rights to files. Here are some usual cases, where PIMS2 will fail to operate:

- As a Windows user, you have not been granted read-write access to the data-files. This is most likely when those files are on a data server.
- Data files were copied from a CD to the computer hard-disk: usually, Windows marks such files as read-only; you need to uncheck the read-only status of those files. Read-only status can be changed from the files and folders Properties panel. Right-click on the main data folder, and choose the Properties menu option.
- As a Windows user, you must also be granted read-write access to the temporary folder. This could be C:\Temp, or a sub-folder of C:\Documents and Settings.

How PIMS2 versions are numbered

To read the version number of your current PIMS2, open the About form (main-menu, Help, About PIMS).

At the top of the About PIMS2, find the line that looks like this:

PIMS2 203-1635-04.01.07

In this line: 203 is the release number, 1635 is the build time, and 04.01.07 is the build date (in this case January 7, 2004).

When you work on your data using a given version of PIMS2, the data is stamped with that version number. If later on you try working on that data with a different version of PIMS2, the following happens:

version stamped in data	version of new PIMS2.exe	what will happen when starting PIMS2
203-1635-04.01.07	203-1635-04.01.08	A new build of PIMS2 is used now, dated later than the one that had been used before. PIMS2 will automatically perform a reindexing, to verify the structures of tables.



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203-1635-04.01.07	203-1930-04.01.07	The PIMS2 used now was built on the same date as the one used previously. No action done.
203-1635-04.01.07	203-1635-04.01.06	The PIMS2 used was built earlier than the one used previously. It has however the same release number, 203. PIMS2 will ask for your confirmation to proceed. Proceed only if you cannot do otherwise.
203-1635-04.01.07	202-1635-04.01.01	You are attempting to start using a PIMS2 with a release number, 202, former to the last PIMS2 used, 203. Release numbers change when data structures evolve substantially. PIMS2 will not start.

Time Synchronization on Windows networks.

The NET command and its underlying infrastructure have been deprecated by Windows 8+ and will no longer work.

Time sync have to be done manually for BDE and ElevateDB, but is not needed in Advantage.

If computer A has worked on PIMS, with a date 15/01/2000, then PIMS assumes that the "real life" date is 15/01/2000, or later, but it cannot be earlier.

If then computer B starts PIMS, pretending that the "real life" date is 14/01/2000, then PIMS starts complaining that it cannot be 14/01/2000, since the day 15/01/2000 is already reached or passed.

So having, on one network, computers with different dates (or times) is not an acceptable situation.

Always make sure that, in a Windows network, one of the PCs is appointed as a "time server". The PC used as the file or database server is a natural choice.

The command which can synchronize the clock of your station on the clock of the selected server is named "net.exe", and typically found in the "system32" sub-folder of your Windows folder.

Assuming that your selected server is named MyServerName, the command would read:

```
C:\Windows\System32\net time \\MyServerName /set /yes
```

Include this command in a Windows shortcut, which you will create in the StartUp folder of your Windows, therefore ensuring that it gets executed each time you start your computer.

Multi-Branch operation in PIMS2

PIMS2 is designed as a Multi-Branch platform. Transaction-documents may be issued from different branches. Each PIMS2 company may have its own distinct branches, with a 2-letter code and a name, such as: code = CD, name = Central District.



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One of the branches is known as the **Main Branch**, its code is always '00' (zero zero). When you think that you are working without using branches, you are in fact working on a single branch system, on the Main Branch 00.

For every operator, PIMS2 remembers his/her current branch for every company.

Implementing PIMS2 on a network, using Update2 scripts

When PIMS2 is to be implemented on a multi-station network, it is better and safer to implement it according to the below scheme.

In this scheme, PIMS2 is launched using an Update2 script. This script will first ensure that the latest version of PIMS2 is propagated to the workstation: if the version of PIMS2 on the server is more recent than the one on the local station, it will be copied onto the station before PIMS2 is started.

This way, any station starting PIMS2 will be using the latest version available on the server, ensuring that all stations are always using the same version of PIMS2 anytime. This also applies to notebooks that could connect at a much later time.

When a new release of PIMS2 is available, placing this new release on the server will suffice for it to propagate to all stations later on.

To implement this scheme, proceed step-by-step as follows:

On the server:

- On the server drive, create these folders:

```
\\server
\Profiles
\PIMSprog
```

This folder contains ALL the contents of the downloaded PIMS2.zip, including Update2.exe, DelNetLck.exe, Capture.exe, etc. One should be able, at any moment, to delete all contents of this folder and replace them by the contents of the downloaded PIMS2.zip.

```
\Tools
```

This folder typically contains system installation and maintenance tools, such as bdeonlysetup.exe.

```
\Start
```

this folder contains:
- the .pms license(s)
- the Update2 startup scripts.

```
\Data
```

- Share the \\server\profiles folder to all users who need to see this folder, giving them full control.
- Open \\server\profiles\PIMSprog
- From this location, run update2.exe so that the Update2 application registers on the local computer (you may need to run this twice)



