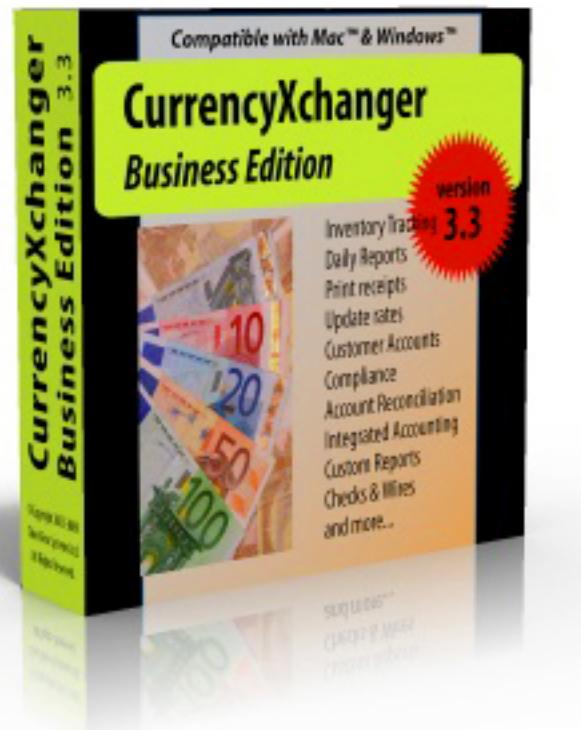


Installation Manual



Installation Manual

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Installation



Installing CurrencyXchanger

This section explains how to install CurrencyXchanger on a client/server environment.



Download CurrencyXchanger Installer

Clear View Systems Ltd. Integrated Customized Software Solutions. Currency Exchanger - Windows Internet Explorer

File Edit View Favorites Tools Help

x Google Search More > Sign In

Favorites Web Slice Gallery Suggested Sites

Clear View Systems Ltd. Integrated Customized Softw...

24/7 Live Operator
Toll Free 1 (888) 390-0840
International +1(519) 971-5149

Clear View Systems Ltd.
Developers of Currency Exchange Software & Solutions

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Download Installer

2 • **Installer of CurrencyXchanger 3.415 (Windows)**

• Download User Manual

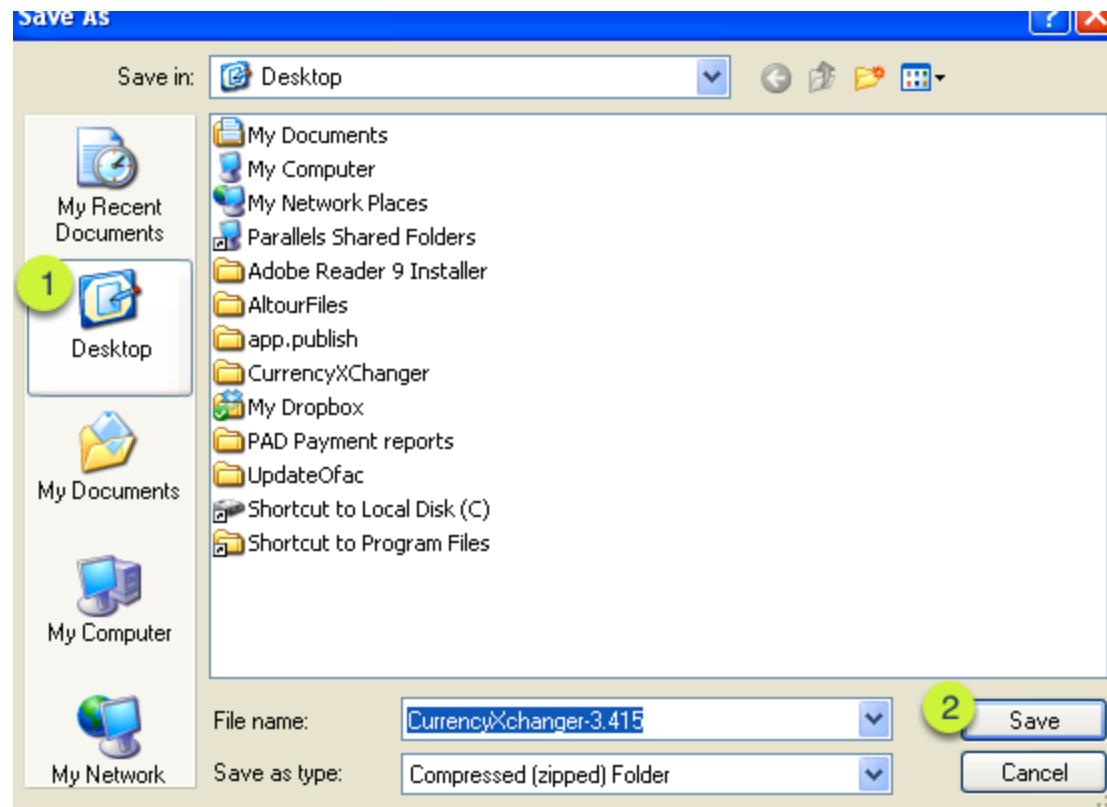
Using your browser (explorer, safari, firefox, etc...) goto the address <http://www.clearviewsys.com/downloads.html> and click "Installer of CurrencyXchanger 3.415"

Save the installer



Click Save to downloads and save the installer. The installer will be downloaded in zip (compressed) format.

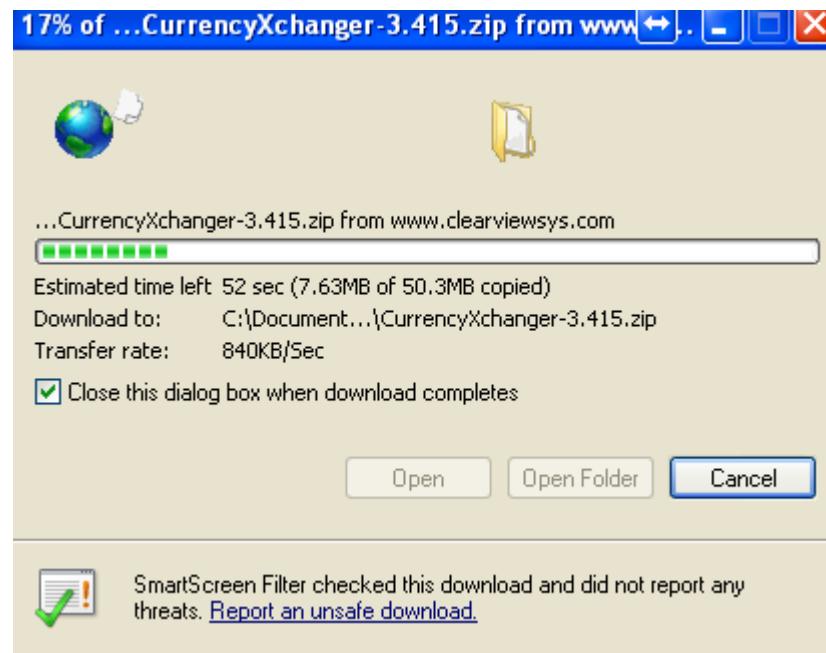
Save the installer on the Desktop



Save the installer on your desktop or somewhere that you could locate it easily later (e.g. the Downloads folder)

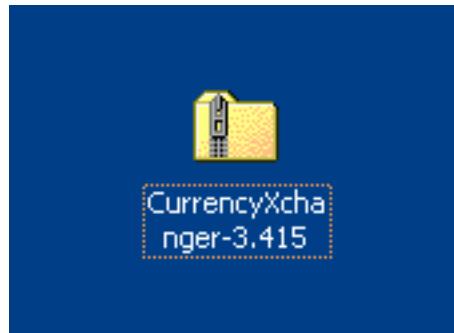


Wait for a few minutes

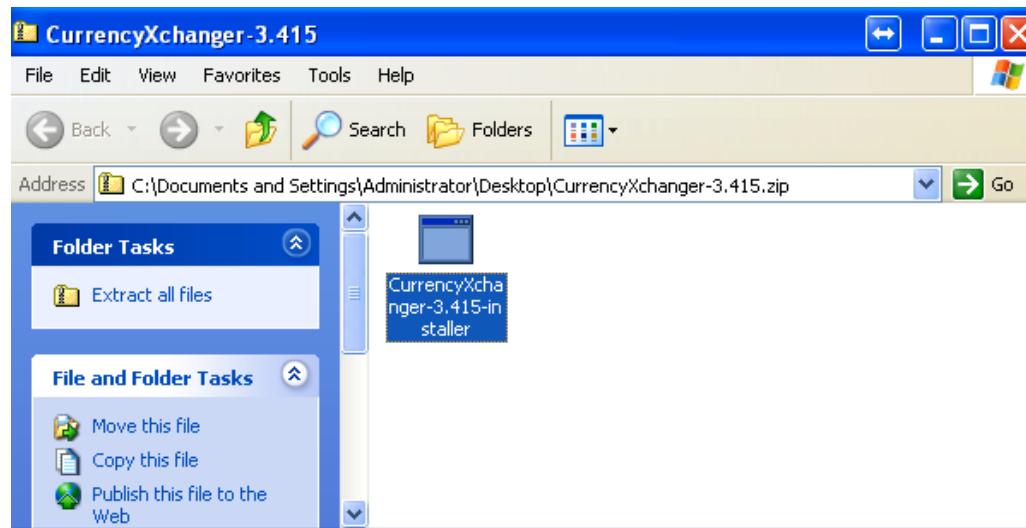


The installer is about 50 MB and takes some time to downloads. Please wait while the download is finished

Locate the compressed installer folder

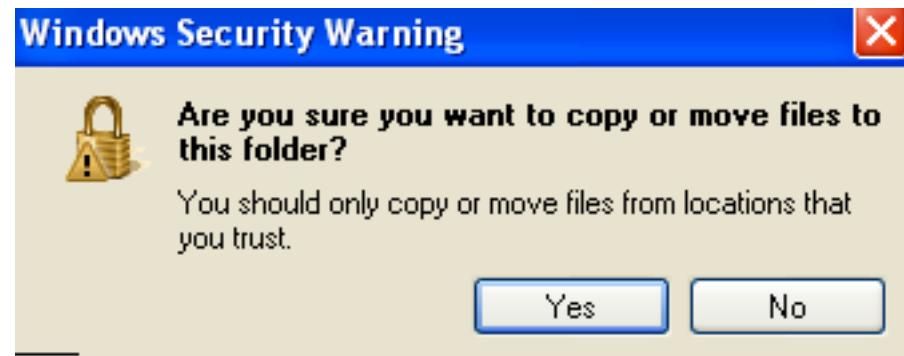


The installer is downloaded in a compressed format and needs to be uncompressed. Locate the folder on your desktop and double click the folder.



Windows will show the content of the zipped folder. Drag the icon out of the

Bypass the security warning



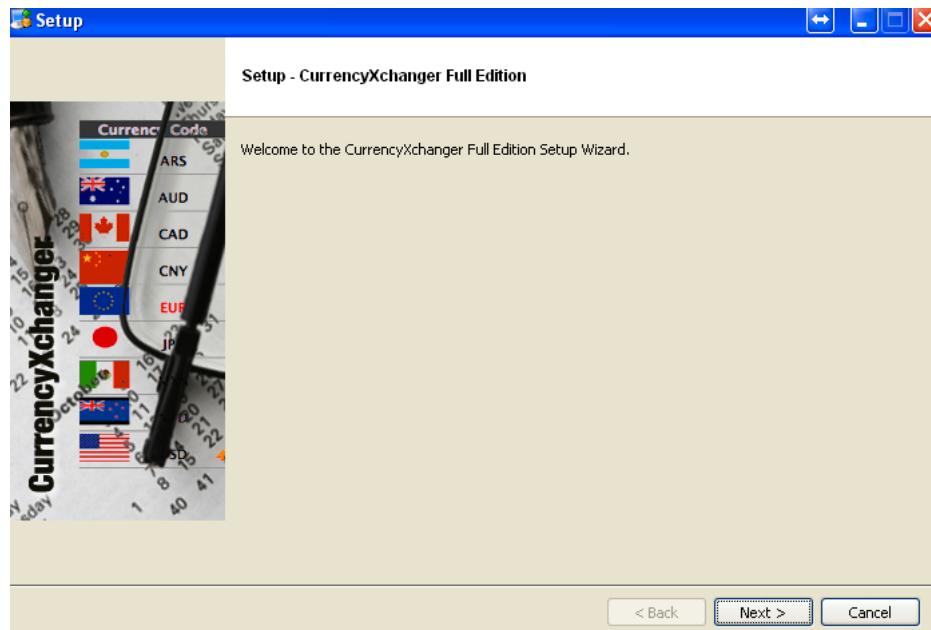
The installer is unzipped and ready



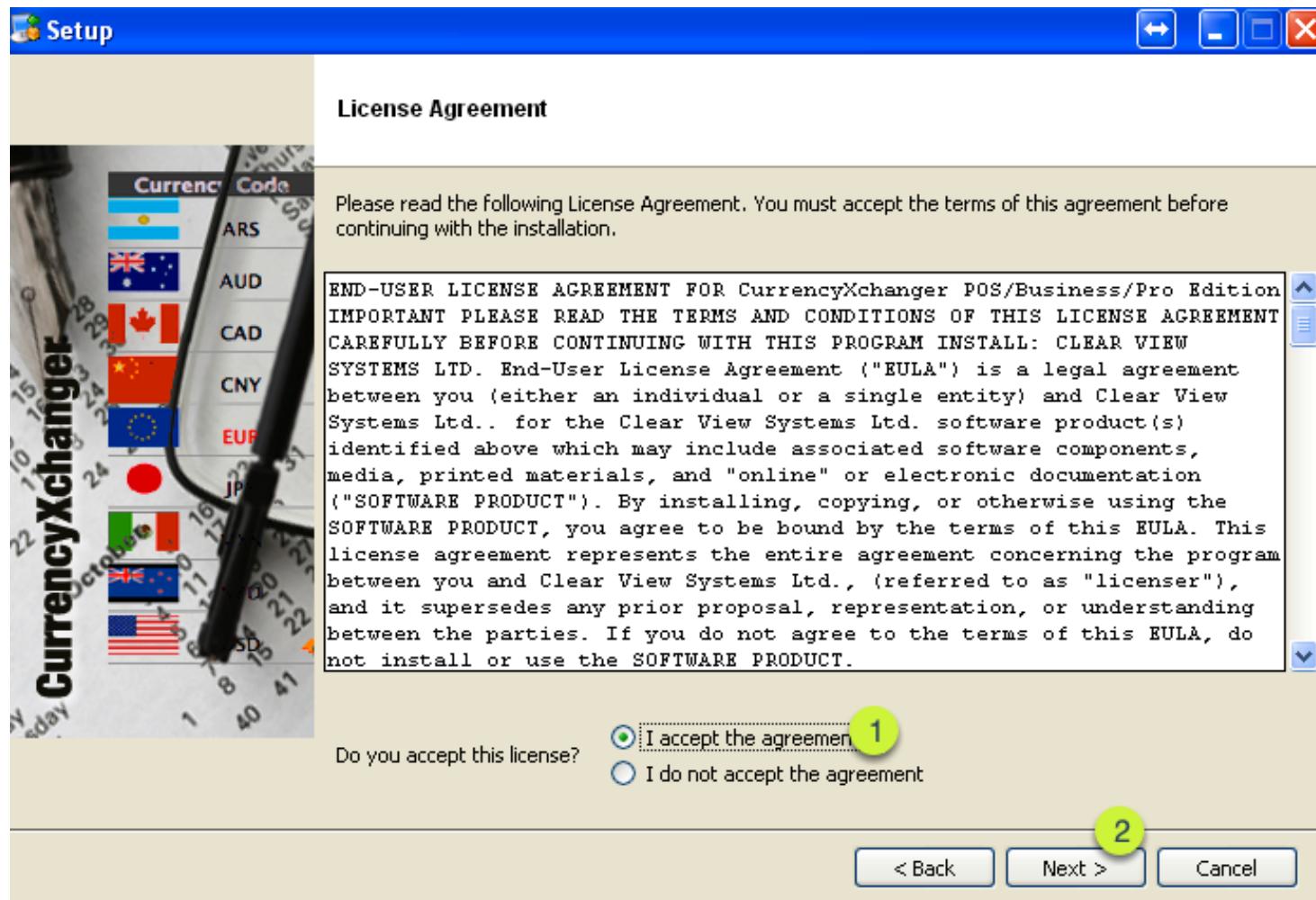
Double click on the installer to start the installation process.



Click Next



License Agreement



Read the license agreement and select "I accept the agreement" if you accept the terms and conditions. Click Next.



The default installation location

Please specify the directory where CurrencyXchanger Full Edition will be installed.

Installation Directory

Depending on the OS that you are running the default installation could be different. For consistency change the installation directory to the root directory C:\

Change the default installation directory

Installation Directory

Please specify the directory where CurrencyXchanger Full Edition will be installed.

Installation Directory

Delete the installation directory and make sure that you leave the root folder. The program could also be installed on other drives (D: or F: if you have other drives)



Select the components to install

Select Components

Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.

CurrencyXchanger Components

4D Runtime Interpreted

4D Server Engine

4D Client

Click on a component to select or clear it.

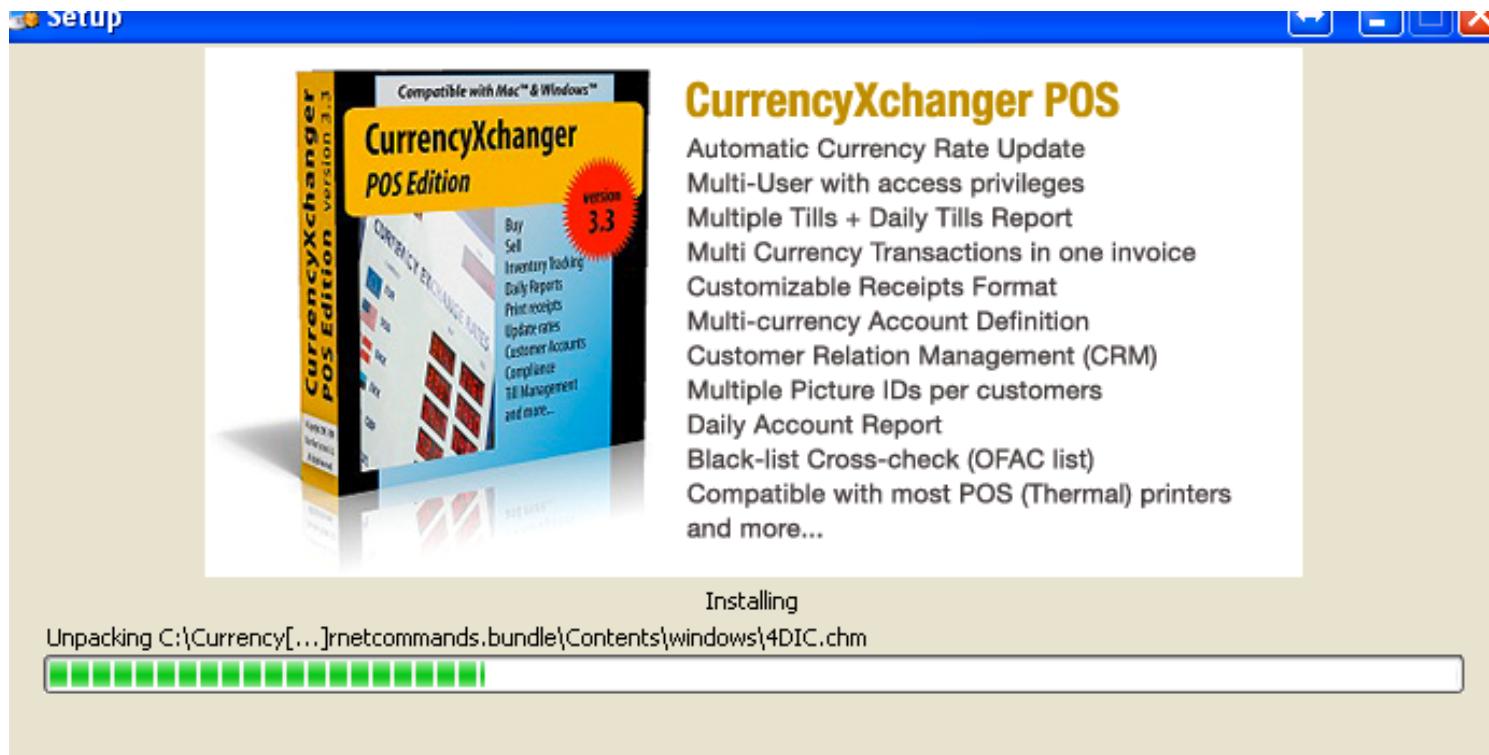
- If you are installing on the server machine, select all options.
- If you are installing on a client machine, select "4D Client" only
- If you are installing on a standalone machine, then select "CurrencyXchanger Components" and "4D Runtime Interpreted"

Click Next and Continue

< Back Next > Cancel

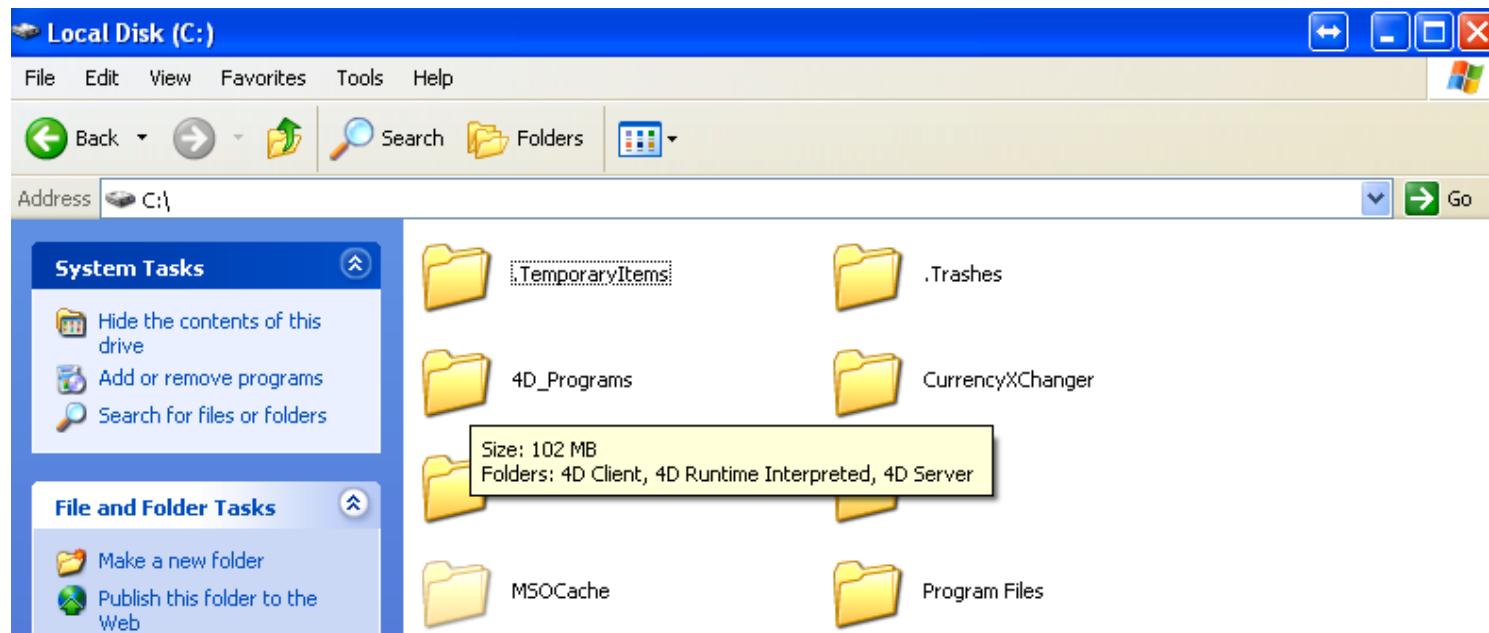


Wait for Installation to finish



Wait a few minutes and you are done with the installation. Sometimes after the installation finishes, windows will ask you if the program installed correctly. In that case select 'program installed correctly' .

