

**G.1. Why getting this message ‘cannot update the cursor’ when double click on UBS application icon?**

*Version 8.3 onward - Sara*

Answer

Share the file as full user right normally apply in networking environment.

**G.2. Why getting this message ‘Not a table’ when double click on UBS application icon?**

*Version 8.3 onward - Sara*

Answer

Use the utility tool ‘dbf\_fix.exe’ to fix the corrupted database file

**G.3. Why getting this message can’t detect Smart Lock Lan device, message prompt error code–1?**

*All Versions - Sara*

Answer

- 1: register the lock service until successful
- 2 : check the lock details
- 3 : choose the right dll in setting menu
- 4 : tick the legacy plug & play in parallel port in device manager
- 5 : go to BIOS setting, select the printer mode to ECP port
- 6 : disable the firewall setting

**G.4. Can UBS Dos version run on WinXP environment?**

*All Versions - Sara*

Answer

Yes, but you need to do few step in order to run.

**G.5. Open item debtor / creditor balance differs from B/F debtor /creditor**

*All Versions - Sara*

Answer

Refer to the faq note for the year of 2003 or  
Download from <ftp.ubs-software.com> → datafiles → ue3→ cschan.

**G.6. Where can I download the latest version for trial?**

*All the time - Sara*

Answer

Visit <ftp.ubs-software.com> , id : dealer , password : growth

**G.7. Can UBS run on Apple OS?**

*All the time - Sara*

Answer

No

## G.8. When select company, system prompt 'File access is denied '

*Version 8.3 onwards - Sara*

Answer

Right click Exit button, type 'A' follow by '123' (without quote mark)

## G.9. Why I can't remove whole batch of transaction?

*Version 8.3 onwards - Sara*

Answer

Some of the bills in the batch were knocked off. Reverse the bills first.

## G.10. How to upgrade data from dos version to windows version?

*All Versions - Sara*

Answer

At first backup dos accounting into diskette A, and then login into UBS Windows version, select 'restore from version 8.0 and below'

## G.11. I found duplicated transaction in a batch

*All Versions - Sara*

Answer

Run the tool 'dup-trn.exe'

## G.12. Retained Earning in Profit & Loss not tallied with Balance Sheet report

*Version 8.3 onwards - Sara*

Answer

Run 'Check data integrity' in periodic → Check record in file

## G.13. How to unlock batches?

*All Versions - Sara*

Answer

Go to Boss menu → change batch lock status & pin no. , empty the columns of L.trans and L.status

## G.14. 'Gldata found in c:\ubsacc90\'

*Version 9.0 onwards - Sara*

Answer

Delete the gldata.dbf in c:\ubsacc90