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- In `\\server\profiles\Start`, create the PIMS2.UPD script, which starts PIMS2, and which should contain:

```
Title           = Starting PIMS
LeftPath        = \\Server\Profiles\PIMSProg
RightPath       = C:\PIMS2
UpdateMode      = LMaster
EXCLUDE         = *.NET, *.LCK
Execute
ExitFolder      = C:\PIMS2
ExitProgram     = C:\PIMS2\pims2.exe
\\server\Profiles\Start\license.pms \\server\profiles\Data
```

- In `\\server\profiles\Start`, create the Backup.UPD script, which creates daily backup of the PIMS2 data, and which should contain:

```
Title = Backup of PIMSUSER data to \ROOT\PIMSBACKUP FOLDER
;-----
Message      = per-Month backup
LEFTPATH     = \\server\profiles\data
RIGHTPATH    = \\somewhere\BKUPData\{YEAR2}-{MTHnum}-{DAYNUM}
UPDATEMODE   = LMaster
EXCLUDE      = IDX\*.*, *.NET, *.TBK, *.PBF, *.PX, *.XH*, *.XG*,
*.X0*, *.Y*, *.ADI, *.BAK
EXECUTE
```

On each station:

- Open folder `\\server\profiles\PIMSProg`
- From this location, run `update2.exe` so that the Update2 registers with the local computer (sometimes you may need to run this twice)
- Run the `\\server\profiles\tools\bdeonlysetup.exe` setup program, which installs BDE on the local machine.
- Run the path `\\server\profiles\Start`.
- Send the file `PIMS2.upd` as a shortcut to the desktop.
- Run this shortcut for the first time to copy all files from `PIMSProg` to a folder named `PIMS2` on the local disk C.
- In the properties of the shortcut, change its icon, use that of `C:\PIMS2\PIMS2.exe`.

If you want to use the Server as a PIMS2 station as well:

- Open the folder `\\server\profiles\Start`.
- Send the file `PIMS2.upd` as a shortcut to the desktop.
- Run this shortcut for the first time to copy all files from `PIMSProg` to a folder named `PIMS2` on the local disk C.



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- In the properties of the shortcut, change its icon, use that of C:\PIMS2\PIMS2.exe.

On Windows 8, 10 and above, using shortcuts to launch Update2 scripts

Under Windows 8 and 10, it appeared that shortcuts may fail in the following case:

If the command-line of a shortcut contains

```
N:\profiles\start\pims2.upd
```

this is supposed to launch Update2.exe, and feed it with the indicated script file. But when the script file is indicated using a mapped drive (such as N:), Windows 8 is failing to convert properly.

This is typically because Update2 may be running as administrator. Newer versions of Update2 will not have this constraint, so you can resolve the issue by using a more recent version of Update2.

Also, simply refer to the intended drive using its actual name, and the shortcut will work properly. This would be something like

```
\\server\profiles\start\PIMS2.upd
```

Starting PIMS2 for the first time (only for BDE)

When started for the first time on a station, PIMS2 attempts to automatically adjust some settings. But it can only do so if operating with Administrator privileges.

So, the first time you run PIMS2 on a recently installed station, right-click on the shortcut, and select "Run as Administrator".

Once done for the first time, you will no longer need to do this, and can launch PIMS2 normally.

PIMS2 Integrated Backup Plan

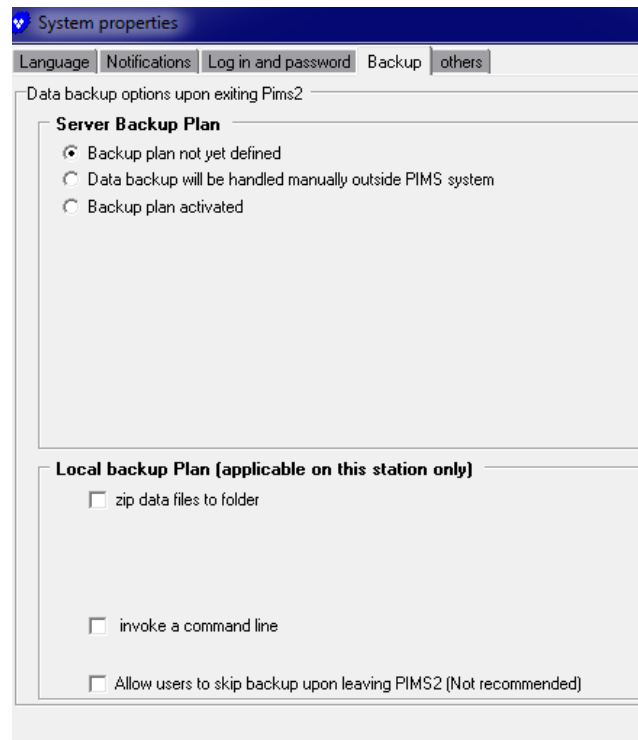
Through its integrated "backup plan", PIMS2 may automatically trigger a backup of the data, when the last operator leaves it. While the backup process is ongoing, a PIMS2 lock will prevent other operators from starting a PIMS2 session.

