

Resetting Sage BusinessWorks Users and Tasks

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

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 Sage BusinessWorks.
- 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 Sage BusinessWorks.

Important!

If you encounter a stranded user or task for a reason other than those noted above, please e-mail (support.tech@sage.com) or fax (1-800-371-5824) the following information to Sage BusinessWorks Customer Support Services. This will help us to determine possible program issues that may cause this issue.

- The error message or description of the failed process.
- The date, time, and task in which the issue occurred.
- The Network Status Report, if you are using Sage BusinessWorks v4 SP 5 or later.

To clear stranded users or tasks...

1. View or print the Network Status Report to determine which user or workstation is stranded.
2. Follow the steps in [Method 1](#) if you do **not** run Sage BusinessWorks in a terminal server session.
3. If you run Sage BusinessWorks in a terminal server session, or if Method 1 fails to clear the stranded user or task, follow the steps in [Method 2](#).
4. If you run Sage BusinessWorks in a terminal server session, see [Preventing Stranded Users and Tasks in a Terminal Server Installation](#) for recommended parameter settings.

The Network Status Report

The Sage BusinessWorks Network Status option may list a user as logged on who is not, or the running tasks list may show a task as running that is not. (From the Sage BusinessWorks Launcher menu, select *File > Network Status*.)

New feature! In Sage BusinessWorks v4 SP 5 (released in August 2004), you can produce a report that lists active users and tasks, as well as all programs that are currently running on the workstation. To produce the report, launch the Network Status option. On the screen displayed, click the 'Report' button at lower left.

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

1. Use the Network Status option to locate the stranded user and workstation.
2. Go to that user's computer and launch Sage BusinessWorks.
3. Enter the user's ID and password and click 'Log in'.
4. At the Sage BusinessWorks main launcher screen, exit Sage BusinessWorks. Upon exiting Sage BusinessWorks, the stranded task or user should be reset.
5. Launch Sage BusinessWorks and verify that the stranded user or task has been cleared. If the user or task remains, continue with the steps in [Method 2](#), below.

Method 2: Reset all Sage BusinessWorks tasks and users...

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

1. Important! Have **all** users exit Sage BusinessWorks including yourself.
2. Select *Start > Programs > Sage BusinessWorks > 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 Sage BusinessWorks users and tasks have been reset. Click 'OK' and then 'Close' to close the DBRegister.
7. Launch Sage BusinessWorks and verify that the stranded user or task has been cleared.

Note: If the error "Unable to open smcompanies or smusers" occurs, Sage BusinessWorks may have been running on the network at the time of the reset. Reboot the server; all users should now be able to launch Sage BusinessWorks.

Preventing Stranded Users and Tasks in a Terminal Server Installation

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

The screenshot shows the 'TLab1 Properties' dialog box with the 'Sessions' tab selected. The dialog box has a title bar with a question mark and a close button. Below the title bar are three tabs: 'Remote control', 'Terminal Services Profile', and 'Dial-in Sessions'. The 'Sessions' tab is active, showing several settings:

- End a disconnected session:** A dropdown menu set to '1 minute'. A callout box explains: "End a disconnected session: Set a short time frame, for example, one minute."
- Active session limit:** A dropdown menu set to 'Never'. A callout box explains: "Active session limit: Set this parameter to 'Never' so that a session won't end while users are working in Sage BusinessWorks."
- Idle session limit:** A dropdown menu set to '30 minutes'. A callout box explains: "Idle session limit: Set a time limit here to close idle sessions."
- When a session limit is reached or connection is broken:** Two radio buttons: 'Disconnect from session' (unselected) and 'End session' (selected). A callout box explains: "Session limit reached / connection broken: Set this parameter to 'End session'. (Disconnecting can result in stranded users or tasks in Sage BusinessWorks.)"
- Allow reconnection:** Two radio buttons: 'From any client' (selected) and 'From originating client only' (unselected).

At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Apply'.