What is installed?

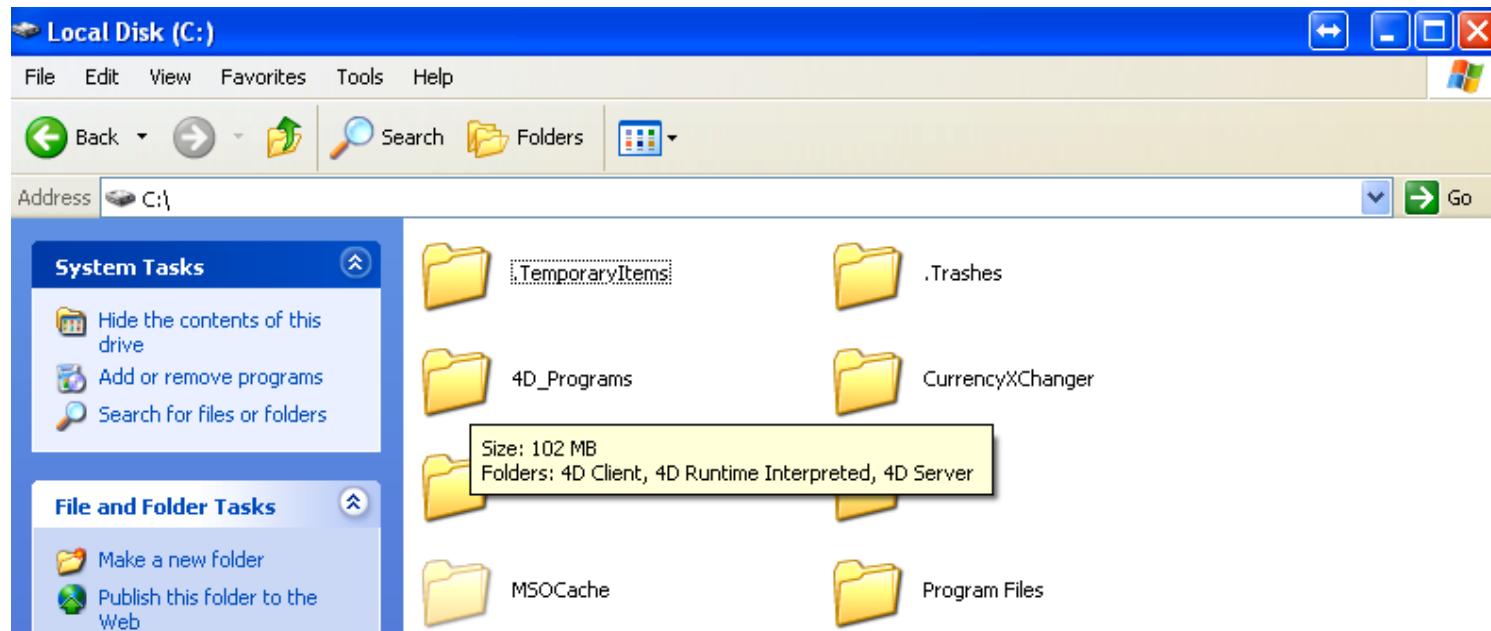


After the installation is finished, there are two new folders created on drive C:\.

Post Installation Instructions

This section explains how to install CurrencyXchanger on a client/server environment.

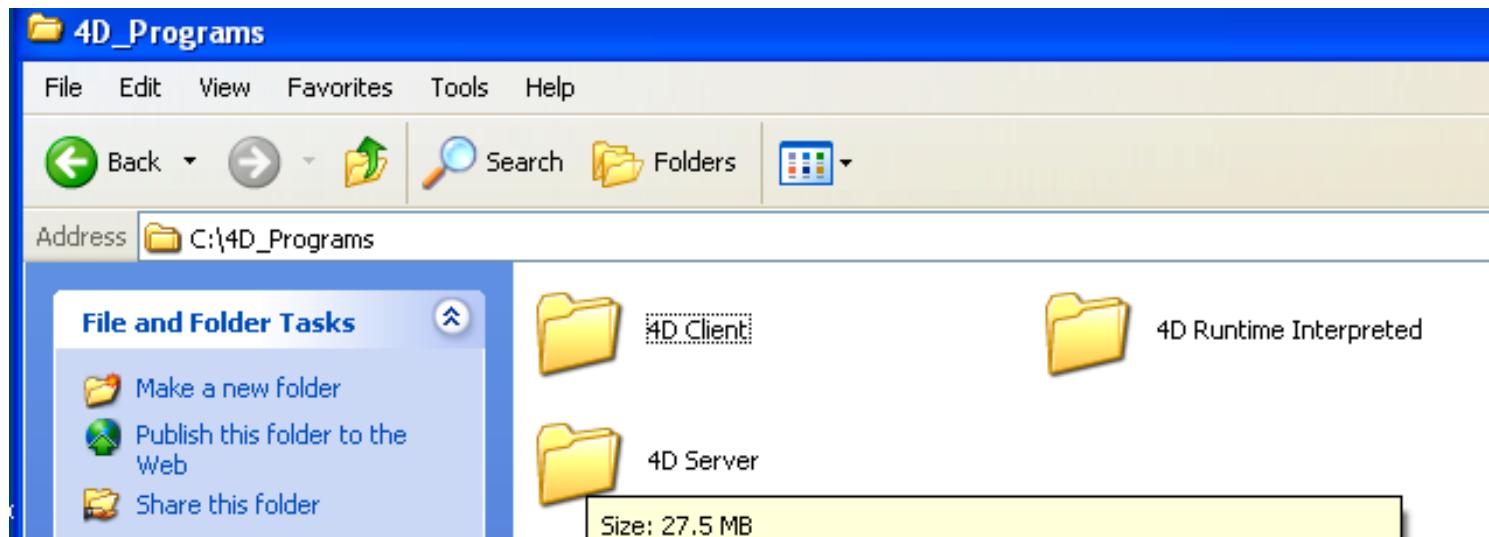
What is installed?



After the installation is finished, there are two new folders created on drive C:\.

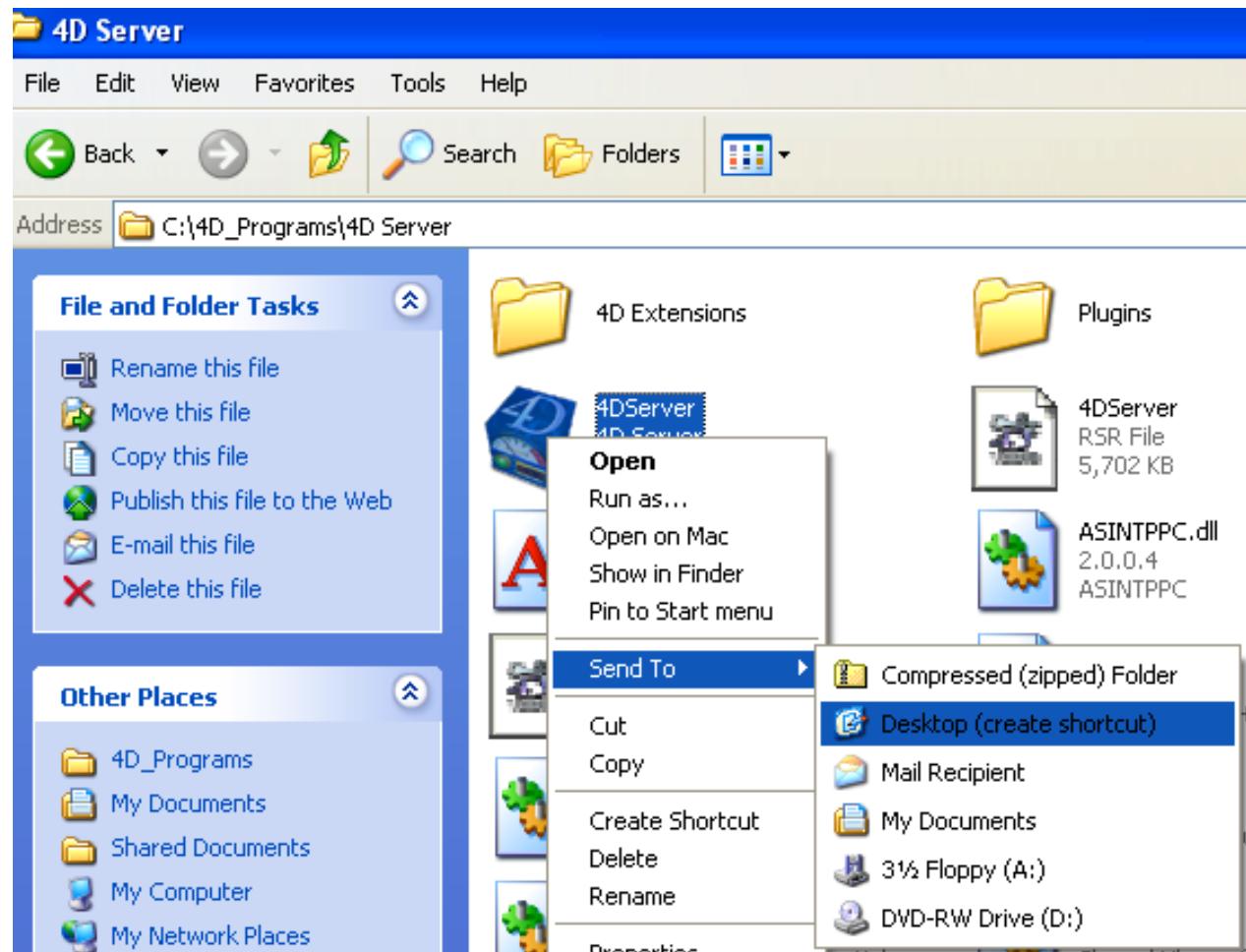
1. 4D_Programs: which contains the database engine (Server, client, runtime)
2. CurrencyXchanger

Locate 4D Client and 4D Server (if you are running a network system)



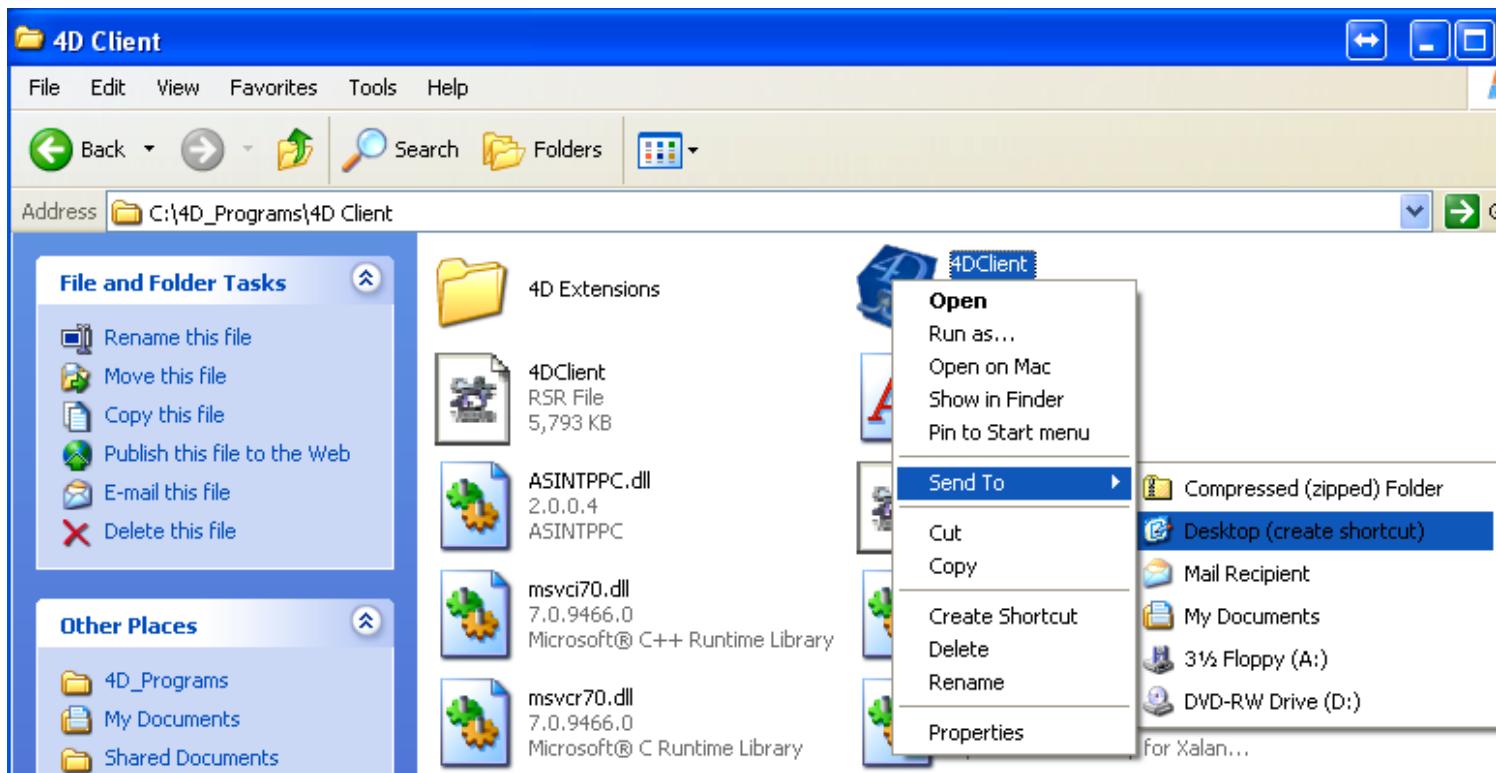
Open the 4D_Programs folder and locate the 4D Client and 4D Server folders
You also see 4D Runtime Interpreted which is used for standalone installations

Create a desktop shortcut of 4D Server



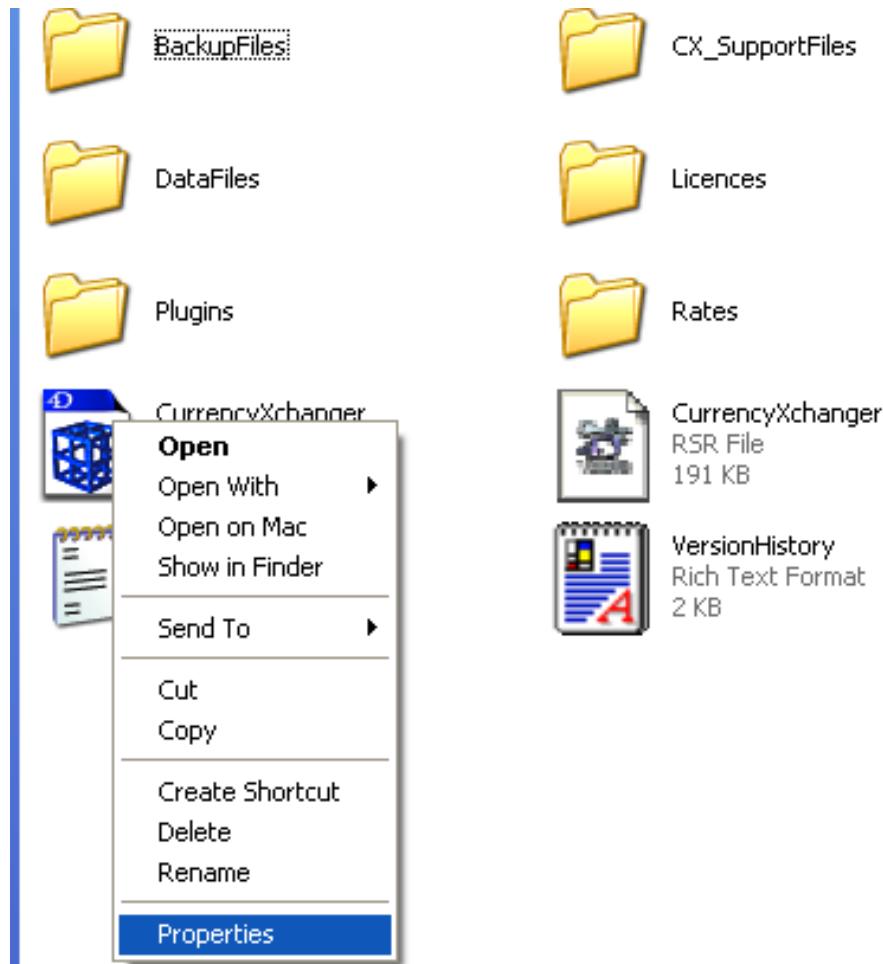
Once you open 4D Server folder, you should be able to see the application 4D Server. Right click on 4D Server and select 'Send To' and then 'Desktop (create shortcut)'

Create a desktop Shortcut of 4D Client



Once you open 4D Client folder, you should be able to see the application 4D Client. Right click on 4D Client and select 'Send To' and then 'Desktop (create shortcut)'

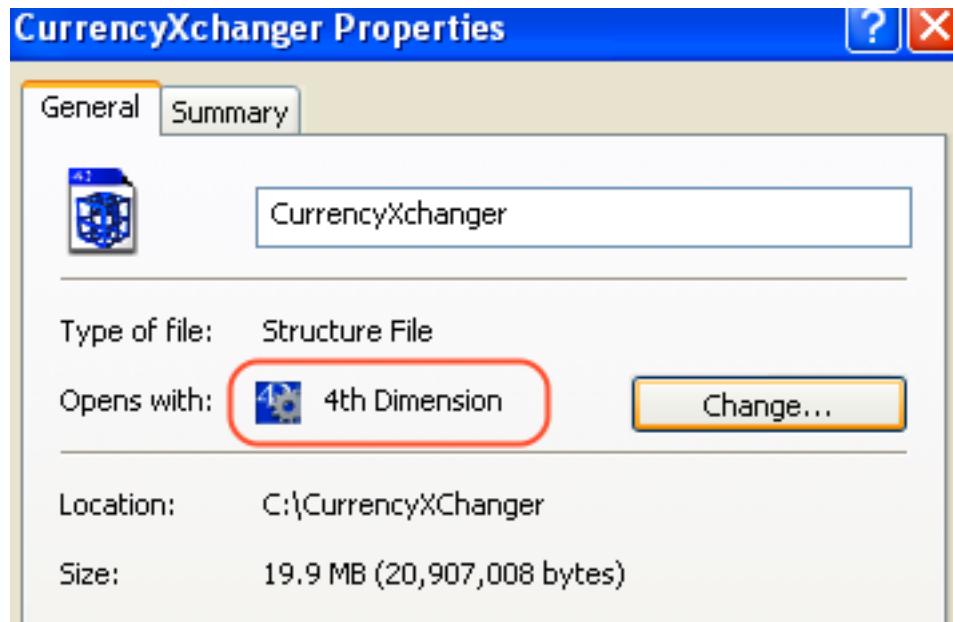
Change properties of CurrencyXchanger



The next step is open the CurrencyXchanger folder. Right click on 'CurrencyXchanger.4DB' (you may not see the extension .4DB) and select 'Properties'