Only administrators are able to setup a backup plan in PIMS2, while regular operators will only be prompted to operate the backup process specified in the plan.

The setup of the backup plan offers the administrator all the necessary options to set a plan that best fits the needs of the company. Go to the menu:

```
Tools → Technical Maintenance → System Properties
```

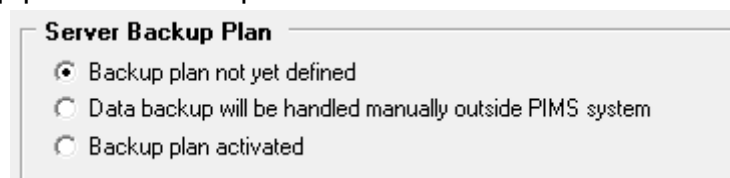
then access the "Backup" tab-page. There are in fact two backup plans: a **Server** backup plan, and a **Local** backup plan. Note that one or both plans can be activated, depending on the requirements:



Server backup plan:

The server backup plan configuration is global to all stations, and is typically used for backing up the data to a location accessible from all stations, such as another hard-disk. The settings for this plan are saved in the Registry table of the PIMS2 dataset. If multiple datasets are being used, each dataset will have its own, distinct backup path and settings.

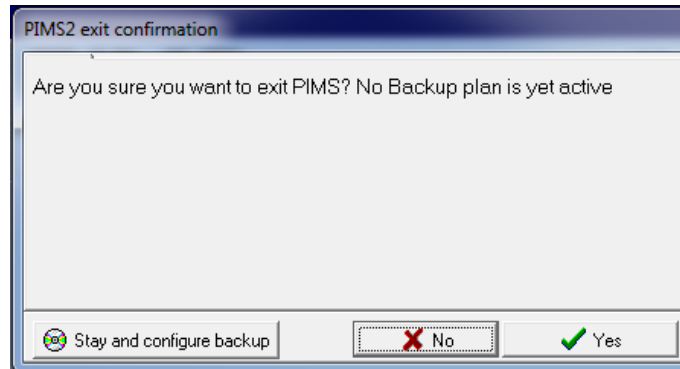
The server backup plan shows 3 options:



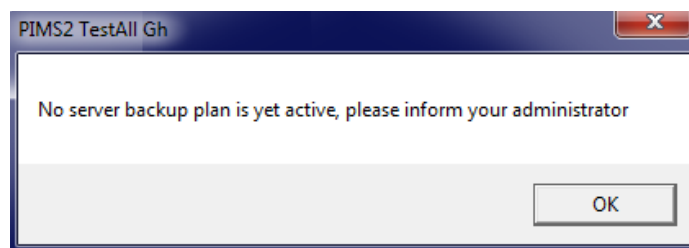
Backup plan not yet defined

This option is checked by default and, upon exiting PIMS2, the operator will be informed about the need to set a backup plan.

If the operator is an administrator, he/she will be offered to configure the backup at once, by clicking *“Stay and configure backup”*.



If the operator exiting PIMS2 is not an administrator, he will be asked to report the situation to an administrator:

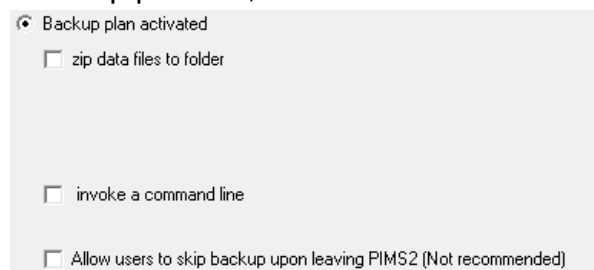


Data backup will be handled manually outside PIMS system

This option indicates that the backup will be handled by the environment, therefore relieving PIMS2 from the responsibility of handling the backup. When this option is checked, PIMS2 will no longer show warnings or messages about the need to setup a backup plan.

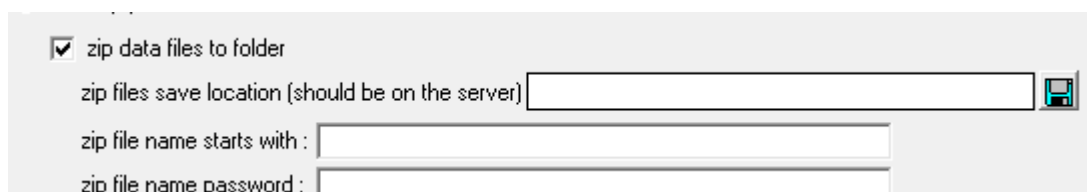
Backup plan activated


Indicates that PIMS2 must process the backup upon the exit of the last operator. One may choose to enable a zip-based internal backup, or a user-defined command-line which launches an external backup process, or both.



