

## Resetting BusinessWorks Gold Users and Tasks

Please print this document for your future use and forward it to all BusinessWorks Gold users in your office.

The BusinessWorks Gold Network Status Report may list a user as logged on who is not, or the running tasks list may show a task as running that is not. A stranded user or task can occur for several reasons. Among the most common are the following:

- A user turned the computer off without logging out of BusinessWorks Gold.
- An error occurred that prevented a user from exiting a task properly.
- The user could not successfully complete a print job.
- A terminal server session was closed before the user exited BusinessWorks Gold.

Note: If you are running BusinessWorks Gold in a terminal server environment, please skip to Method 2, below. Also, please see ***Preventing Stranded Users and Tasks on a Terminal Server*** on page 2.

A stranded task or user can interfere with performing exclusive operations in BusinessWorks Gold (for example, closing the month, backing up or restoring data, or rebuilding a module) and will need to be cleared. It can also tie up a network license that may prevent another user from accessing BusinessWorks Gold because BusinessWorks Gold believes all licenses are in use. There are two methods for resetting (or clearing) a stranded user or task:

### **Method 1: (Non-terminal server installations only) Locate and reset the stranded user or the user who launched the stranded task...**

1. In BusinessWorks Gold, go to File > Network Status and determine the stranded user and workstation. If on version 4.1 Service Pack 5 or higher, select the print option and email the report to [bwtech@bestsoftware.com](mailto:bwtech@bestsoftware.com).
2. Go to that user's computer and launch BusinessWorks Gold.
3. Enter the user's ID and password and click *Log in*.
4. At the BusinessWorks Gold main launcher screen, exit BusinessWorks Gold. Upon exiting BusinessWorks Gold, the stranded task or user should be reset.
5. Launch BusinessWorks Gold and verify that the stranded user or task has been cleared.

### **Method 2: Reset all BusinessWorks Gold tasks and users...**

Caution: After executing the steps below, it may be necessary to reboot your server. (See note below.) Please do not reset all tasks and users if you will be unable to reboot your server.

1. Important! Have **all** users exit BusinessWorks Gold including yourself.
2. Select *Start > Programs > BusinessWorks Gold > DBRegister*.
3. Click the "Users" button.
4. Click the "Disconnect all Users" button.
5. A warning message displays that you are about to disconnect all users.
6. Click *OK*. The BusinessWorks Gold users and tasks have been reset. Click *OK* and then *Close* to close the DBRegister.
7. Launch BusinessWorks Gold and verify that the stranded user or task has been cleared.

Note: If the error “Unable to open smcompanies or smusers” occurs, BusinessWorks Gold may have been running on the network when the reset was performed. Reboot the server; all users should now be able to launch BusinessWorks Gold.

## Recurring Incidents of Stranded Users or Tasks

Stranded users or tasks may be the result of errors or failed print jobs in BusinessWorks Gold. To determine the cause of the stranded tasks, please have each user keep a list of any errors or failed processes and include the date, time, option that caused the problem, and exact error message. When you have a few detailed examples of stranded tasks, please contact BusinessWorks Customer Support Services\* or your BusinessWorks consultant for assistance in resolving the problem.

## Preventing Stranded Users and Tasks in a Terminal Server Installation

To insure that BusinessWorks Gold sessions terminate correctly, please verify the parameters on the *Sessions* tab in the **User Account Properties** option.

The screenshot shows the 'Sessions' tab of the 'Tlab1 Properties' dialog box. The 'Sessions' tab is selected, and the following settings are visible:

- End a disconnected session:** Set to 1 minute.
- Active session limit:** Set to Never.
- Idle session limit:** Set to 30 minutes.
- When a session limit is reached or connection is broken:** The **End session** radio button is selected.
- Allow reconnection:** The **From any client** radio button is selected.

Callouts on the right side of the dialog box provide additional instructions:

- End a disconnected session:** Set a short time frame, for example, one minute.
- Active session limit:** Set this parameter to "Never" so that a user's session won't end while he or she is working in BusinessWorks Gold.
- Idle session limit:** Set a time limit here to close idle sessions.
- Session limit reached / connection broken:** Set this parameter to *End session*. Disconnecting can result in stranded users or tasks in BusinessWorks Gold.

\* A current ClientCare or PartnerCare telephone support plan is required.