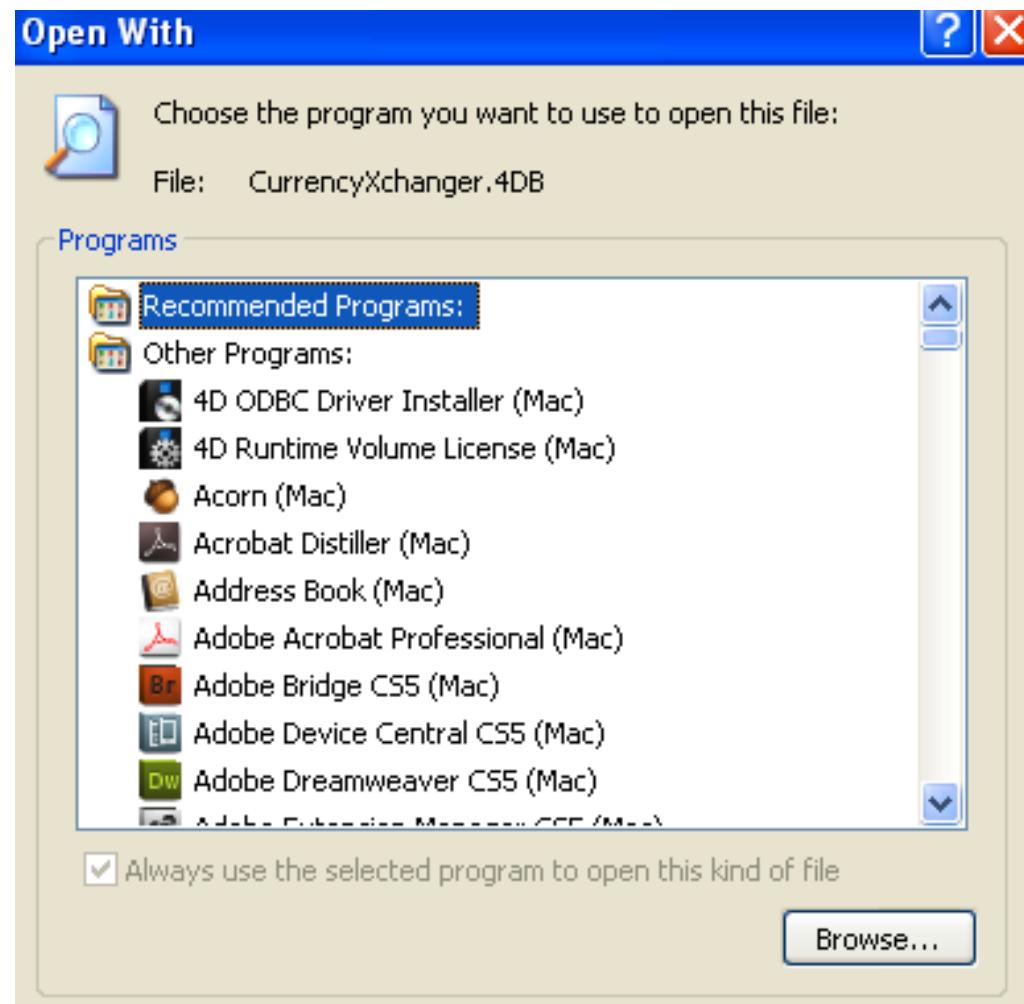


Change the default application corresponding to CurrencyXchanger



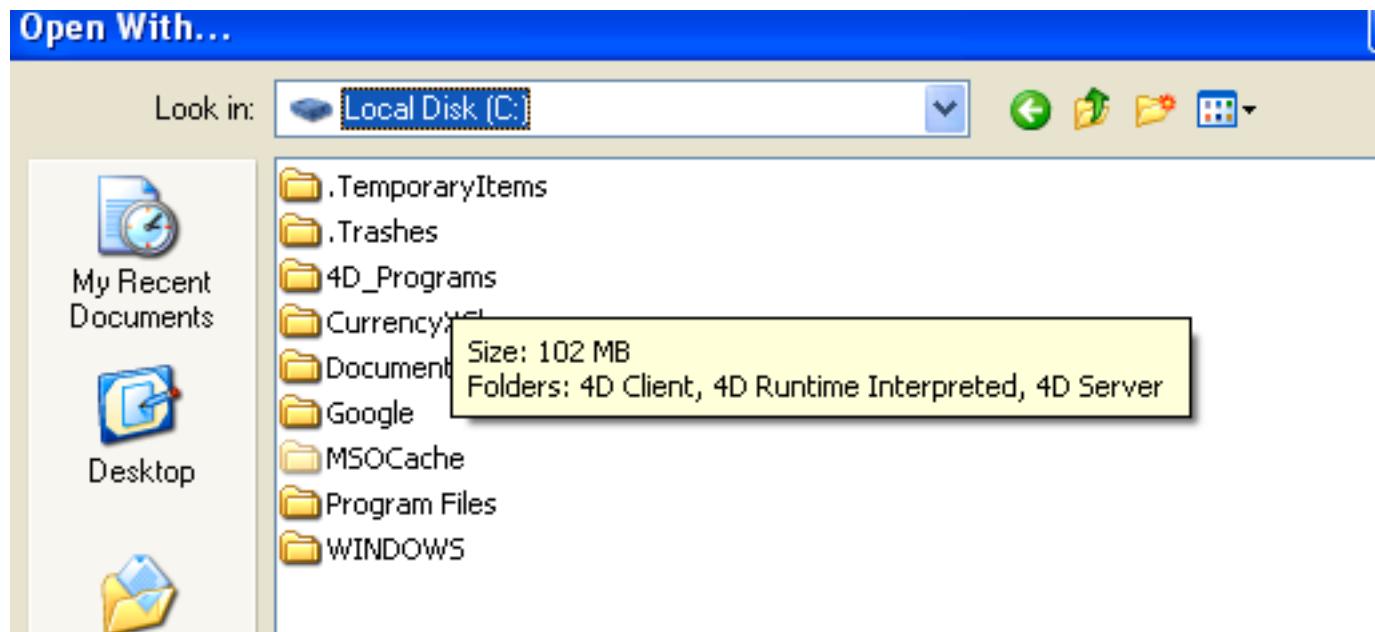
The first time you install the program, Windows wouldn't know how to open CurrencyXchanger.4DB. If you see '4th Dimension' then everything is okay, but otherwise click 'Change'

Assigning 4D Runtime Interpreted to CurrencyXchanger.4DB



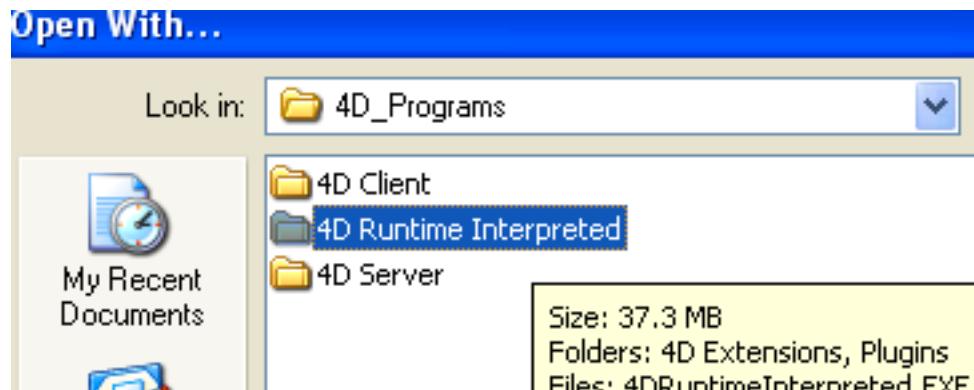
Click Browse

Locate 4D Runtime Interpreted



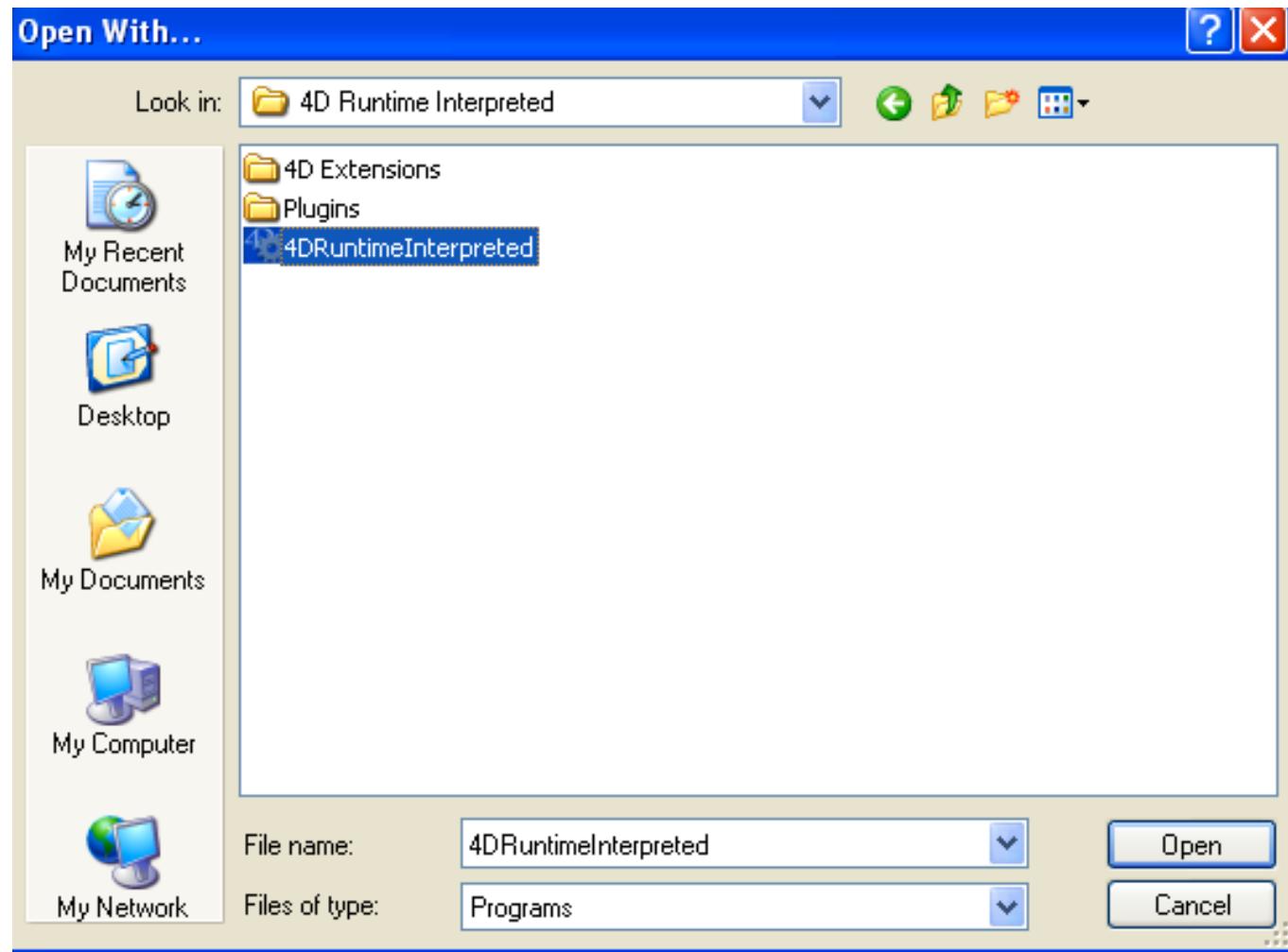
Navigate to root directory of drive C:\ and again look for 4D_Programs

Open 4D Runtime Interpreted folder



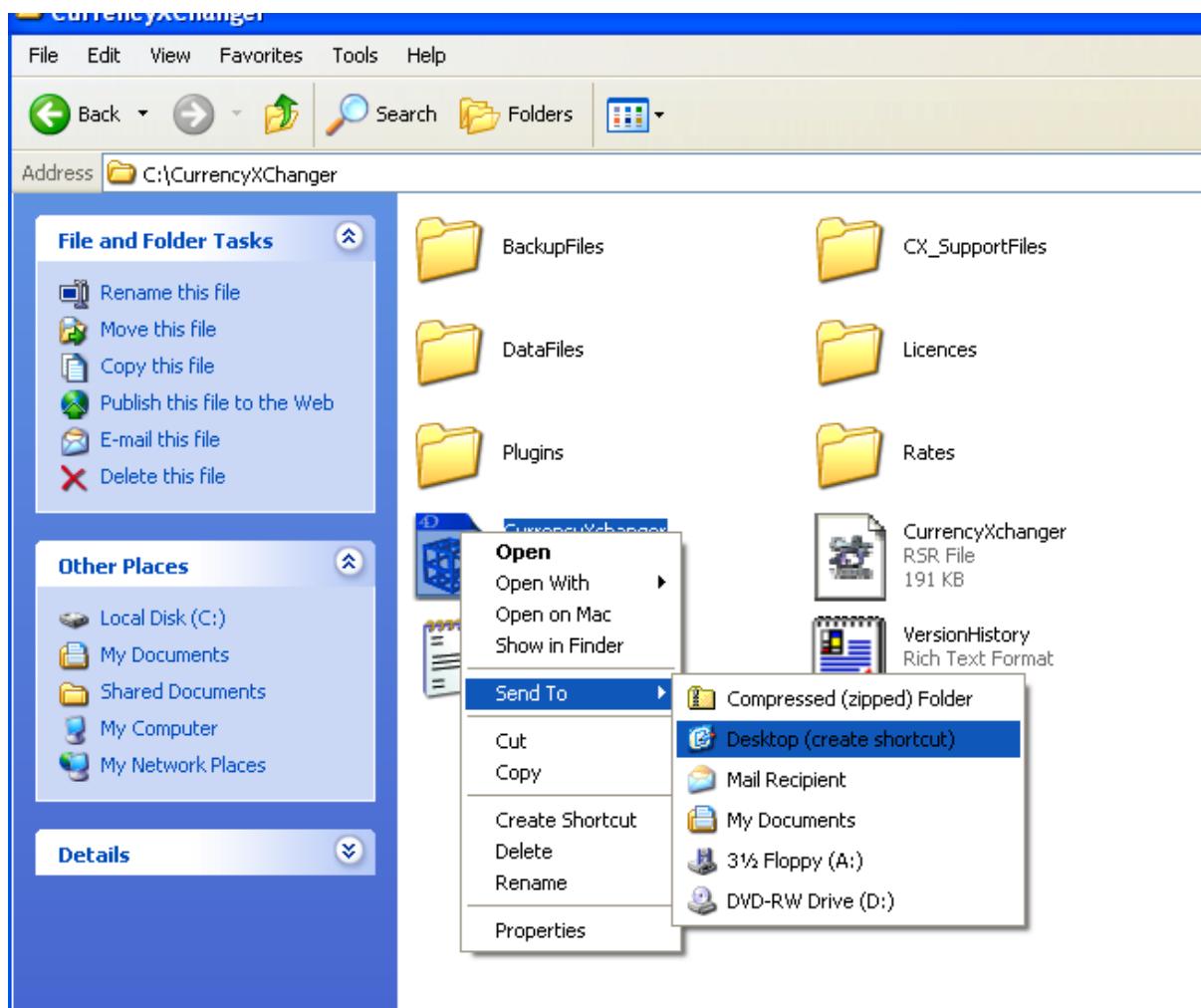
Once you found it, open the folder

Select 4DRuntimeInterpreted



Select and click Open

Create a desktop shortcut of CurrencyXchanger.4DB



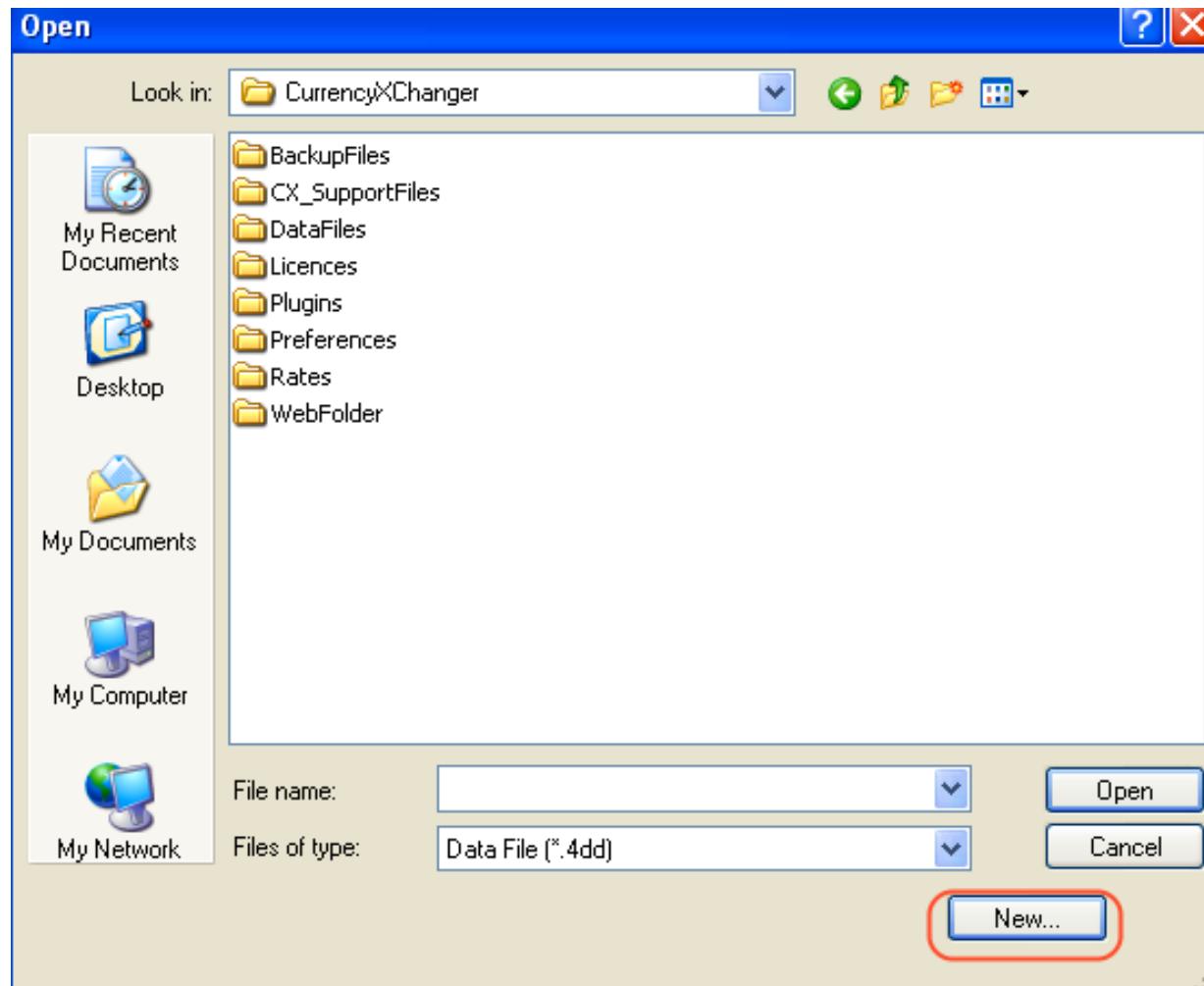
Navigate to C:\CurrencyXchanger and create a desktop shortcut of CurrencyXchanger

Run CurrencyXchanger desktop shortcut



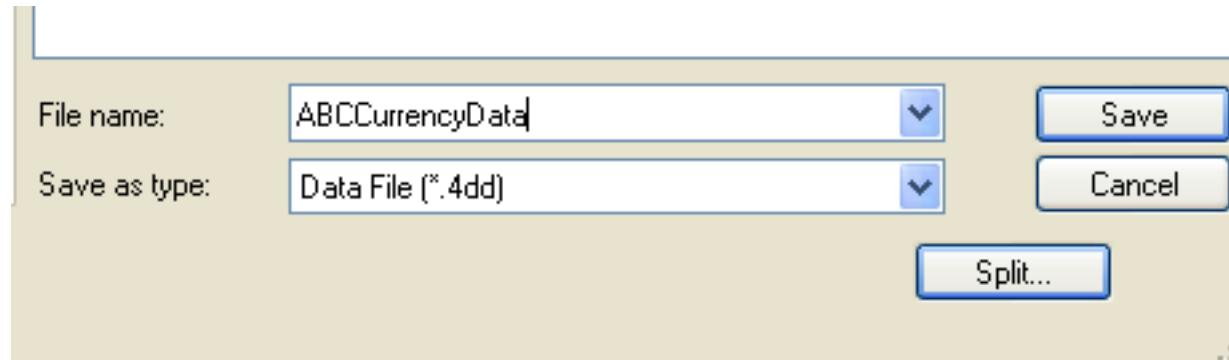
You should see a desktop icon titled 'Shortcut to CurrencyXchanger'. Double click and run the program for the first time. The first time you setup CurrencyXchanger, you should run it in standalone mode (even if you would like to run it in client/server mode in the future).