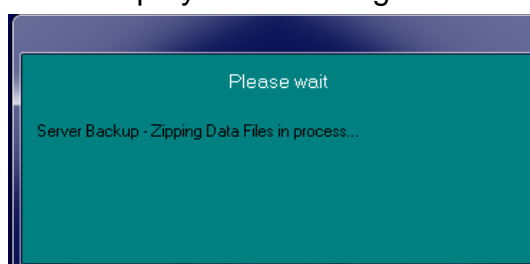
Zip data to folder

If enabled, PIMS2 upon exiting will zip the complete data folder into the specified location. The zip-file produced will start with the indicated name, and may be optionally protected by the indicated password.



☒ zip data files to folder
 zip files save location (should be on the server) 
 zip file name starts with :
 zip file name password :

During the process, PIMS2 will display the following:



Invoke a command-line

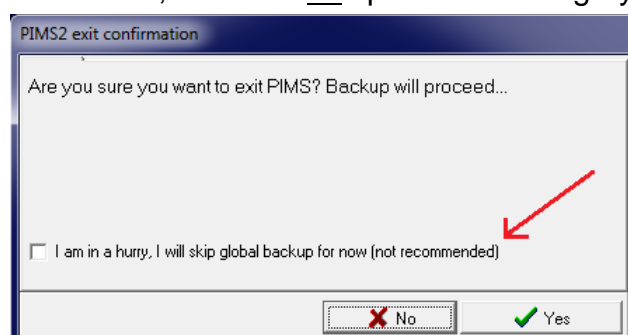
If enabled, PIMS2 will **invoke** (i.e. *start & launch*) an **external executable command**. This command may be a backup process to backup the data, or simply a process which copies the previously produced zip-file from one location to another, using an Update2 script for instance.



☒ invoke a command line
 command line

Allow operators to skip backup

If enabled, the operator will have the ability to skip the backup process occasionally. It is not recommended to enable this, unless if all operators are highly responsible:



Local backup plan:

The local backup plan is configured individually on each station. It may be activated or not on each station, depending on data security considerations. It is typically used for backing up the data to a location accessible only to the local station, such as the hard-disk of the station.

The settings for this plan are saved in the Windows Registry of the local station, and are unique for this station. These settings include the path of the location to which the data



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will be backed up. If multiple datasets are being used on or from this station, they will all be backed up to the same path.

The options of the local backup plan are similar to those of the server backup plan:

PIMS2 is working extremely slowly

You may have an anti-virus active. PIMS2 tables have the extension .db, which is considered by most virus scanners as a *hazardous* type of file, and therefore included in the list of files that are "scanned on access".

This means every bit of information that your computer reads out of this file is scanned, to check if it contains any virus.

Most anti-virus tools offer an "exclude" option, where you instruct it to ignore files like *.db.

With some anti-virus tools, excluding explicit file extensions may prove difficult, if not impossible. In such case, you may consider excluding the whole data folder altogether from virus scanning.

With some anti-virus tools, exclusions only take effect only after you reboot the computer; the effect of the exclusion is therefore not immediate.

There are also other possible reasons why your system is slow. Looking at the Windows Task Manager, you may identify other applications that consume CPU time on your PC. You may want to suspend those activities while working on PIMS2. Typical such applications: messengers, remote access, system utilities, etc.

PIMS2 running on BDE, and Kaspersky antivirus

It has been reported lately that PIMS2 running under BDE database occasionally shows error "no more files", preventing it from running.

It turned out to be related to the Kaspersky antivirus, and the following two steps would correct the issue:

- exclude PIMS application from being checked by Kaspersky,
- add the PIMS application in the list of "Trusted Applications" of your Kaspersky.



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PIMS2 showed error "error loading MIDAS.DLL"

MIDAS.DLL is a necessary component of the PIMS2 system. DLL stands for Dynamic Link Library, if you care to know.

Normally, DLLs get automatically registered by Windows, and become therefore available to applications using them.

But this automatic registration may sometimes fail. This is probably the case with you. In order to recover, you need to register MIDAS.DLL manually. To do so, you must type the following command-line:

```
regsvr32 pimspath\midas.dll
```

where *pimspath* is the full-path where your PIMS2 application and executable are stored.

This path is most often C:\PIMS2, and the exact command would probably be:

```
regsvr32 c:\pims2\midas.dll
```

Hint 1: to type a command-line, you may either do so in Windows by clicking Start ... Run, or by opening the Command Prompt module from Start ... All Programs ... Accessories.

Hint 2: for registration to work at all, you must be logged-in as an Administrator. If you are logged-in as a non-Administrator, you may believe that registration succeeded, while it did not; sometimes, Windows fails to tell you that registration did not succeed.

PIMS2 showed error "Bantam.DLL"

It may be the file is corrupted. Replacing it with one from another PC will typically resolve the issue.

PIMS2 is not starting, and you are using Windows 98 or ME

PIMS2 is growing. Growing in features, growing in size.

