

## Troubleshooting

---

### Window Behavior

**Problem:** I click a button on the toolbar or main menu and nothing is happening.

**Solution:** A couple of things could be happening here.

First of all, try clicking it again in case it never registered the first click. If nothing opens even after repeated clicks it could be your computer or the server computer is running slow because other programs are using the CPU or it is low on memory. Open the Windows Task Manager and close other applications if necessary.

If Truck Tracker is completely unresponsive, try hitting the escape (ESC) key to close the current operation and regain responsiveness. If other areas of Truck Tracker are responsive, but only a certain screen or report will not open, it could actually be opening off of the screen. This can happen if you are using multiple monitors or after you adjust the monitor's resolution. The easiest way to solve this problem is to remove the CustService.INI, CustParts.INI, CustVehicle.INI and CustMisc.INI files from the %WINDIR% directory. **NOTE:** Deleting these files will reset any stored list box formats.

**Problem:** Some of the controls on the screen look like they are not resizing properly.

**Solution:** If the window doesn't resize properly you can do a few different things to correct it without closing the program. First try to minimize, restore, or maximize the window using the buttons in the top right corner (the buttons look like a line, box and an X). Another thing you can do to solve this problem is choose the "Window" menu and select "Cascade". This should restore all of the open windows to a non-maximized state and fix resizing issues.

### List Scrolling Behavior

Heavy mouse wheel scrolling on any of the lists could cause the program to slow down. All lists in Truck Tracker are designed to be efficient for loading, searching, sorting and filtering. These operations are fast and consistent because the program only loads one list at a time from the database. When scrolling the mouse wheel, a new list is loaded at each scroll. For this reason, it is recommended to use the search, sort and filter functions available. To sort, click on the header of the column you want to sort. To search, sort on the column you want to search, type the value in the entry box above the list and press the TAB key or the "Find" button. To filter, right-click the value in the column you want to filter and choose from the filter options.

### **List Format Behavior**

Problems with the Truck Tracker data lists are often associated with the configuration files that store the customizable formats. These files are located in the directory:

*Windows XP:*

C:\Documents and Settings\username\Local Settings\Application Data.

*Windows Vista:*

C:\Users\

**Problem: When I change the list format and reopen the window, all of my changes are gone.**

**Solution:** The list formats are stored in configuration files on the computer. If the program is not saving the changes you make to the list box format, the problem is most likely that your Windows user account does not have permission to write these configuration files. Have the computer administrator grant your user account permission to modify the files mentioned above.

**Problem: One of my lists is displaying incorrect data characters and lots of zeros.**

**Solution:** The list format configuration files might be corrupted. Try closing the software and reopening. If that doesn't solve it, try closing the software and deleting the configuration files mentioned above. When the software is opened again it will automatically create new configuration files.

**Problem: When I print out my reports or save in a pdf format, some of the data is cut off at the end or the rows and/or columns overlap.**

**Solution:** Check your computer system font to ensure it is set to "Small" size. Click on your system "Start" menu and go into your "Control Panel". Select "Font" and then make sure the font is set to small size. Then restart and try printing the reports again.