Creating the data files



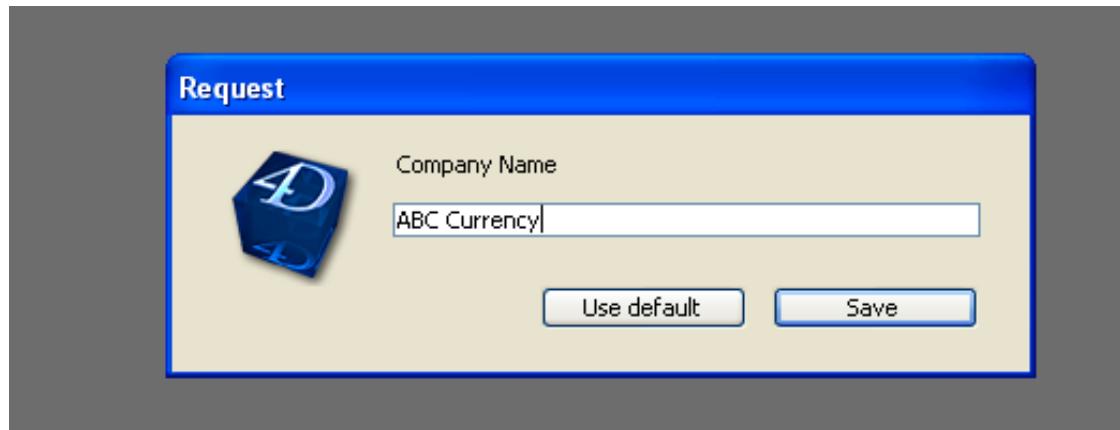
The first time you run CurrencyXchanger it will ask you the location of the data files. Click the 'New...' button.

Name the data files



You should pick a name for the datafile that corresponds to your company name.

Enter your company name



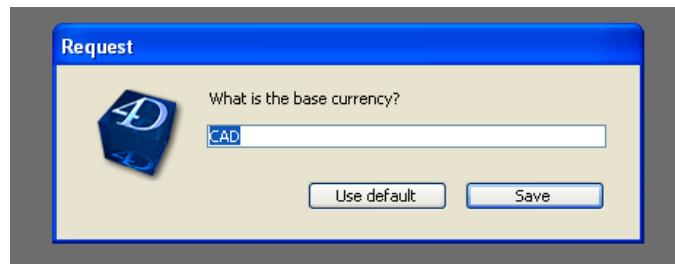
The system will prompt you to enter your company name.

Then enter the Country Name



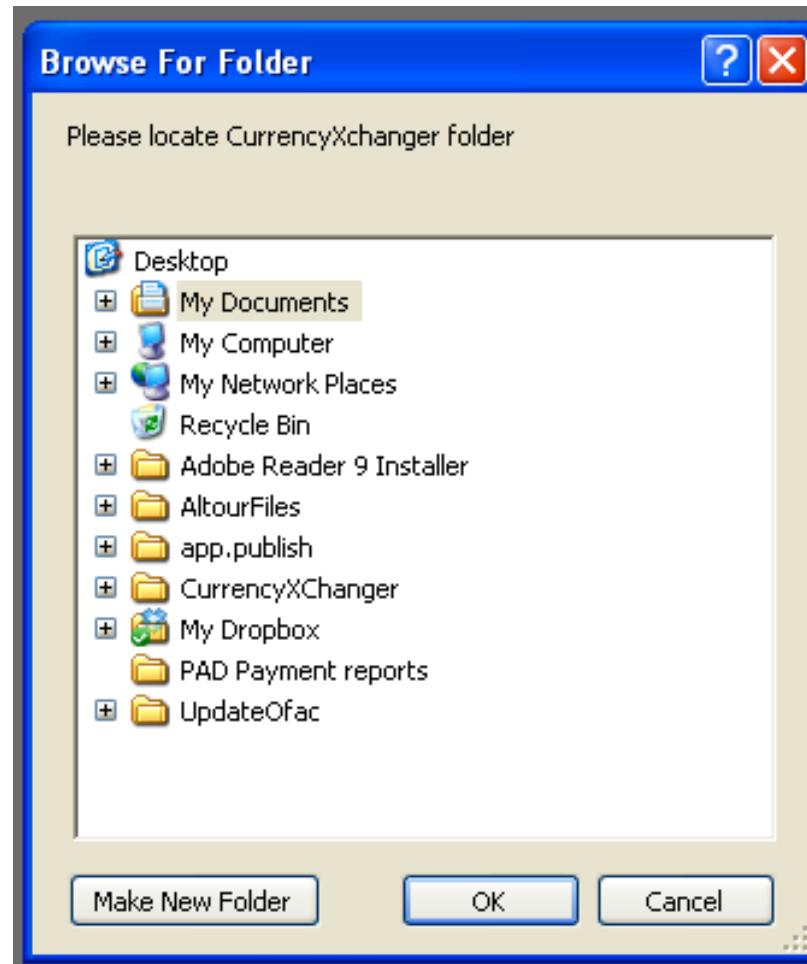
Enter the country where your company is located and Save.

The base currency code



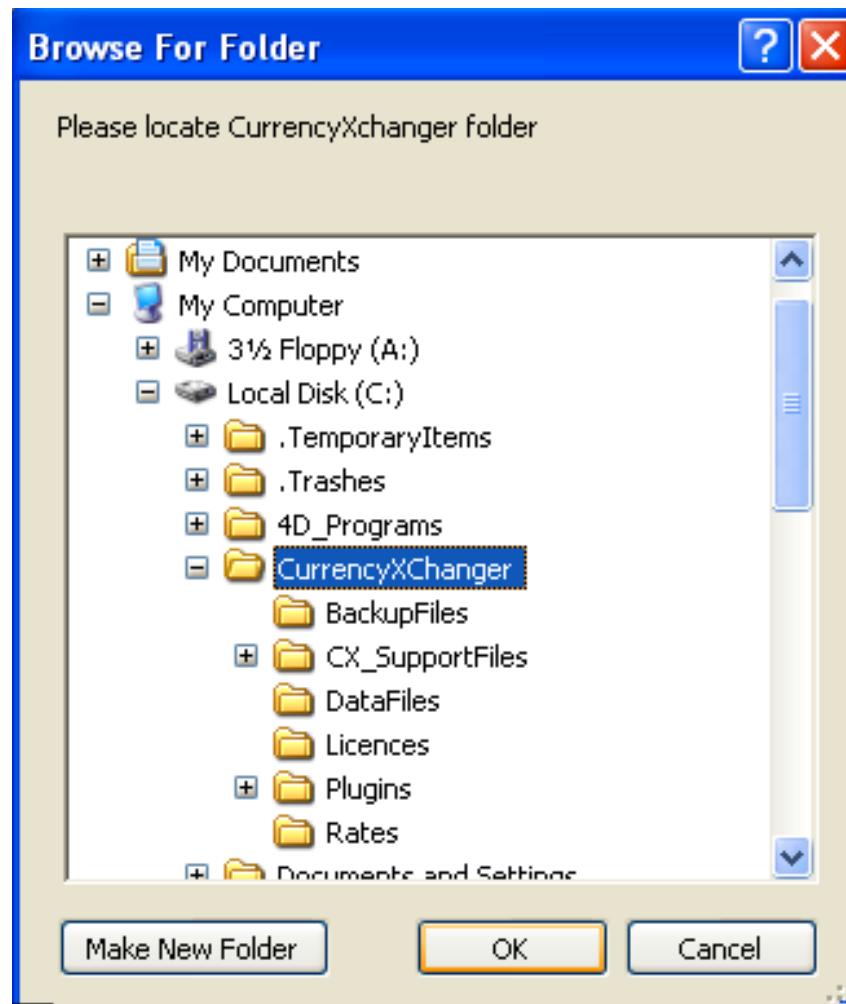
Enter the three letter standard ISO code for your local currency (e.g. USD for US Dollars, CAD for Canadian Dollars, GBP for Great Britain Pound, AUD for Australian Dollars)

Important step



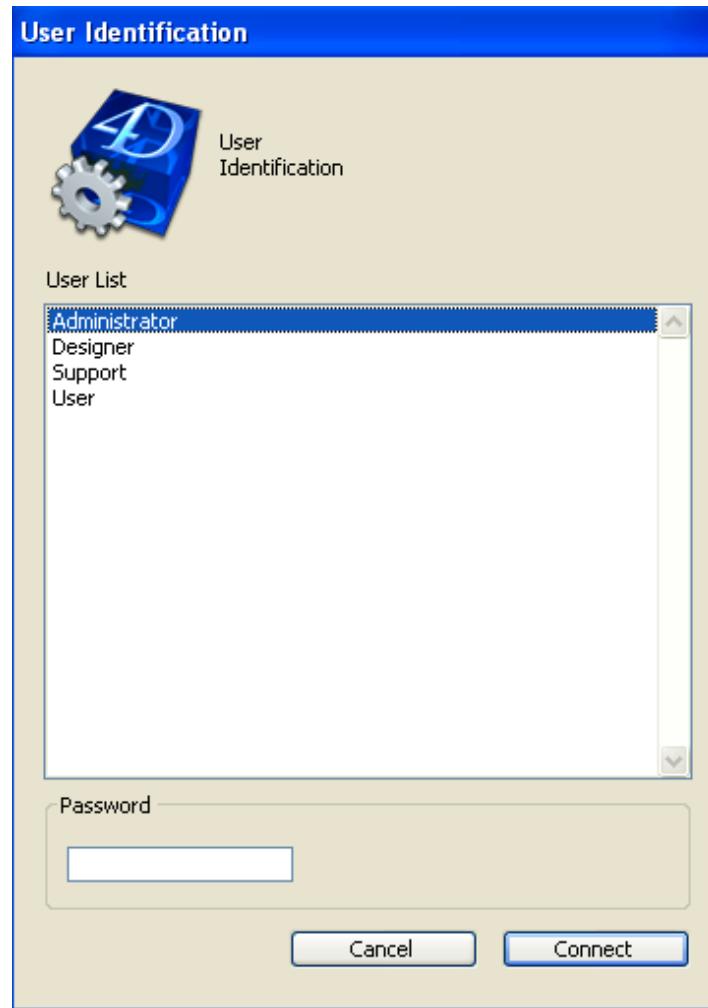
In the next step, the system will ask you to 'Browse for Folder'. You should navigate and find CurrencyXchanger folder (C:\CurrencyXchanger)

Locate CurrencyXchanger



Once you have located the CurrencyXchanger folder (under C:\CurrencyXchanger) then click OK.

Login Panel



Immediately after you have



4th Dimension

File Edit View Admin Reports Integrity Support Help

ABC Currency

Ledger Accounts Journal

Currencies Invoice Customers

Cheques Bookings Tills

Links Messages eWires

Messages eWires

Inbox	Received
Sent	Sent
Urgent	Urgent

D

Administrator

Find Summarizer

3,415

Sub-Ledger

Ledger Accounts Journal

Currencies Invoice Customers

Cheques Bookings Tills

Links Messages eWires

Messages eWires

Inbox Received

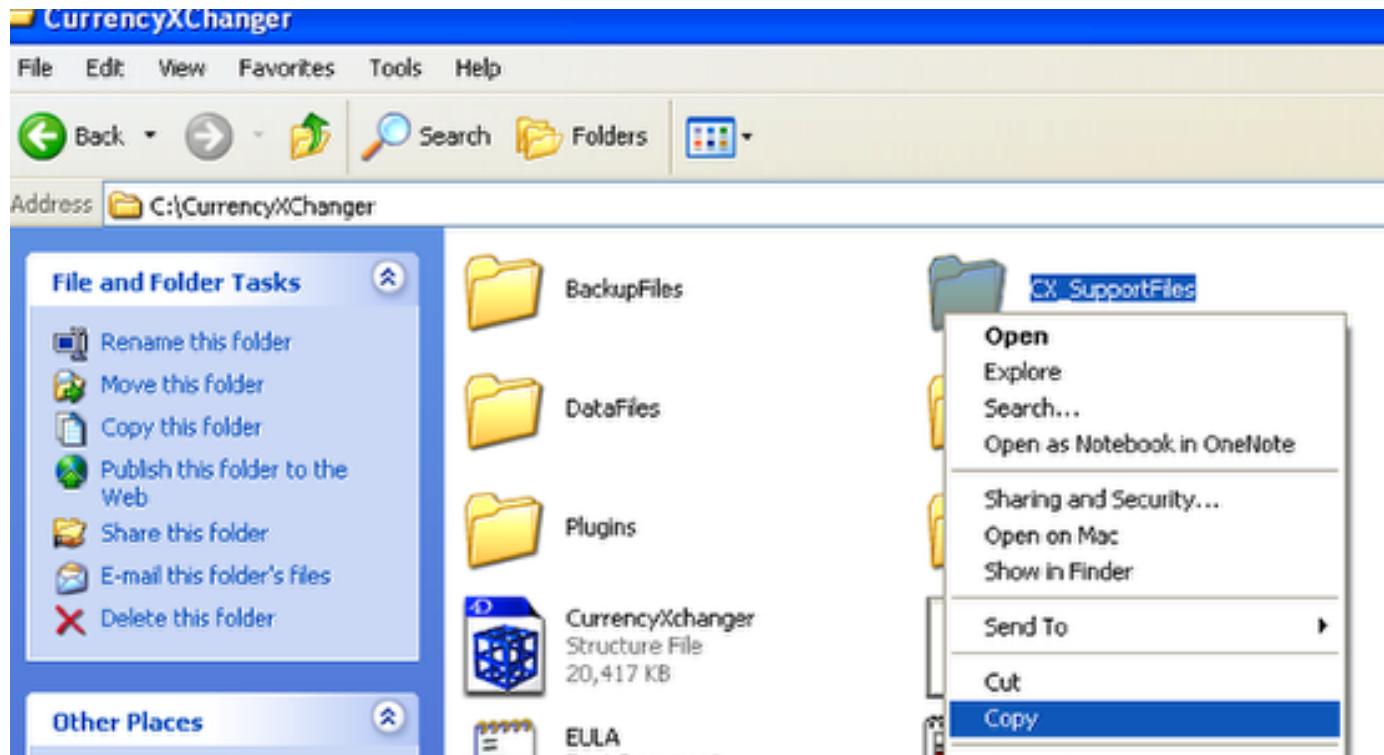
Sent Sent

Urgent Urgent

Installing CX_SupportFiles

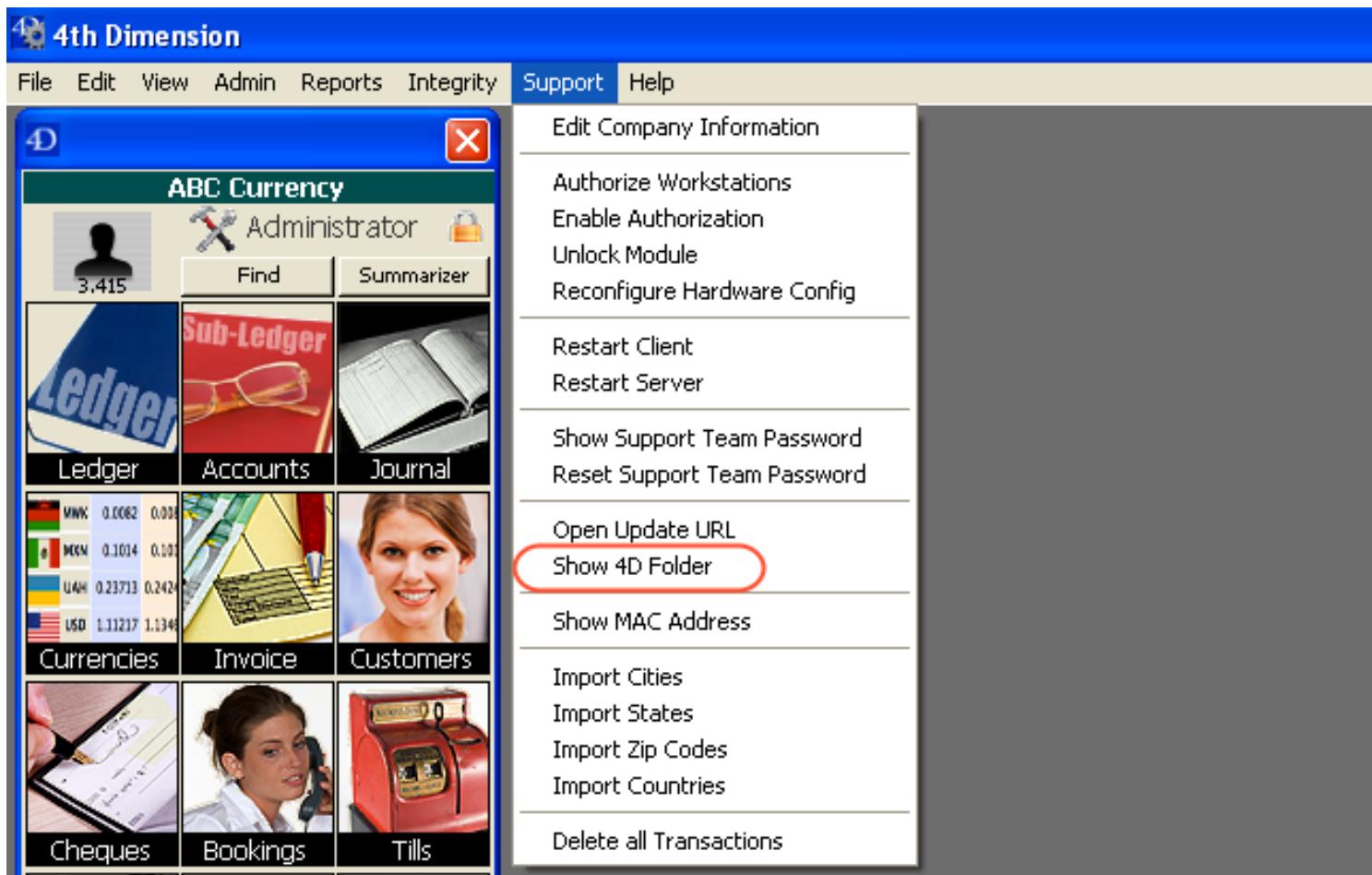
This section describes how to install the CX_SupportFiles. **These steps must be done on the server.** The CX_SupportFiles contains templates for importing and exporting from different tables of the database.

Copy the folder



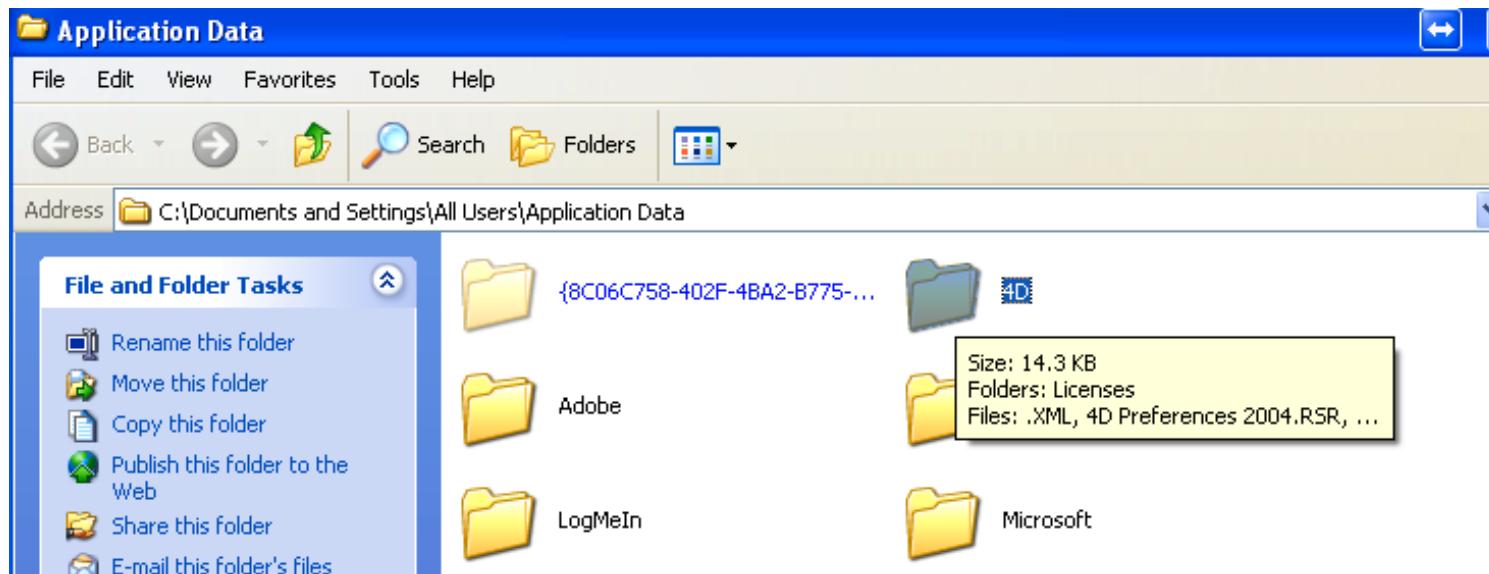
Copy the CX_Support folder from C:\CurrencyXchanger

Open 4D Folder



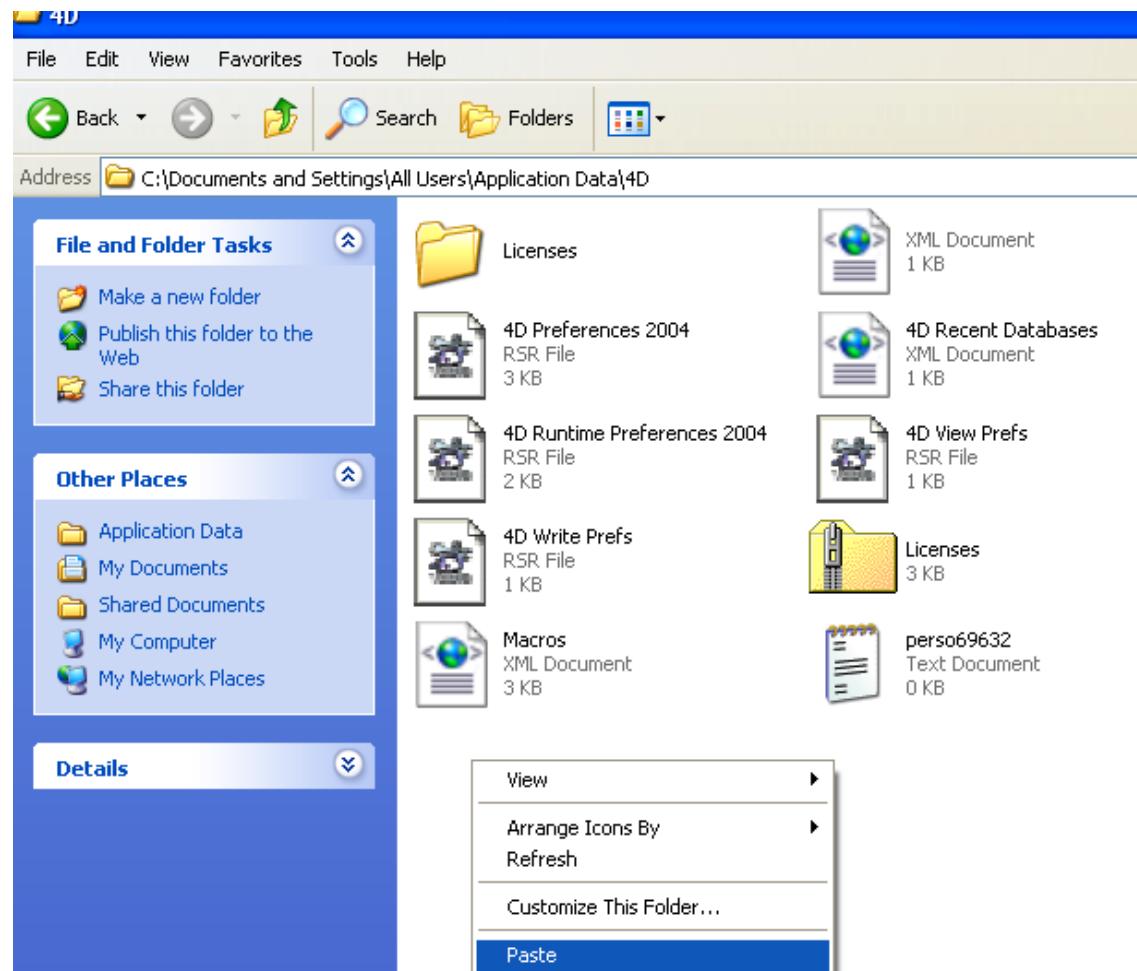
You need to locate the 4D Folder which can be accessed from the above menu. The location of the 4D Folder may be different depending on the Operating System that is being used. Click on the Support menu and then select 'Show 4D Folder'

The 4D Folder



The 4D Folder is a location that you need to install CX_SupportFiles into. From the next screen you need to copy CX_SupportFiles from the CurrencyXchanger folder. See the next step is open the folder and paste the support folder into it.