It appeared that there is a limit to the size of applications that can execute in Windows-98 and Windows-ME.

Microsoft officially declared that "*Effective July 11, 2006, Windows 98, Windows 98 Second Edition, and Windows ME will transition to a non-supported status*" (<http://support.microsoft.com/w98>)

Starting July 2006, PIMS2 is therefore non-compatible with the above-mentioned versions of Windows, and affected users should upgrade to Windows 2000 or Windows XP.

Starting November 2023, PIMS2 will no longer be compatible with Windows XP or 2003 Server.



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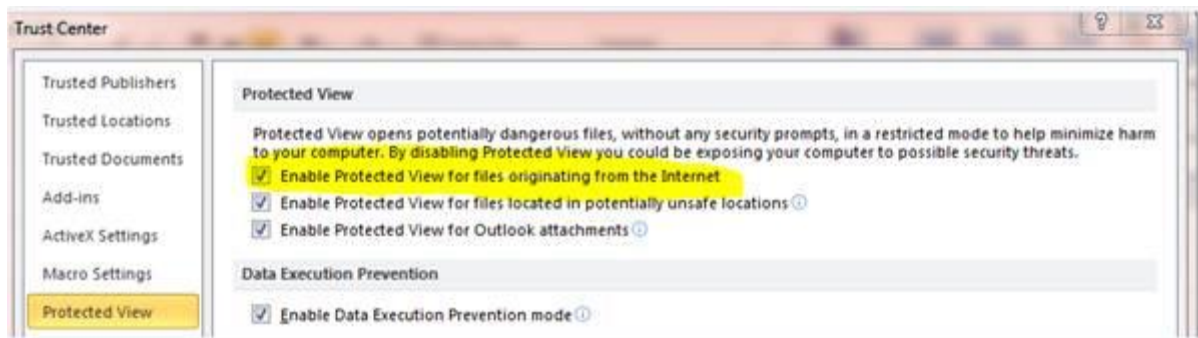
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EPL & Excel 2010: failing to execute commands in EPL template sheet

Under Excel in Office 2010, you may see that your EPL file is displayed as expected, but no processing is taking place, and the formulas remain intact.

In such situation, you have to disable the protection related to “files originating from the internet”.

To locate this option, click on the [File] tab at the top left, then click [Options], then select the [Trust Center] page, where you will click the [Trust Center Settings...] button. In the Trust Center form, select the [Protected View] page, and disable the topmost option:



Payroll: Time-Attendance devices supported

A highly demanded companion of the Payroll is the Time-Attendance feature.

A Time-Attendance device is installed at the door(s) or gate(s) of your company, and every employee clocks in when entering or leaving the company. This generates a data-file used by PIMS2 Payroll to tell who came to work, who was absent, or late, who gets overtime, etc.

A number of Time-Attendance brands are currently supported by PIMS2. Here is a sample list of them, with the file formats that they generate:

device brand-name	output file extension	file contents, fields in each line
generic, no brand-name	CSV,TXT	"code", #date&time#, in("I") / out("O")
Card Scan	DBF	code, date, time-in, time-out
Hand Punch	CSV,TXT	date, hour, name, ln(10000000) / Out(30000000), code
Hand Scan	CSV,TXT	date, time, name, in/out, code
Hunno	CSV,TXT	code, date, time, ln(1) / Out(2)
I_Guard	CSV,TXT,DAT	code, name, date, time, ln / Out
Identix	CSV,TXT	ln(7) / Out(8), code, date, time
Star 505R	CSV,TXT	date, time, code, name, IN / OUT

Arabic not showing on my computer

To input and display Arabic in your PIMS2 system, you need to do a few things:

Enable Arabic in Windows (only for BDE):

This is to make your Windows system capable of displaying Arabic properly. Each flavor of Windows requires different steps to achieve this, in Windows:

- Click Start, Settings, Control Panel, and choose "Regional and Language Options"
- Windows Vista or Windows 7: In the "Keyboard and Languages" page, click "Change Keyboards", and add "Arabic (*your country*)" keyboard. This will enable the Language Bar. In the "Administrative" page, click "Change system locale", and set "Arabic (*your country*)" as the "current system locale"
- Windows XP: In the Advanced page, in "language to match the language version of the non-Unicode programs you want to use", choose "Arabic (*your country*)"
- Windows 2000: In the General page, click on Arabic option, then "Set to Default" the "Arabic (*your country*)"
- Restart your computer, for those new settings to take effect.

Change the interface of PIMS2 to Arabic:

To change the current language of the user interface, (i.e. the language in which menus, buttons, etc are displayed), click the language bubble-icon on the PIMS2 toolbar, and select the desired language:



Possible problems with Arabic on printers:

You will probably also face problems in printing, and may need to disable Optimization from your printer driver. See elsewhere in this document for further details.

Input using Turkish characters

To input and display Turkish characters in your PIMS2 system, you need to do as follows:

- Click Start, Settings, Control Panel, and choose "Regional and Language Options"
- In the Languages page, click the Details button
- Add Turkish as one of the input languages:





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This should do it.