Paste the CX_Support Files in 4D Folder



Your 4D Folder may not look like the above screenshot. Also the path may be different from what you see in this screen. Just paste the CX_Support folder here.



Importing North American Cities and States

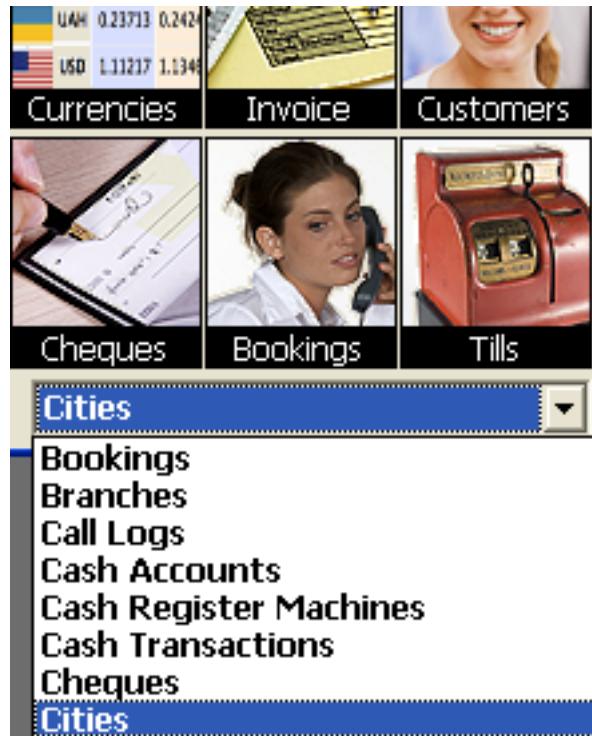
In this section you learn how to import north american cities, states (provinces) and all countries of the world. Before attempting to do this step, you should have installed CX_Support files in the 4D Folder as explained in previous section. **These steps must be performed on the server.**

Go to Support Menu



From within the application, click on the Support menu and then select Import Cities.

Accessing the Cities



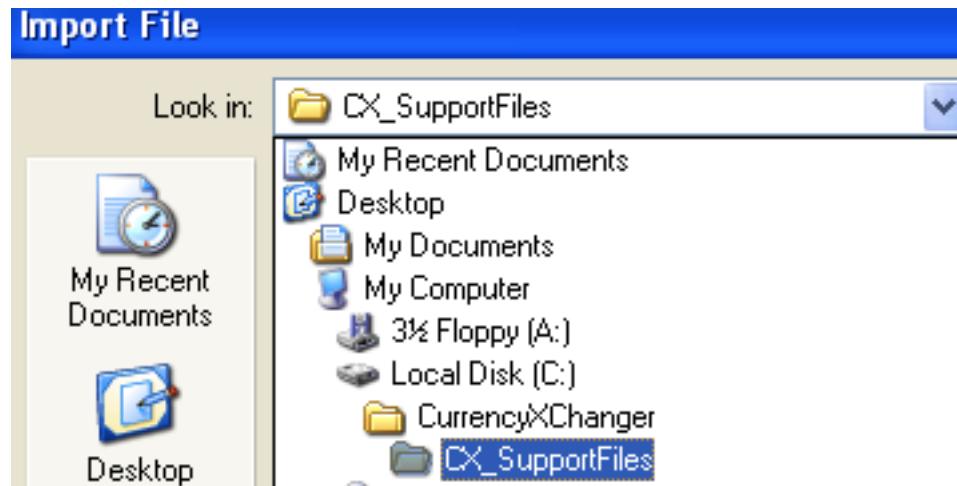
If you need to access the cities module to add or delete cities from it, you should be able to access it from the pulldown menu at the bottom of the modules panel.

Adding or modifying cities

Cities			33333 lines.							
Import	Export	Delete	New	Edit	Find	Query	Report	Sort	All	Print
City Name				State				Country		
100 Mile House				BRITISH COLUMBIA				Canada		
108 Mile House				BRITISH COLUMBIA				Canada		
108 Mile Ranch				BRITISH COLUMBIA				Canada		
150 Mile House				BRITISH COLUMBIA				Canada		

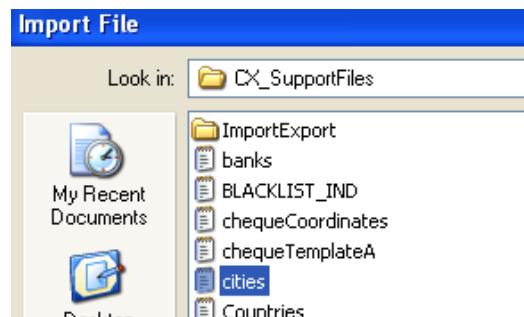
Once you have opened the cities, you may be able to delete, modify, or add cities.

Locate the CX_SupportFiles



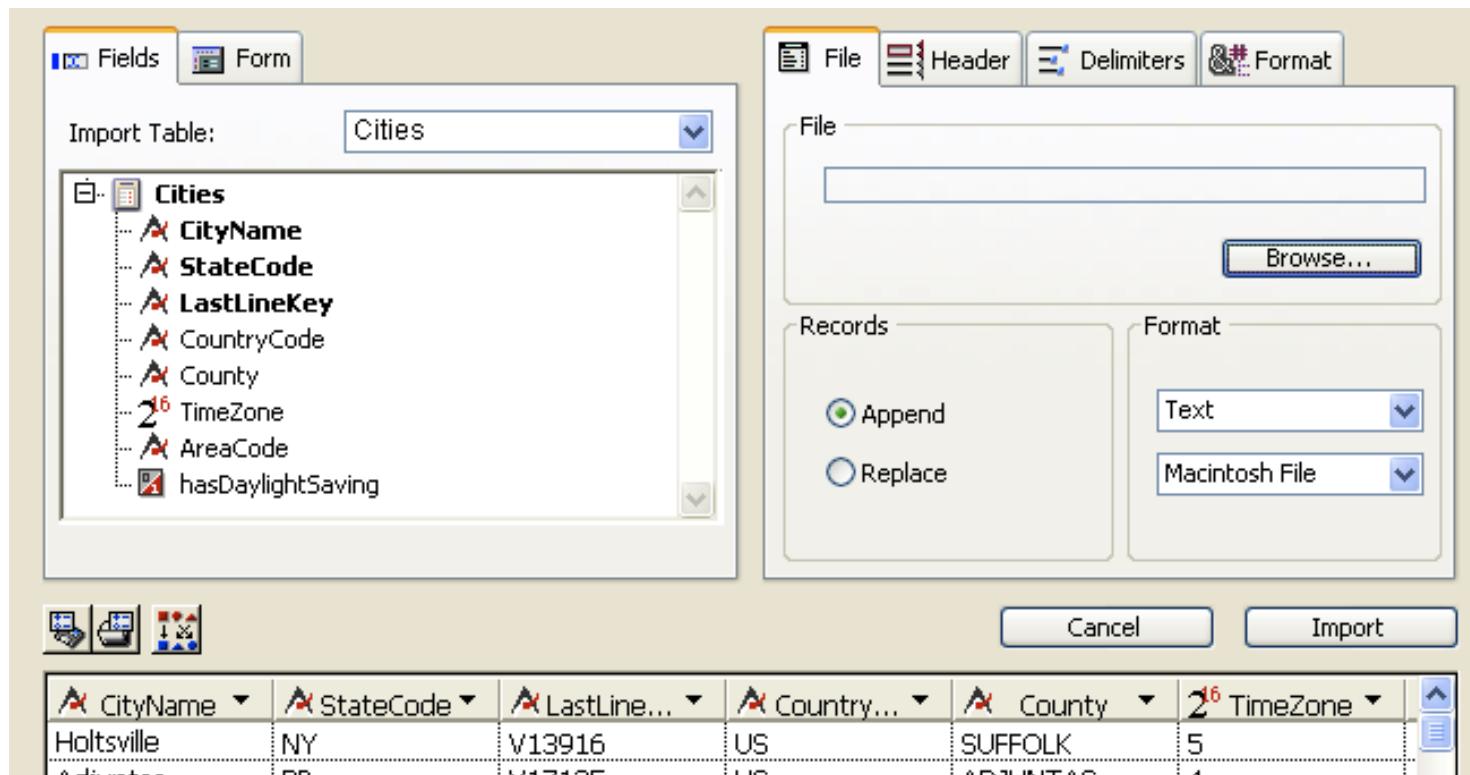
When the Import File dialog box open, select the CX_Support files from C:\CurrencyXchanger\CX_SupportFiles

Select cities



Select the 'cities' files and click open

The Import Dialog



When you see the above screen, click Import



Wait for the import

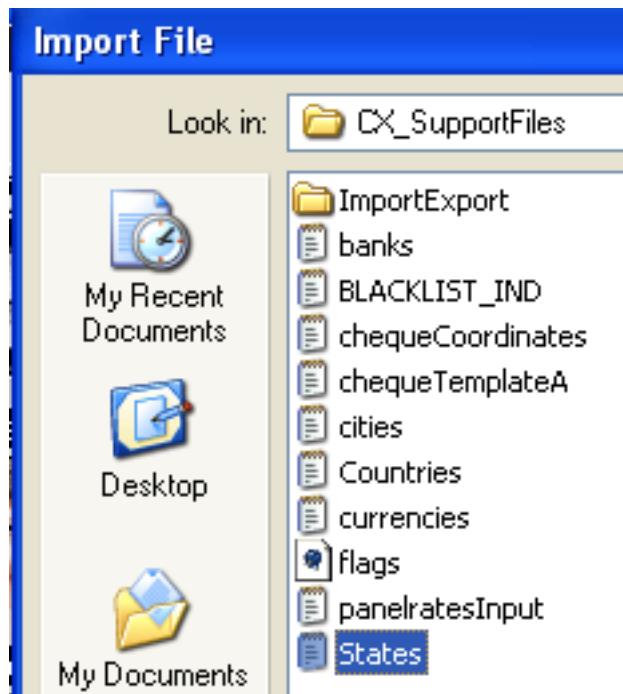


Import States



From the Support Menu, select Import States

Highlight 'States'



Open the 'States' file

Import

Import Table: States

States

- StateCode
- CountryCode
- StateName

File

Records

Format

Append

Replace

Text

Windows File

Cancel Import

StateCode	Country...	StateNa...
AG	MX	AGUASCALIENTES
BA	MX	BAJA
BS	MX	BOLSA

Click on the Import button to import all north america states and provinces.

Country...

Country...

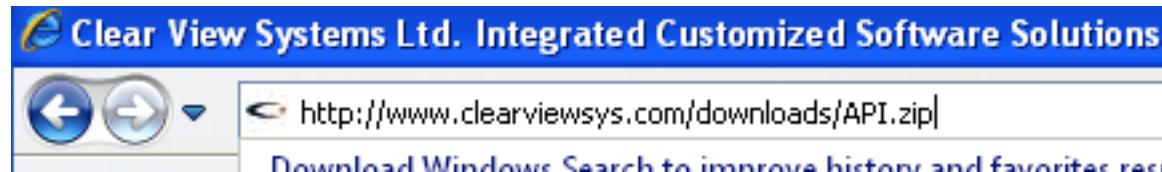
AF	Afghanistan
AL	Albania
DZ	Algeria
AS	American Samoa
AD	Andorra



Installing the API Plugin

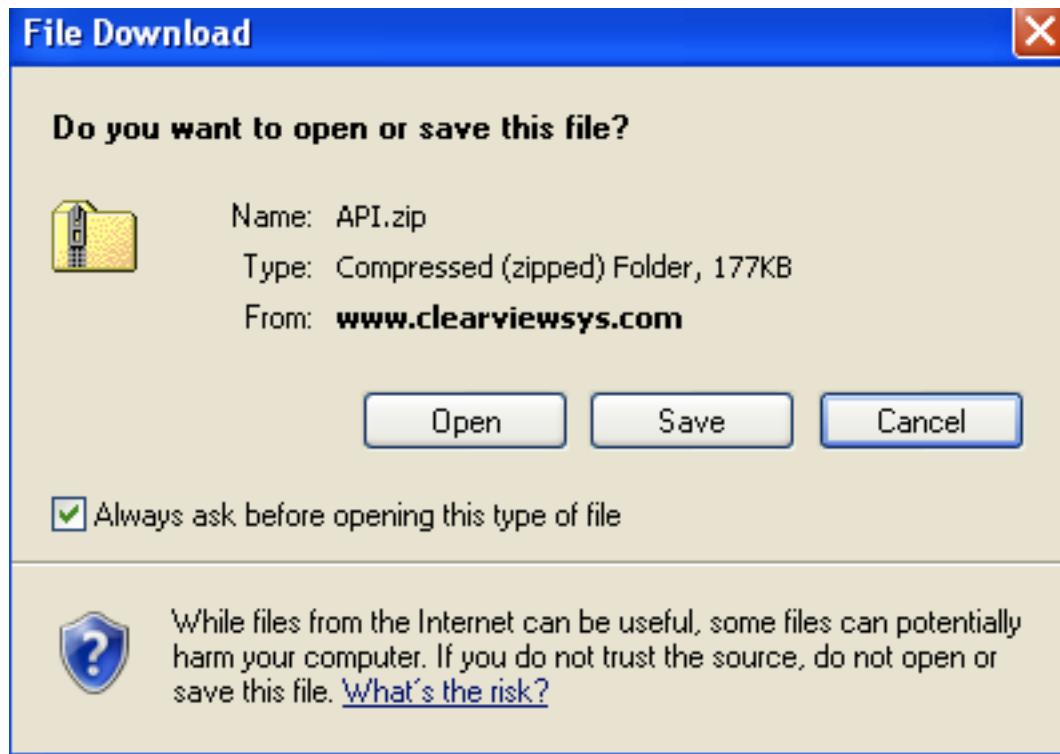
This section how to install the API Plugins inside the Plugins folder.

Download the Plugin



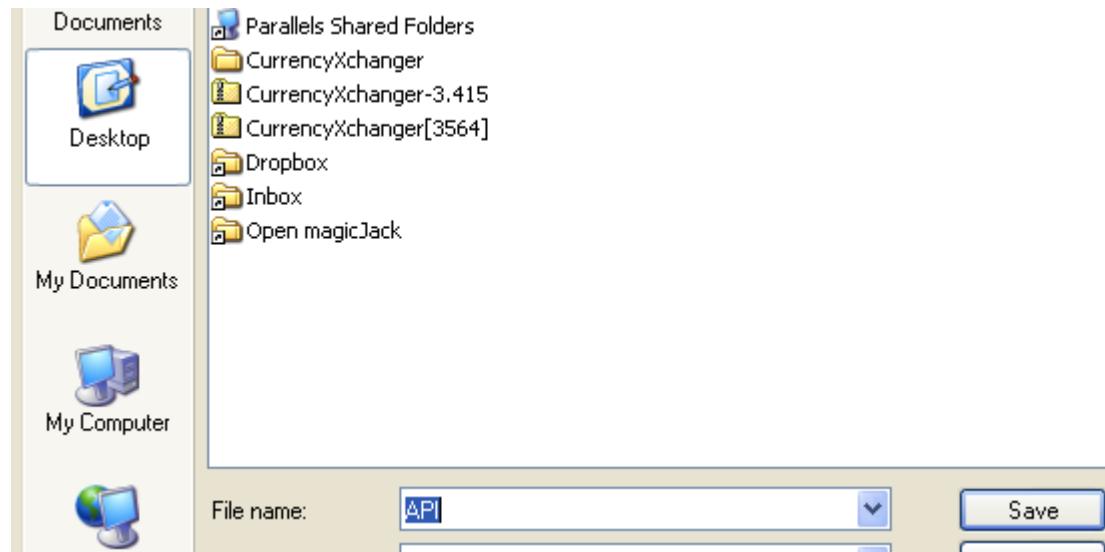
Please go to the above URL to download the plugin

Save the zip file



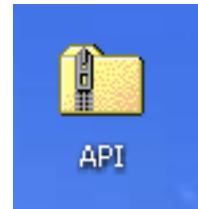
Click Save to save the compressed file

Save to Desktop



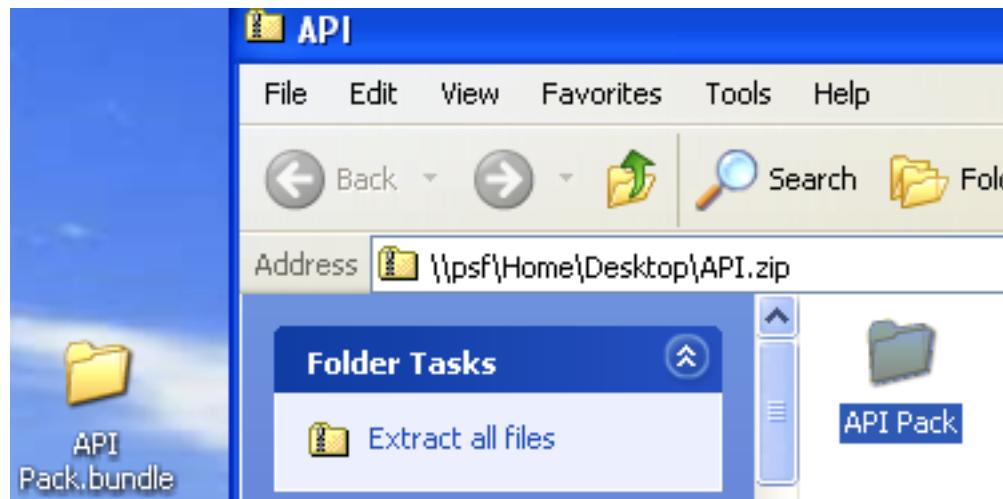
Save the API.zip to your desktop

The Zip file



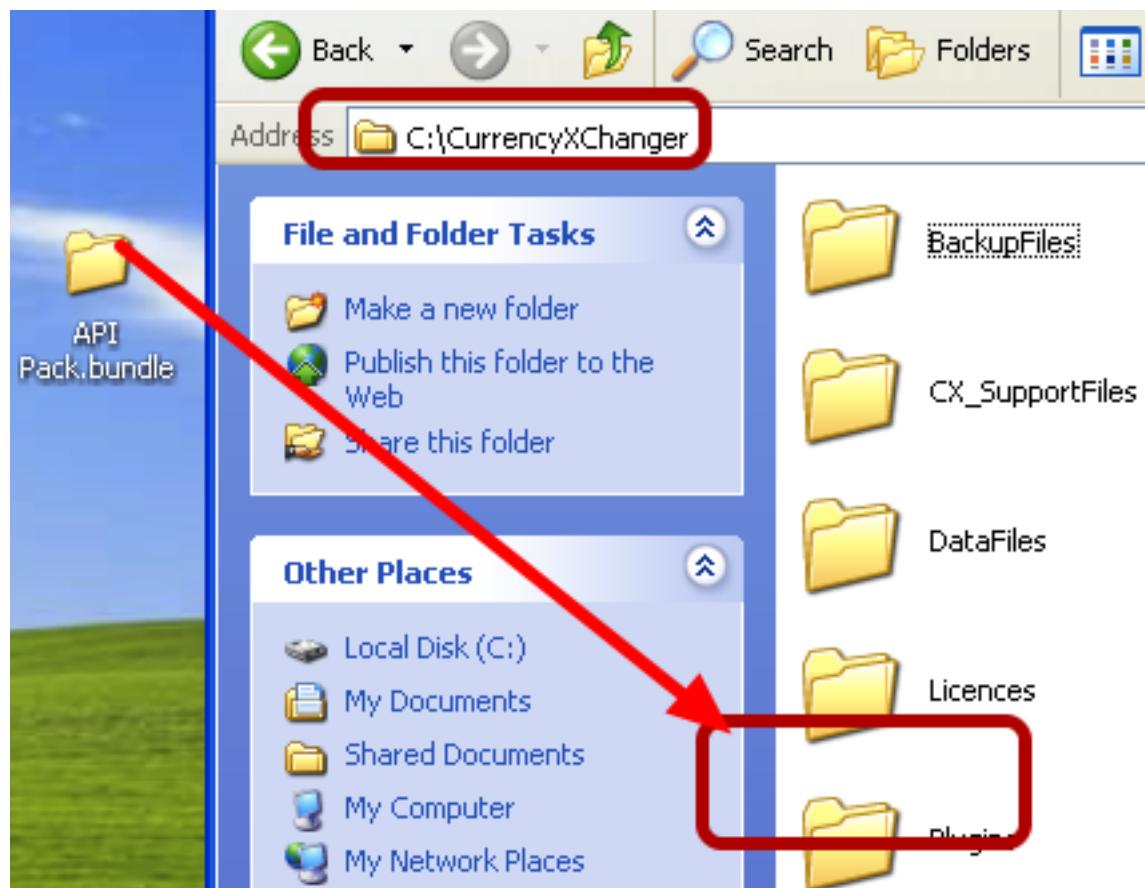
The zipped file should now be opened (double click)

Drag the content out



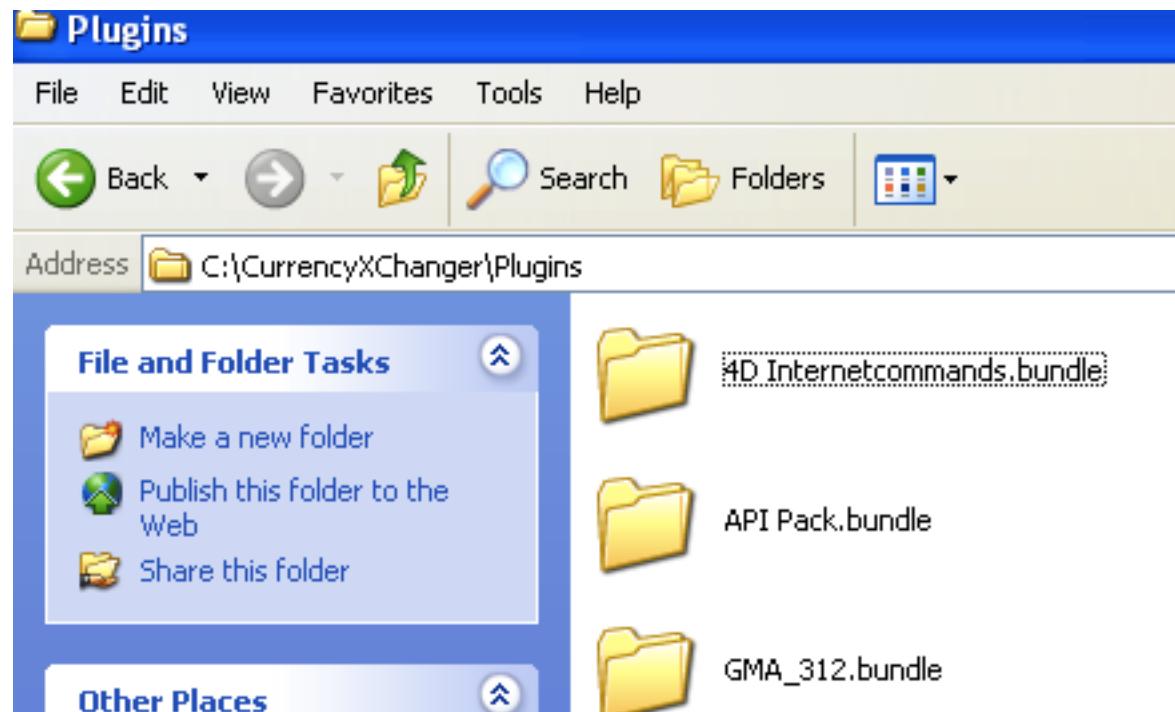
By dragging the content out, you can unzip the file

Install the Plugin



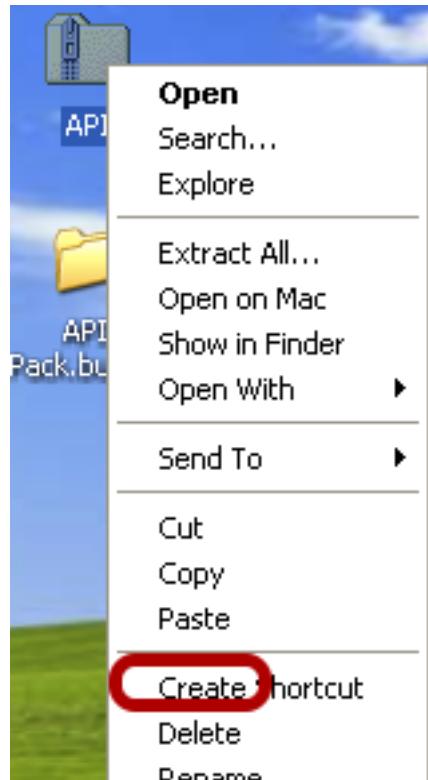
Drag the unzipped file called 'API Pack.bundle' to the Plugins folder inside CurrencyXchanger folder.

Done



The Plugins folder should contain the above bundles.

Get rid of the original zip files



Clean up your traces by deleting the API.zip folder. Right click on the folder and select Delete.



Upgrading CurrencyXchanger

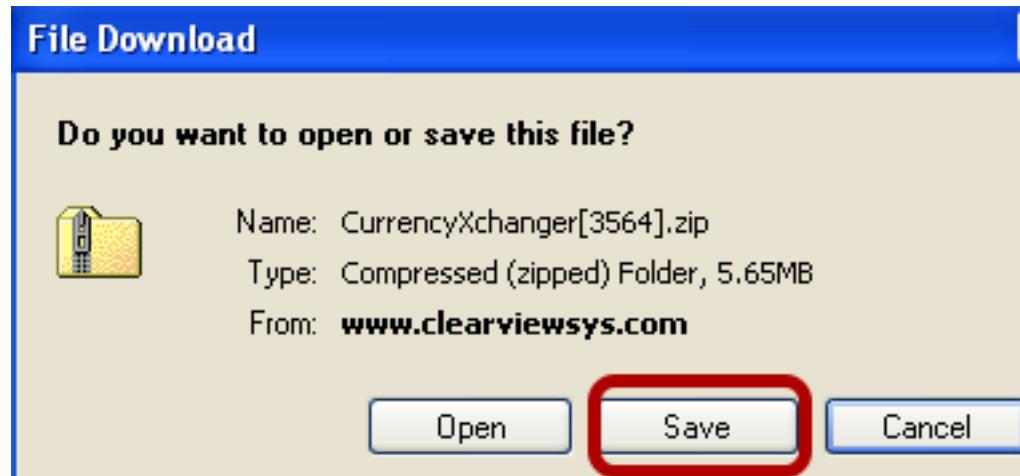
This section describes how to upgrade your structure file to the latest version of CurrencyXchanger. This process is the same for both server and standalone editions.

Downloading the latest version



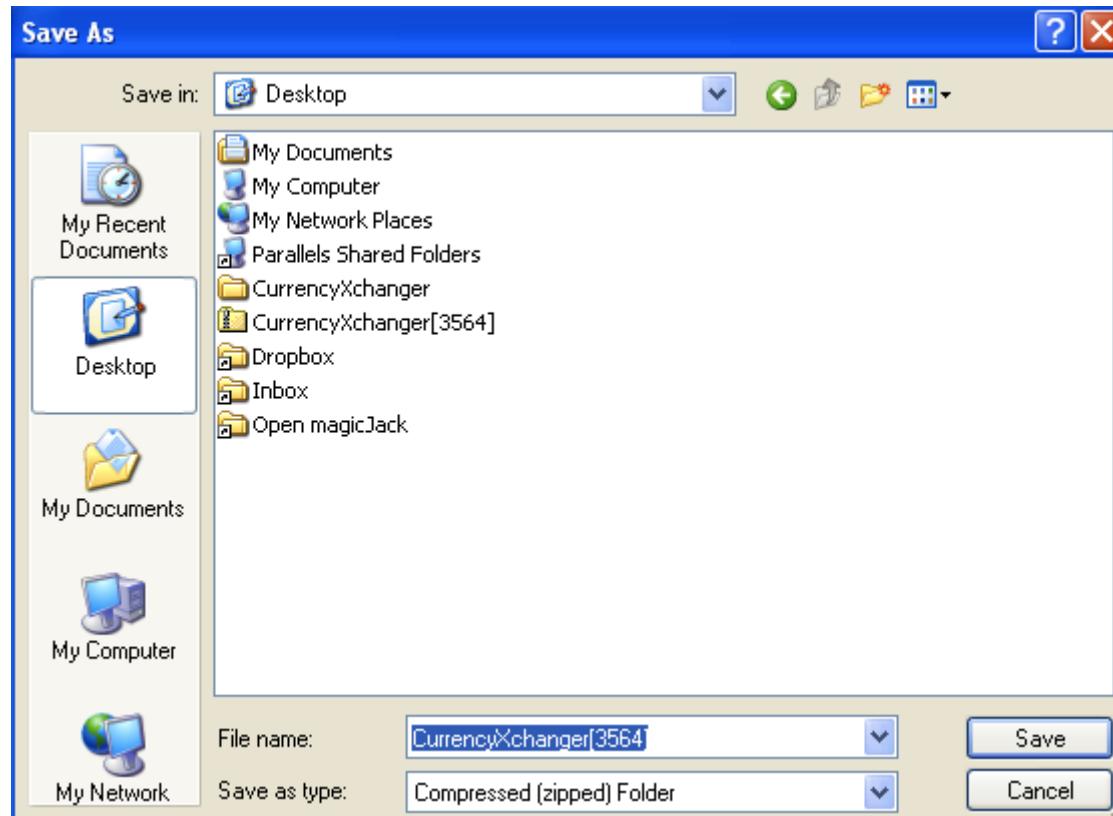
Ask Clear View Systems about the latest download URL (like the above URL) and point your browser to that URL.

Download the latest version



Click Save to download the latest version in zip format.

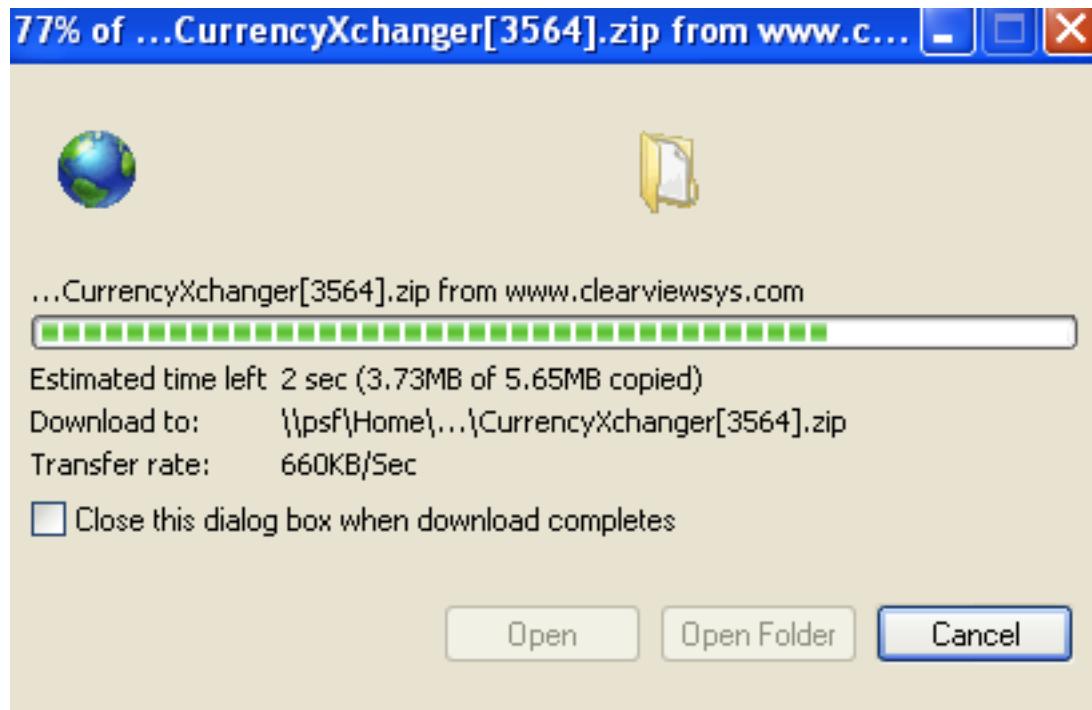
Save on Desktop



Save the latest link to the desktop or somewhere that you can immediately locate.

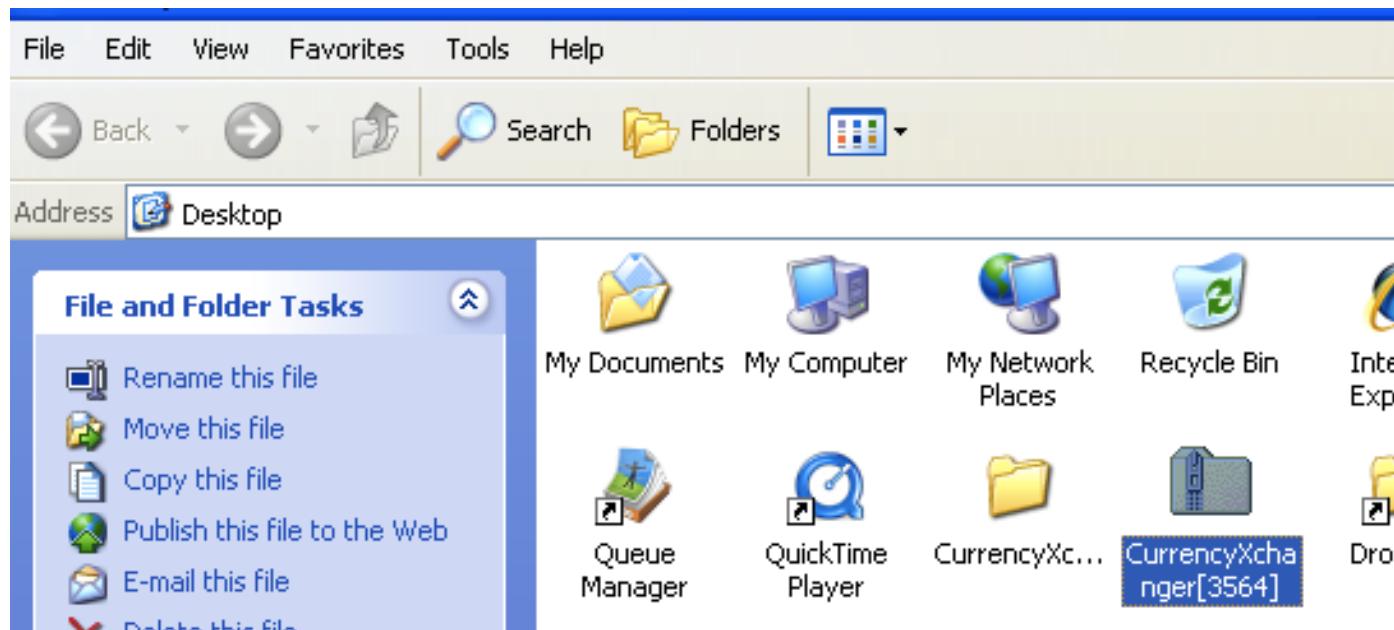


Wait for the download to finish



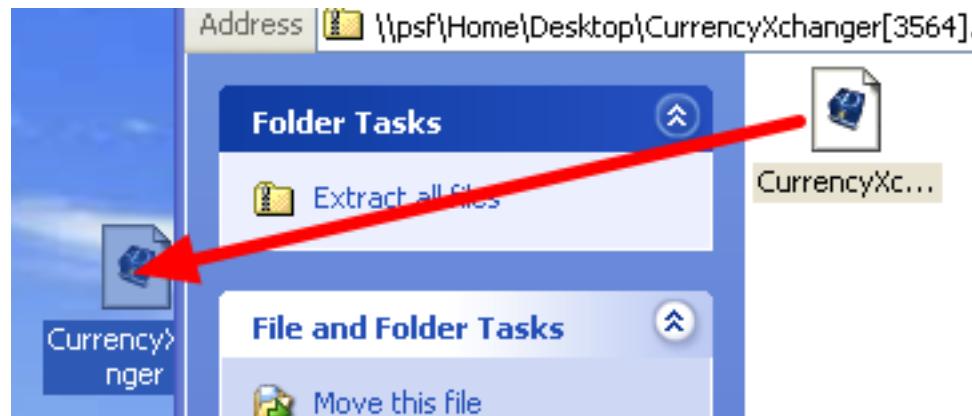
Wait a few minutes for the program to download.

Locate the program



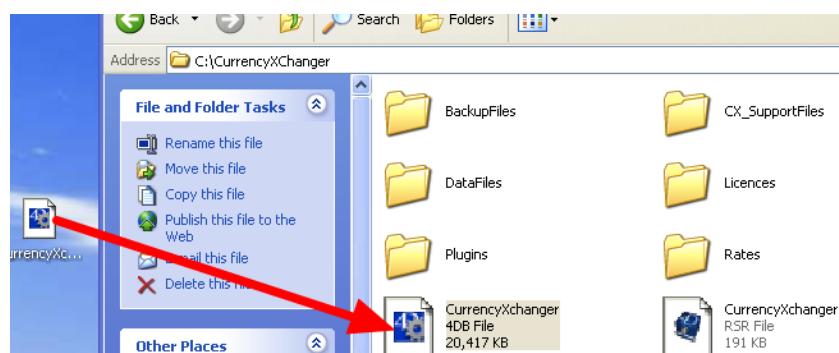
Double click the latest downloaded folder (in zip).

Unzip the zip folder



To unzip the folder, you could open the folder and drag and drop the compressed file out to your desktop.

Replace the old structure file



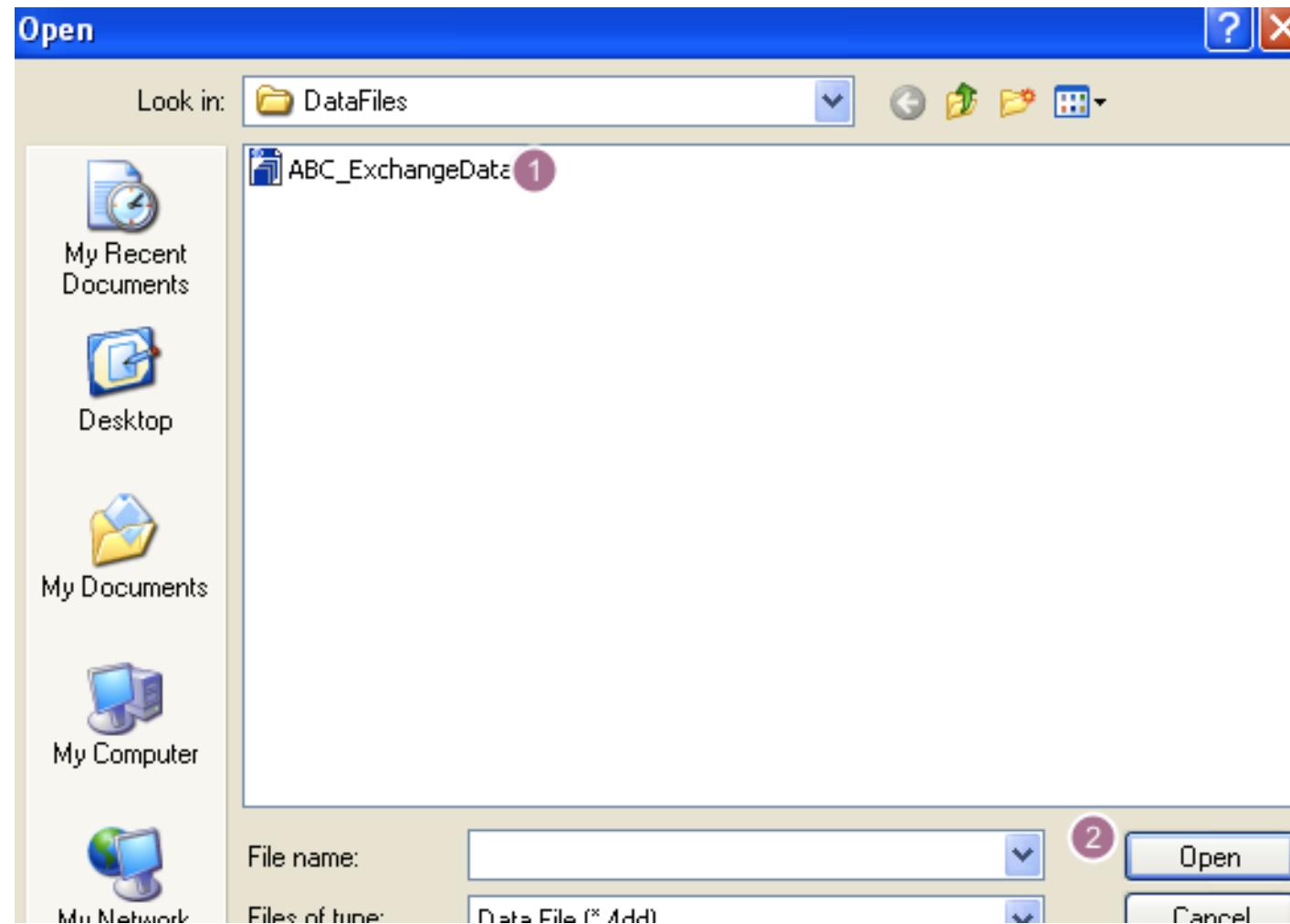
Now open the CurrencyXchanger folder and replace the CurrencyXchanger.4DB file with the new one on the desktop. Just drag and drop the file into the folder.