Comma-separated files improperly handled by my Excel

Comma-separated files are files where info is in rows and columns, and each the info for each column is separated from the next by a comma. For instance: "123,0,34".

The standard extension for these files is CSV (Comma Separated Values).

Normally, CSV files are properly decoded by Excel, and values are properly distributed over the columns. But it may happen that Excel stops decoding those files properly.

This may be the result of activating Arabic in your Windows 2000 or your Windows XP, as described in the paragraph above. Usually, when changing language or locale, Windows also changes a number of its internal settings, to match the selected locale.

The setting you need to restore is the List Separator, which must be set back as a comma.

To find it, open Control Panel, open Regional and Language Options, select Regional Options, click Customize..., in Customize Regional Options select Numbers, and change List Separator to be a comma.

Using dates and date formats, with Excel

Excel will comply with the regional settings you have instructed Windows to use. You can tell Windows what date format to use by opening your Control Panel, and selecting the "Regional and Language options". Whatever format you specify for the display of dates, Excel will abide by this setting and display dates accordingly.

The current version of EPL is unable to comply with all possible formats, and accepts the "dd/mm/yyyy" date format only. The "dd" part represents the day, "mm" the month, and "yyyy" the year expressed in four digits. Any attempt to run EPL with other date formats may result in error messages, or even yield wrong results.

Also, be aware that an EPL Excel sheet prepared on a PC that complies with this format will not be processed if copied onto another PC with different date format settings.

We are currently working on lifting this limitation.

Printer not printing as expected

It has been sometimes reported that some printers were not printing as expected: missing areas, clipped edges, etc.

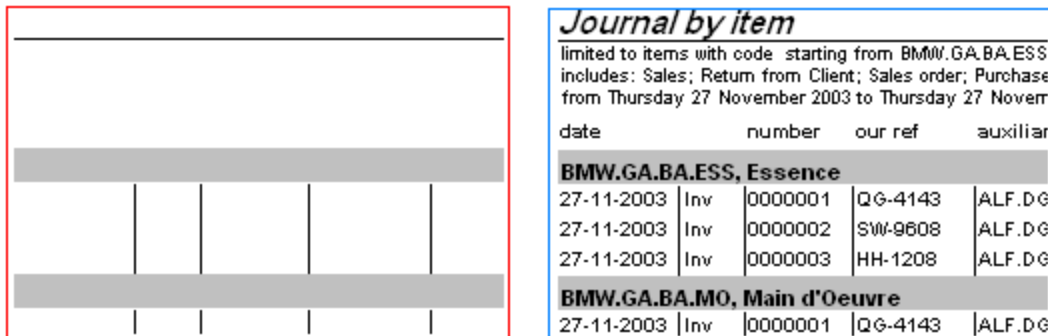
In most - if not all - cases, it turned out to be a driver problem. Downloading, from the printer manufacturer website, the latest release of the driver for your printer and your flavor of Windows has showed that it solves the problem.

Please make sure that you have tried obtaining and installing the latest driver for your printer and your Windows version, before reporting the problem to Profiles Support.

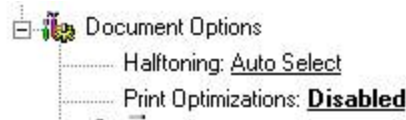
Your printer has probably been manufactured, boxed and shipped with a driver on floppy or CD well before your version of Windows was released, so it must be expected that the version of the driver that comes with it is not fully compliant. In addition, the driver that is included in your Windows may have shown bugs, which were corrected by the printer manufacturer later on. For all those reasons, the best driver you can get is the one you would download from the printer manufacturer website.

Printer not printing characters, only graphics

If your printer is printing the graphics of your report (as in red frame), but not the letters and the digits (as in blue frame), then you need to disable the "optimization" feature of your Windows printer driver, and all should be fine.



This option is usually found in your driver applet, by following: Printing Preferences button ... Paper/Quality tabpage ... Advanced button ... Document Options:



Printer is printing borders, but without document content

When having an optimization problem and optimization couldn't be found in the printer settings, we should check if we can find Device settings → PDL → and check the GDI compatible mode.