Confirm the replacement



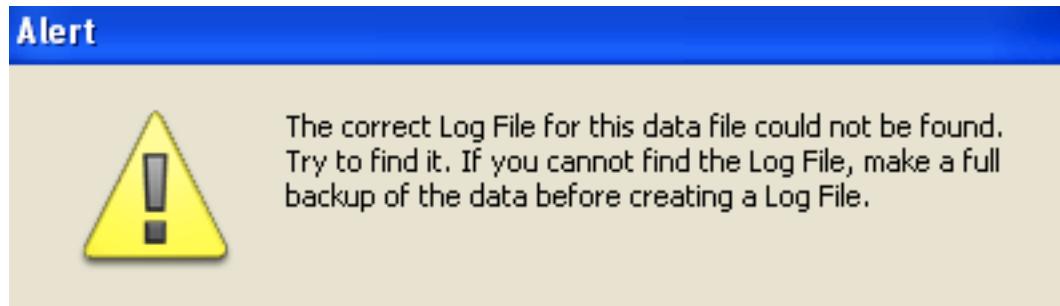
You should see a confirmation window pop up to make sure that you are replacing the old structure file with the new one. For this process to work 4D Runtime and/or 4D Server must be closed, or else the datafile may become locked.

Repick the data files



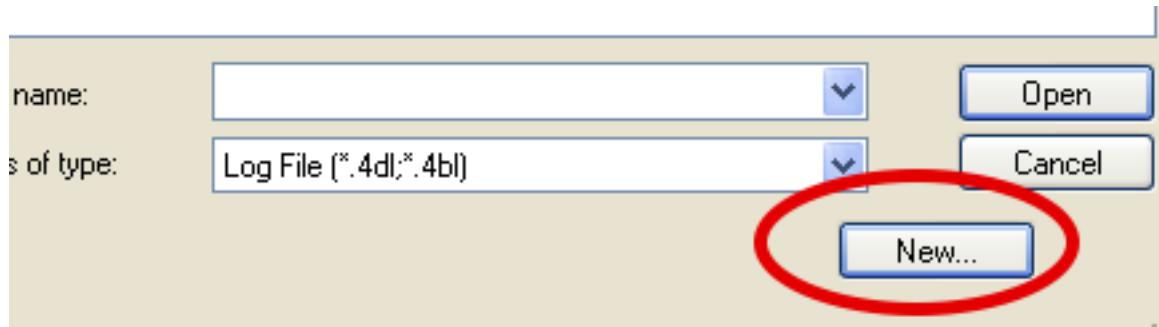
After you run the new program, by opening the CurrencyXchanger shortcut, you will be prompted to reselect the datafile.

Create a new LogFile



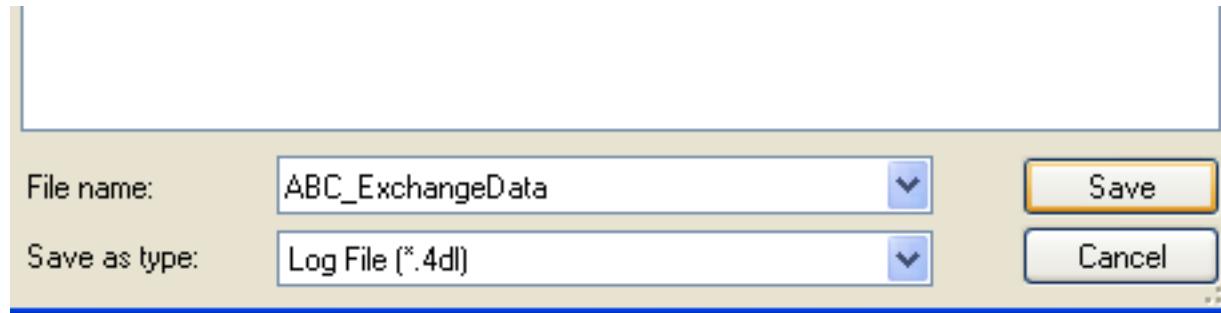
The log file is used to write all changes to the database since the last backup.

Click New Log



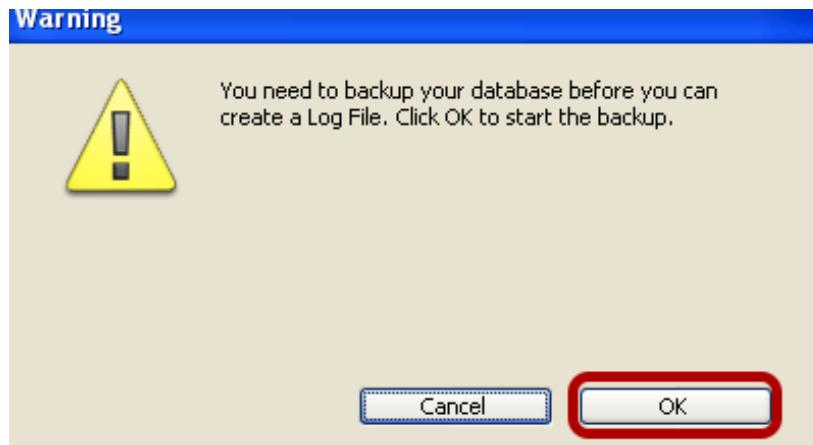
Create a new log file by clicking the 'New...' button

Save the log file



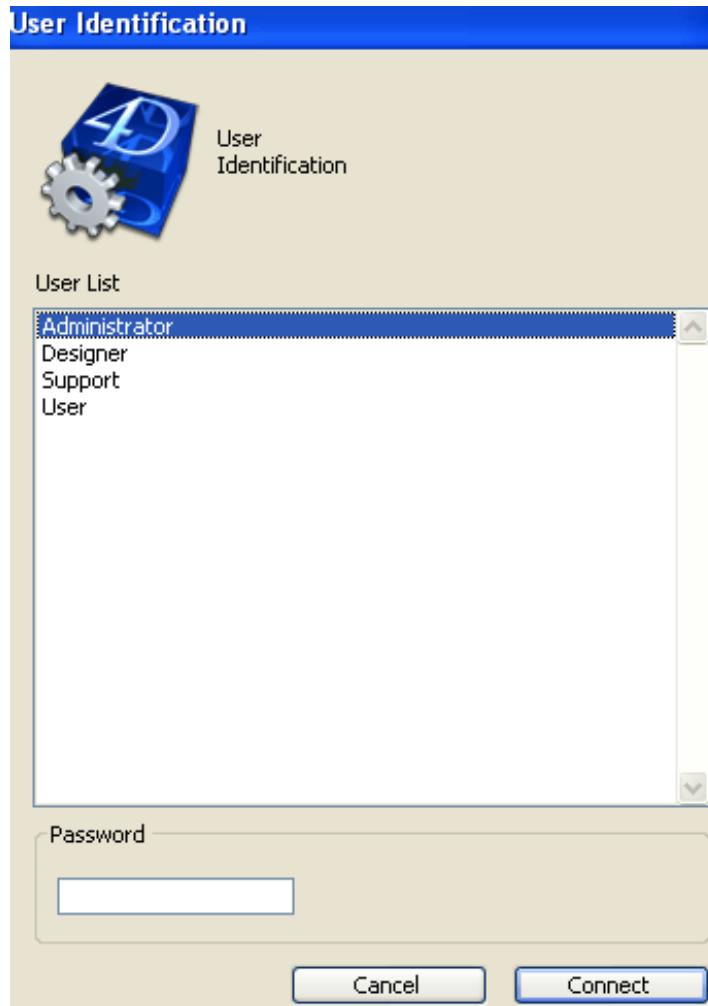
Click Save to save the logfile inside the DataFiles folder.

Backup



After creating a log file, a message will pop up on the screen to ask you to backup. Click OK to backup. Refer to the backup section to see how to configure your backup.

Login page



Once you have upgraded the system, the password for the administrator will be reset to 'admin' (lowercase).

Verify the upgrade version



Check the upgrade version on the top left to see if your upgrade was successful.

Create a machine profile



Alert

This machine (TIRANBEHROUF386) does not have a preference profile. Please create a profile before continuing. Once you have created a new profile, please restart the program.

After you startup the new version, the version will ask you to create a computer profile (preference file).

Create a new machine profile





Setup the client preferences

Client Preferences Entry

Computer Name: TIRANBEHROUF386
Automatically fill-in the computer name

Computer Alias: 1 Tiran's MacBookPro
Computer alias is a nickname for the computer (eg. Sam's computer)

This computer is located in branch : 2 HO

Print Options Misc Settings View Branches

Available Printers

2 Use Mac Printer
Default Printer
Cheque Printer
Receipt Printer 3 Use Mac Printer
click on the corner branch

Page formats

4 Letter Orientation
Scale: 100 Extra Copies
100 0
100 0

5 Letter

Invoice receipt form: 6 printInvoice_Large
Invoice entry format:
Module Launcher Style: Default Browser
Cheque format: Normal Cheque (+stub) 0

Preview invoice after saving: 7 Ask to print cheque
Automatically open a new invoice after saving: 8 Ask to print Wire
Automatically print Invoice after saving: Ask to print eWire

Apply 0 of 0 Cancel 9 Save

Create a workstation (computer) preference profile and save. Fill in the preference as per your personal preference. The above screenshot is just a sample.

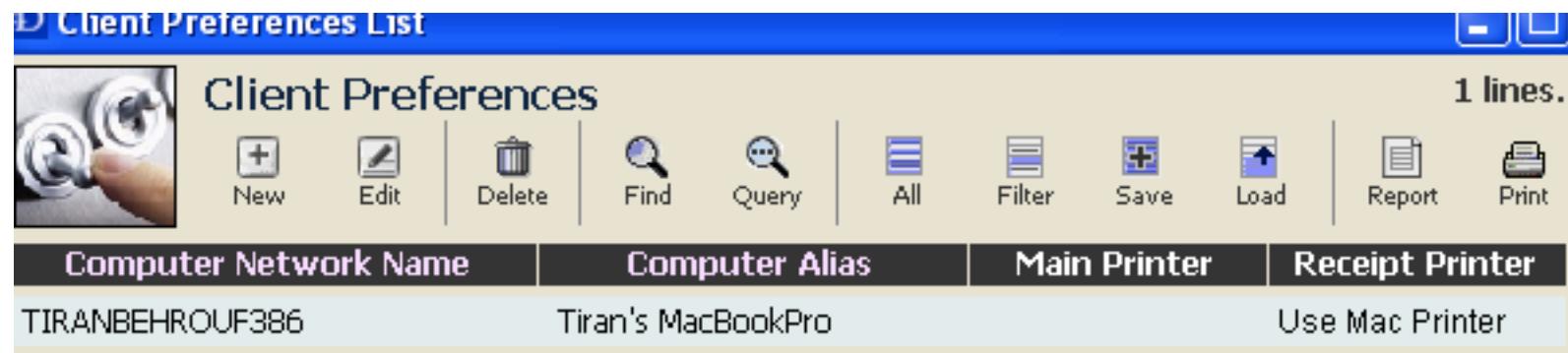
Review

Client Preferences List

Client Preferences 1 lines.

Computer Network Name	Computer Alias	Main Printer	Receipt Printer
TIRANBEHROUF386	Tiran's MacBookPro	Use Mac Printer	

New Edit Delete Find Query All Filter Save Load Report Print



You could review the preference profile of the machine by double clicking on the line. You could also highlight and click edit to change it.

Initial setup

The following steps are necessary before you could use the system. After you have installed the program, run it in standalone mode (using 4D Runtime Interpreted as the helper application).

Open CurrencyXchanger



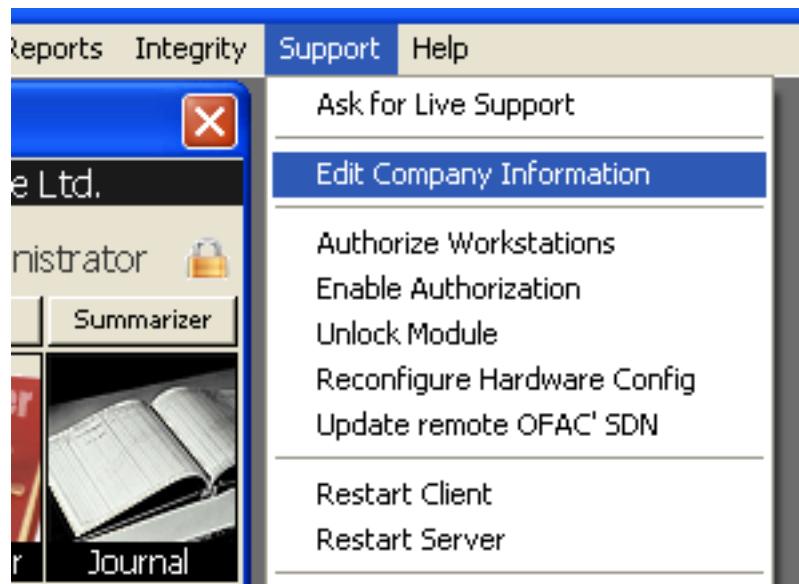
Double click the CurrencyXchanger shortcut that you previously made.

Login as administrator



Once again login using the Administrator. The default password is 'admin' (lower case).

Edit the company profile



Click on the Support menu and select 'Edit Company Information'.



Setup the company profile

Please enter or edit your business information

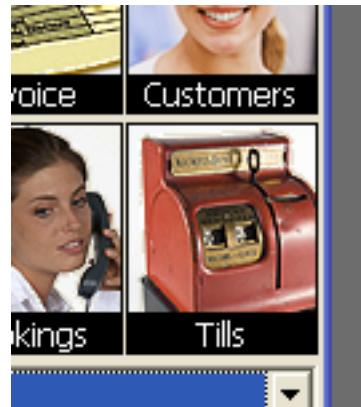
<- Copy a logo from an image editor program (Control+C) and Paste your logo here (use Control+V to paste)

You could paste your company logo in this box using CTRL V

Company Name
Local Currency Code e.g. USD, CAD, SEK, MXN, etc...
Branch Address
Branch City/State/Zip
Country
Main Company Email
Branch Phone 1
Branch Phone 2
Branch Main Fax
Website Address
Time Zone e.g. Pacific (or PST, or GMT-8)
Organization No
Root Folder Path
XML Publish Folder
Client Code
Client Key
Branch ID Branch ID is for multi-branch companies only, e.g. B1

Enter the company information. The Client Code and Client Key should be requested from your Vendor or Clear View Systems. You could temporarily enter 'Demo' and 'DemoKey' and Save.

Assigning the Till to a user



Before you could enter an invoice, you should login with a Till. Open the Tills module.

Safe Deposit

Cash Register Machines List								
 Cash Register Machines		1 lines.						
		Cash Register Alias			Signed In User		Sign In Date	
		00	Safe Deposit	<input type="checkbox"/> Admin		<input checked="" type="checkbox"/> Auto Cash	00/00/00	

You should see a cash register called 'safe deposit' without any signed-in users. Double click the line.

Sign in



The screenshot shows a software interface titled "Cash Register Machines". At the top right are two checkboxes: "Admin Only" (unchecked) and "Show All Denominations" (unchecked). Below the title is a toolbar with icons for back, forward, search, and edit. A status bar indicates "1 of 1". The main area contains a table with four columns: "ID", "User Signed in with this Till", "Sign In Date", and "Sign In Time". The first row shows "00" in the ID column, "User Signed in with this Till" in the second column, "Administrator" in the third, and "08/31/2011" and "08:20:12" in the fourth. At the bottom are two buttons: "Sign Out" (yellow) and "Sign In" (blue).

ID	User Signed in with this Till	Sign In Date	Sign In Time
00	Administrator	08/31/2011	08:20:12

Click the 'Sign In' button and then close the window.

Signed in users

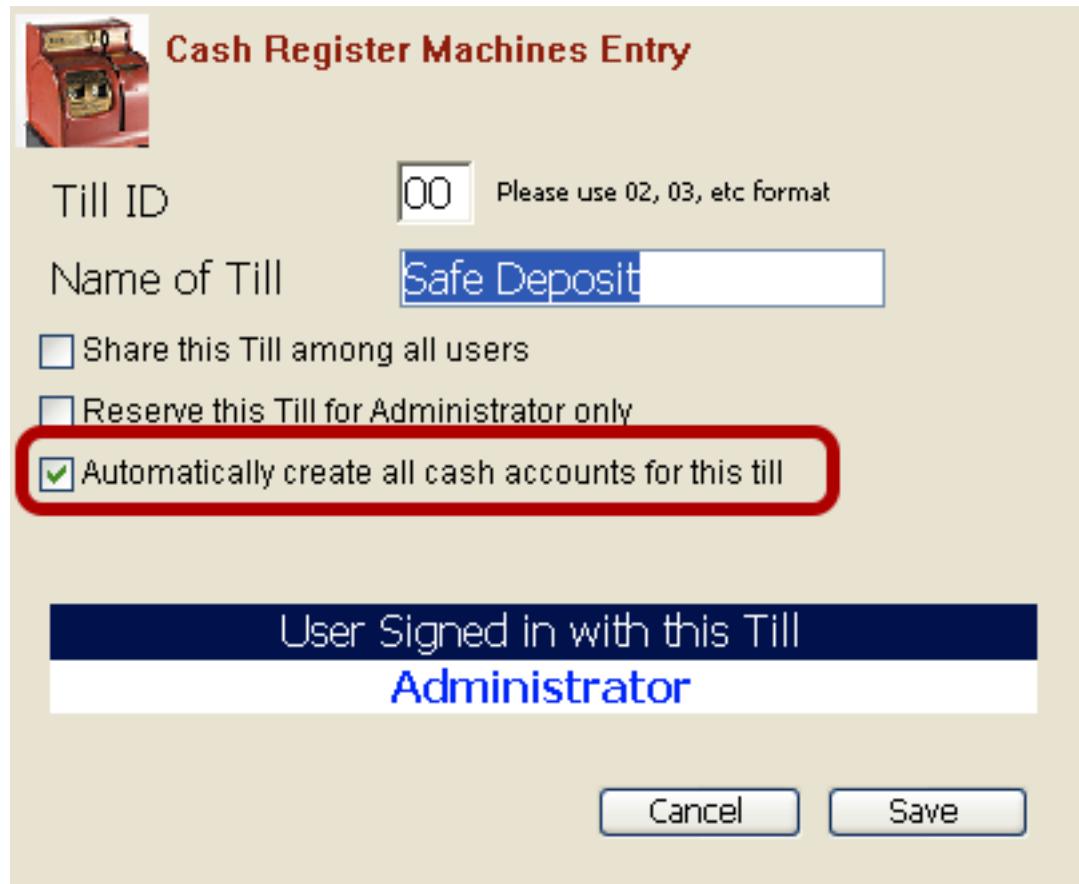


The screenshot shows a list of signed-in users. At the top right, it says "1 lines.". The toolbar includes icons for New, Edit, Delete, Find, Query, All, Filter, Save, Load, Report, and Print. The table has three columns: "Cash Register Alias", "Signed In User", and "Sign In Date". The first row shows "Safe Deposit" in the alias column, "Administrator" in the user column, and "08/31/2011" in the date column. There is also a checked checkbox for "Auto Cash".

Cash Register Alias	Signed In User	Sign In Date
Safe Deposit	Administrator	08/31/2011

You should now see Administrator as a signed in user.

Edit the till



Cash Register Machines Entry

Till ID Please use 02, 03, etc format

Name of Till

Share this Till among all users

Reserve this Till for Administrator only

Automatically create all cash accounts for this till

User Signed in with this Till
Administrator

Cancel Save

Click the Till 00 and then press 'Edit'. Make sure that you check the 'automatically create all cash accounts...'!