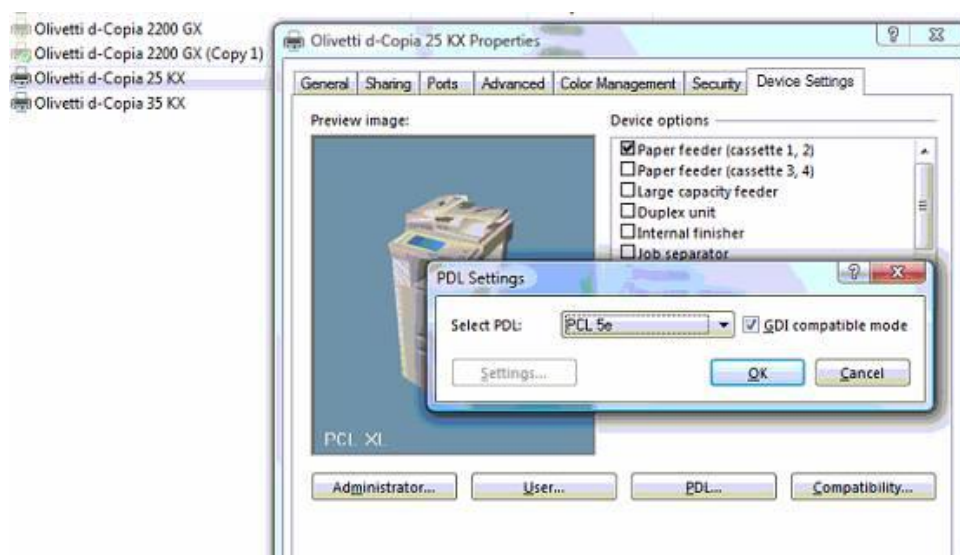
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Epson dot-matrix printer printing too slow

It has been sometimes reported that some Epson or Epson-compatible dot-matrix printers were printing at a very slow speed. This was for instance reported with Epson LQ-300 printers.

Declare them in Windows as Epson LQ-2550, and printing speed will increase noticeably.

Recovering from BLOB errors

Should you ever get an error that says: "BLOB has been modified", this is the indication of a corrupted BLOB. A BLOB being a memo-field or an image-field (BLOB stands for Binary Large Object).

When a file contains, in one of its records, a corrupted BLOB, this record may become non-accessible in the forms, as every attempt to access it generates an error.

The best recovery is often returning to your backups, prior to the last corruption.

But you may prefer to attempt a recovery without getting back to your backups. Such a recovery will make you lose the contents of the BLOB field, however.

Recovery means most often the loss of the data in the BLOB field.

To do so, perform a reindexing of your files, using the reindexing form at Tools ... Technical Maintenance ... Reindexing. Be sure to have checked the "rewrite files" options, as this is what may correct the situation. Any corrupted BLOB will then be replaced by an empty one.



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Remote Assistance, using Anydesk or Microsoft Teams

With Remote Assistance using Anydesk or Microsoft Teams, Profiles is close to you, however far your may be. Using these tools, the Profiles Support Team can access your PC(s) right from our offices.

We used TeamViewer in the past, but we are no longer supporting it. Currently, our preferred remote access tool is Anydesk.

If, for some reason often related to your internal security constraints, you are unable to launch any of these remote access tools, please contact our Support Team directly.

SAP Advantage database service not starting

The following applies to those operating PIMS2 under SAP Advantage Database Server. It does not apply to the BDE platform.

You may be facing a problem whereby PIMS2, when launched, fails to detect the SAP Advantage Database Service, and always fails to start in SERVER mode, and starts in LOCAL mode instead (or fails to start altogether if the ADVNOSERVER option is used).

Configuring the SAP Advantage service starting mode to Automatic may be failing to start it.

In such case, you should adjust the settings of this service as follows. To access the Windows services, you may want to launch <C:\Windows\System32\services.MSC>.

Locate the Advantage Database service, and changes its options as follows:

- In the General tab-page
 - Startup type: "Automatic (Delayed Start)"
- In the Recovery tab-page
 - First failure: "Restart the Service"
 - Reset fail count after: "0 days"
 - Restart service after: "1 minute"

SAP Advantage database, server detection problems

The following applies to those operating under SAP Advantage Database Server. It does not apply to the BDE platform.

Upon starting PIMS2, a station on the network will first attempt to detect the "remote" database server. If PIMS2 fails to locate the remote server within a predefined delay, it assumes that no server is available, and operates on the data in what is known as "local server" mode, i.e. a file server mode actually. The result is a degraded performance, and a limited number of concurrent users, 5 maximum.



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The failure to detect a remote server could of course be due to the fact that the service of the remote server is not running on the server itself. Correction consists into starting the service on the server machine.

The failure to detect a remote server could also be due to various combinations of hardware protocols and specifications, and this would happen even though the SAP Advantage service is running on the server machine.

If this is the case, you can direct SAP Advantage directly to the intended server, by explicitly indicating the **IP of the server** and the **port of the Advantage Server service**, therefore bypassing the discovery process.

You achieve this by adding a few lines to the ADS.INI configuration file. The ADS.INI configuration file is typically located in the same folder as the launched executable, most often C:\PIMS. If the ADS.INI configuration file does not exist, create one using Notepad or a similar editor, since ADS.INI is in fact a text file.

Edit or create the ADS.INI file, and add to it the following lines:

```
[MYSERVER]
LAN_IP=192.168.0.1
LAN_PORT=6262
```

Here is an explanation of each line:

[MYSERVER]	this is the name of your server, assuming that you data is located in \\MYSERVER\MYDATA
LAN_IP=192.168.0.1	this is the network IP of server running Advantage Server service
LAN_PORT=6262	this is the port used to communicate with the Advantage Server service. 6262 is the default port. One must make sure that no firewall or anti-trojan blocks the port used.

Note that for the above changes to take effect without leaving anything to chance, it is strongly recommended to perform the following:

- Delete all index-files (*.ADI)
- You may also delete leftover data backup files (*.BAK)
- Restart all of the server and every station failing to connect.

SAP Advantage database, checking access to port using PortQry

Your SAP Advantage Database Engine service may be started, and yet your station is unable to access its port.

To verify access to the port, first make sure that the firewall and the antivirus (including Windows Defender) on the server and all stations are turned off, or make sure that Advantage, PIMS, and port 6262 are part of the exceptions of any security tool installed.



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Second, check if the DLL's that are next to your PIMS2 program are those shipped with the most recent version.

Then PortQry can be used to check if the SAP Advantage port of advantage is open or not. You are probably not familiar or confident to perform this, please contact our Support Team. The process is as follows:

- Copy the folder to C:
- Run CMD:
- Run the following command in CMD:

```
CD \  
CD PortQryV2  
Portqry -n [serverIP] -e [Port number]  
example: Portqry -n 192.168.0.3 -e 6262
```

If the TCP port is "listening", this means that the SAP Advantage port '6262' is open:

```
Administrator: C:\Windows\system32\cmd.exe  
  
C:\PortQryU2>Portqry -n 192.168.0.3 -e 6262  
Querying target system called:  
192.168.0.3  
Attempting to resolve IP address to a name...  
IP address resolved to SERVER  
querying...  
TCP port 6262 (unknown service): LISTENING  
C:\PortQryU2>
```

If the TCP port is blocked or filtered, this means the port is not open, and the SAP Advantage service cannot be accessed:

```
C:\PortQryU2>portqry -n 192.168.0.3 -e 6262  
Querying target system called:  
192.168.0.3  
Attempting to resolve IP address to a name...  
IP address resolved to SrvDev  
querying...  
TCP port 6262 (unknown service): FILTERED  
C:\PortQryU2>
```



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If TCP port is unblocked, but Advantage server is not running, or not running properly, you should get the answer "NOT LISTENING":

```
C:\PortQryU2>portqry -n 192.168.0.21 -e 6262
Querying target system called:
  192.168.0.21
Attempting to resolve IP address to a name...
Failed to resolve IP address to name
querying...
TCP port 6262 (unknown service): NOT LISTENING
```

SAP Advantage database, error 5185 when using in RDP session

When using PIMS2 in a remote session, such as Remote Desktop, Terminal Services, Citrix, 2X, TeamViewer, PC-Anywhere or similar, you may face an error 5185, which mentions a license breach.

If this happens, it indicates that you are using SAP Advantage Local Server, and it detected the situation, a situation which is not covered by the license for local server. You may be facing this even if you are not using SAP Advantage as your main data engine, since PIMS2 uses it anyway for support files, such as help file and language translation.

You circumvent this message by adding a few lines to the ADS.INI configuration file. The ADS.INI configuration file is typically located in the same folder as the launched executable, most often C:\PIMS. If the ADS.INI configuration file does not exist, create one using Notepad or a similar editor, since ADS.INI is in fact a text file.

Edit or create the ADS.INI file, and add to it the following lines:

```
[SETTINGS]
MTIER_LOCAL_CONNECTIONS = 1
```

SAP Advantage database, memory reserved

If operating PIMS2 under SAP Advantage Database Server engine, you may want to control how much of your server memory is allocated for the database engine.

Assuming you want to limit the amount of allocated memory to 4 Gb, you would add the following DWORD entry to your Windows Registry (using RegEdit):

```
\HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Advantage
\Configuration\MAX_CACHE_MEMORY=4096
```



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SAP Advantage database, degraded performance

The following applies to those operating PIMS2 under SAP Advantage Database Server. It does not apply to the BDE platform.

When a record is deleted, some database systems would remove it immediately from the database and update all indexes immediately, some other database systems would mark the record as deleted and filtered out, but would only discard it when the table is "packed".

SAP Advantage opted for the 2nd strategy: instant performance is preserved, but when the proportion of deleted records grows comparatively large, too many deleted records have to be filtered out, and performance degradation is perceptible. This is typically the case after major rebuild operations involving massive delete operations, such as for instance when vouchers regeneration is requested.

Solution: do run a "reindexing of tables", where the "tables rewrite" option is enabled. This will not only create index-files afresh, but will also rewrite the table altogether, therefore "packing" it and discarding all deleted records. The initial performance should be recovered after this.

Network interference, unusual problems

It has been reported to us that some long-range wireless handy telephones have such a strong signal that, if the base is placed near the server or the networking equipment, the interference may disrupt network communication, resulting into data corruption in PIMS2, in particular when phone calls are placed or received. Should you be facing unusual data corruption problems, you may want to check for such equipment in your environment.

■