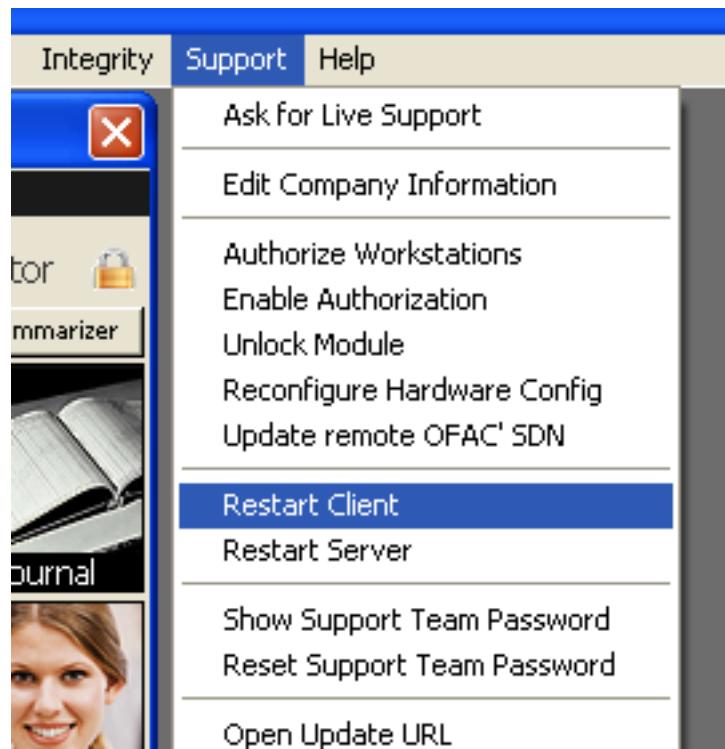


Create some currencies

Currencies						
	Currency Code	Country	We Buy	Spot	We Sell	We Buy - Inv.
	CAD	Canada Dollars	1	1	1	1
	EUR	Euro Member Countries Euro	1.34286	1.41354	1.48422	0.7447
	USD	United States of America Dollars	0.92849	0.97736	1.02623	1.077

Add some currencies into the system. Please refer to the user manual if you don't know how to do this step.

Restart Client



After you done, select 'restart client' from the support menu or simple quite the program and reopen it. Now you should be ready for entering transactions.

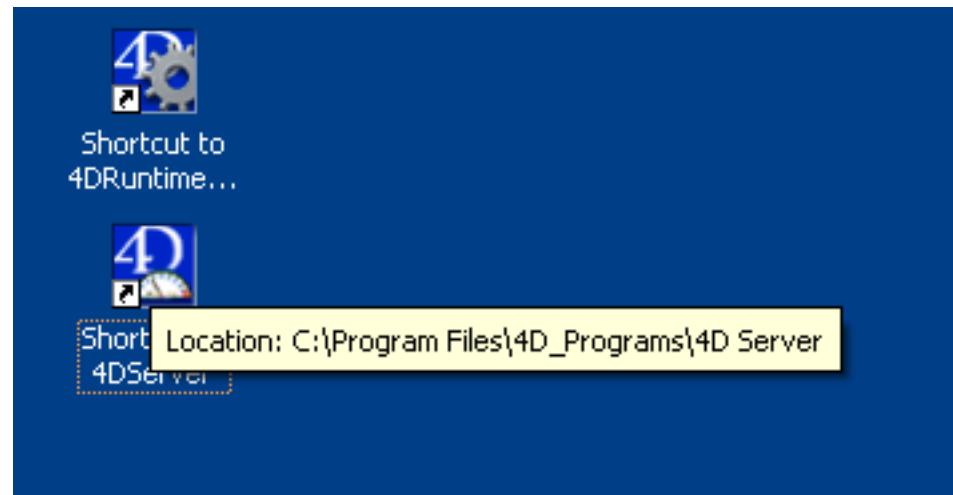


Running in Client/Server Mode

Running 4D Server

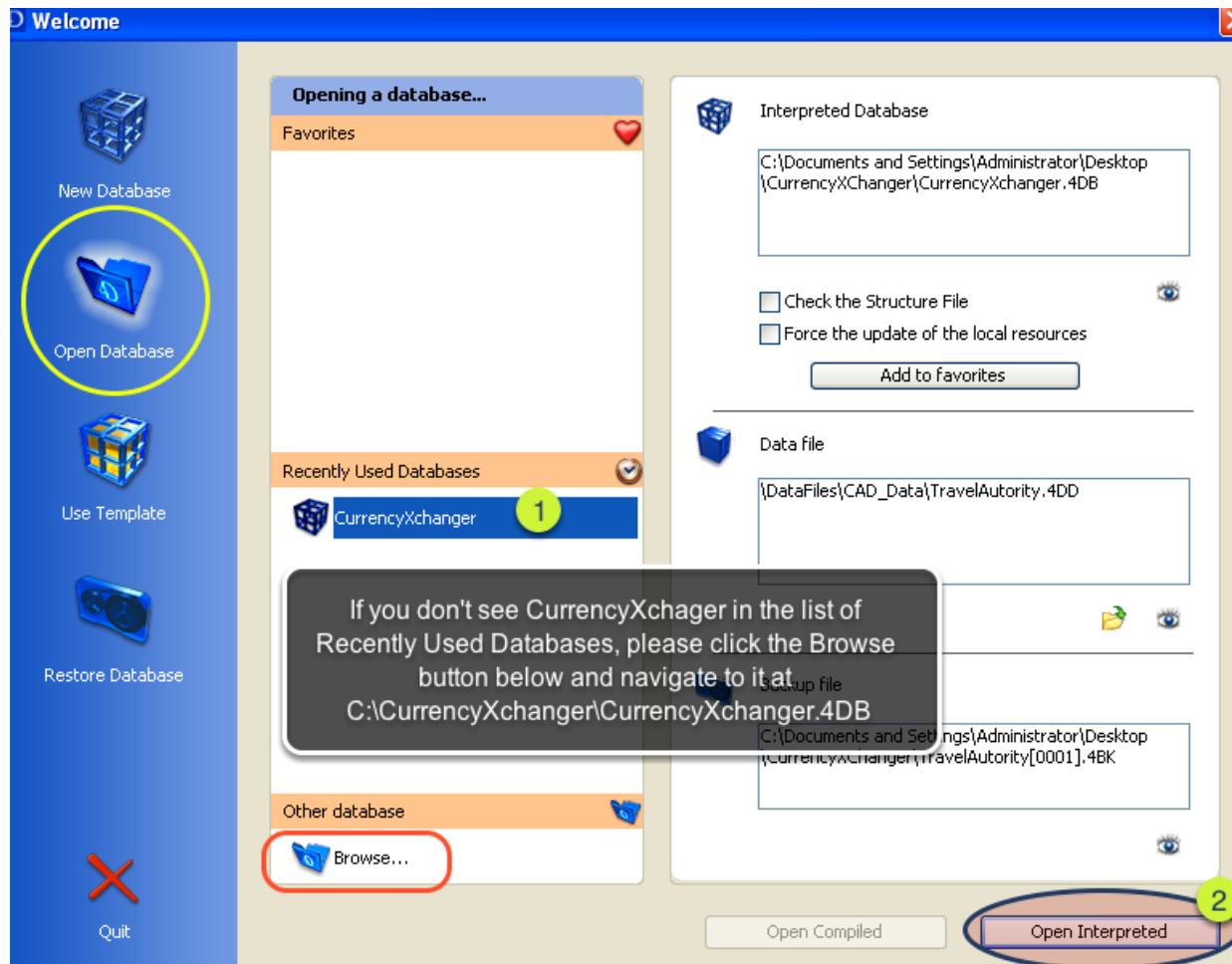
This section describes how to run CurrencyXchanger in server mode. You need to have installed 4D Server before proceeding. 4D Server is a database server that allows CurrencyXchanger to be shared across a network. 4D Server is a database that needs to be registered with 4D. **You need to have a valid 4D Server license and register your 4D Server.** For registration instructions, please refer to your registration email sent by 4D.com. You may also contact Clear View Systems for making sure that your database license is installed correctly.

Run 4D Server



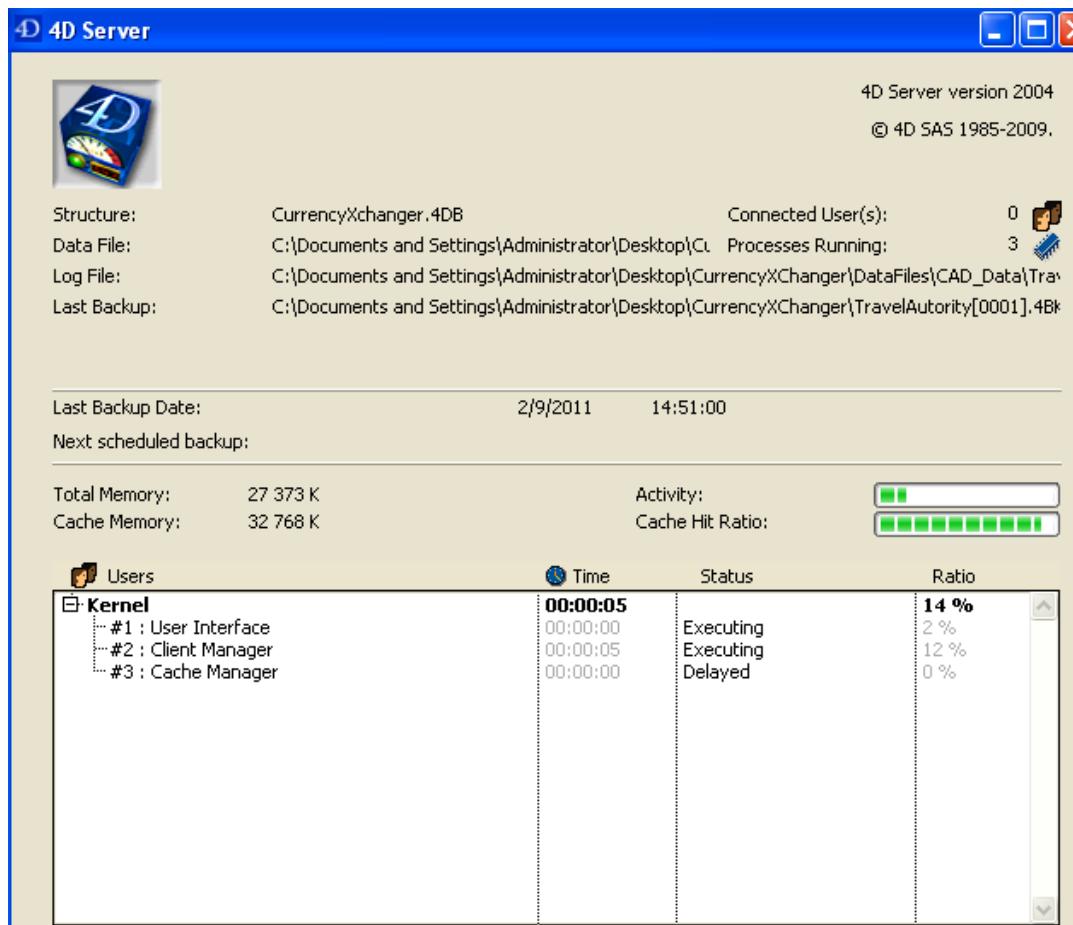
Double click 4D Server.

Opening the database



If you have never opened the database before, you need to click the "Browse" button and look for the file "CurrencyXchanger.4DB" which must located in C:\CurrencyXchanger. Otherwise, click 'Open Interpreted'

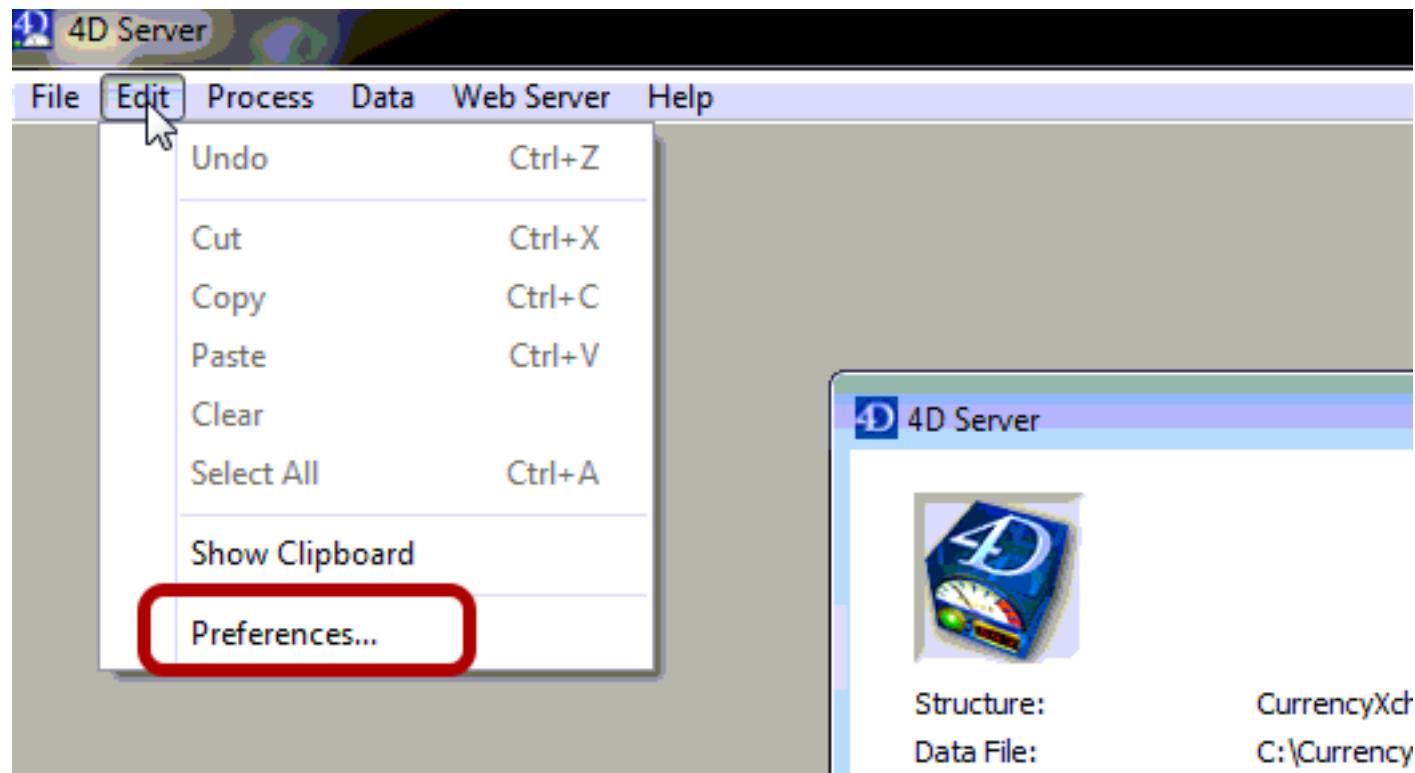
Server Process Window



Once 4D Server is running, you should see a window called 'process window'. It shows the database that is currently opened and the location of the data files and log files on the disk. It also shows how many people are connected to it. The server process window shows how many users are connected and other information like the last backup date and time.

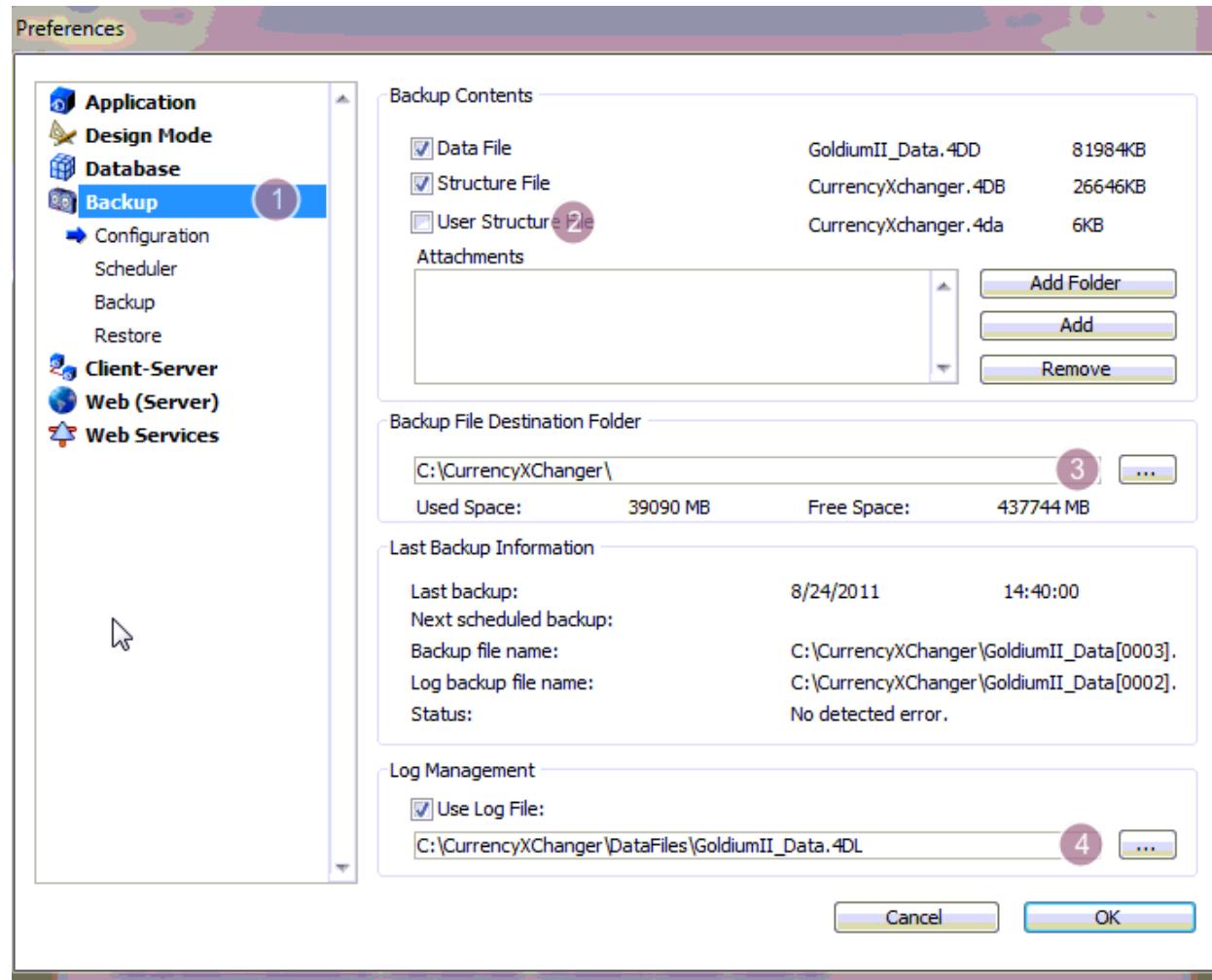
Configuring Backup on the Server

This section describes how to configure backup on the server.



From the Edit Menu, select Preferences.

Highlight the Backup icon



The backup configuration may be different case by case. However, make sure that you check 'User Structure' and have a log file.

Configure backup

Backup Contents

<input checked="" type="checkbox"/> Data File	GoldiumII_Data.4DD	81984KB
<input checked="" type="checkbox"/> Structure File	CurrencyXchanger.4DB	26646KB
<input checked="" type="checkbox"/> User Structure File 1	CurrencyXchanger.4da	6KB

Attachments

Add Folder
Add
Remove

Backup File Destination Folder

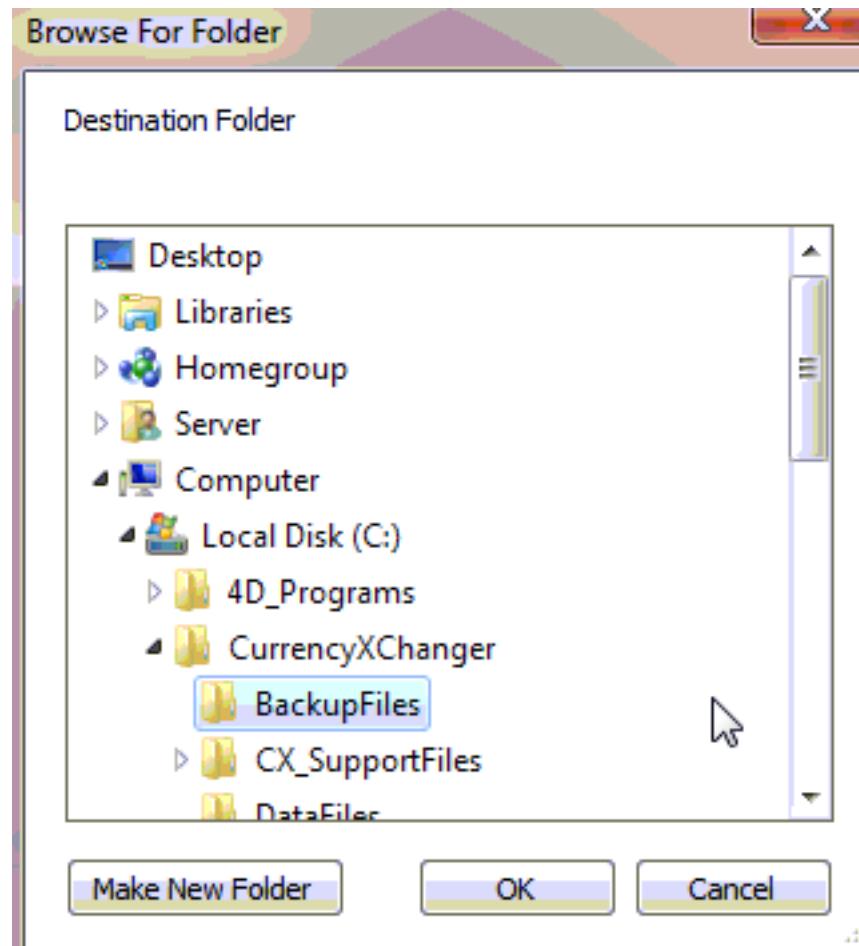
2

Used Space: 39090 MB Free Space: 437744 MB

[Get Backup Information](#)

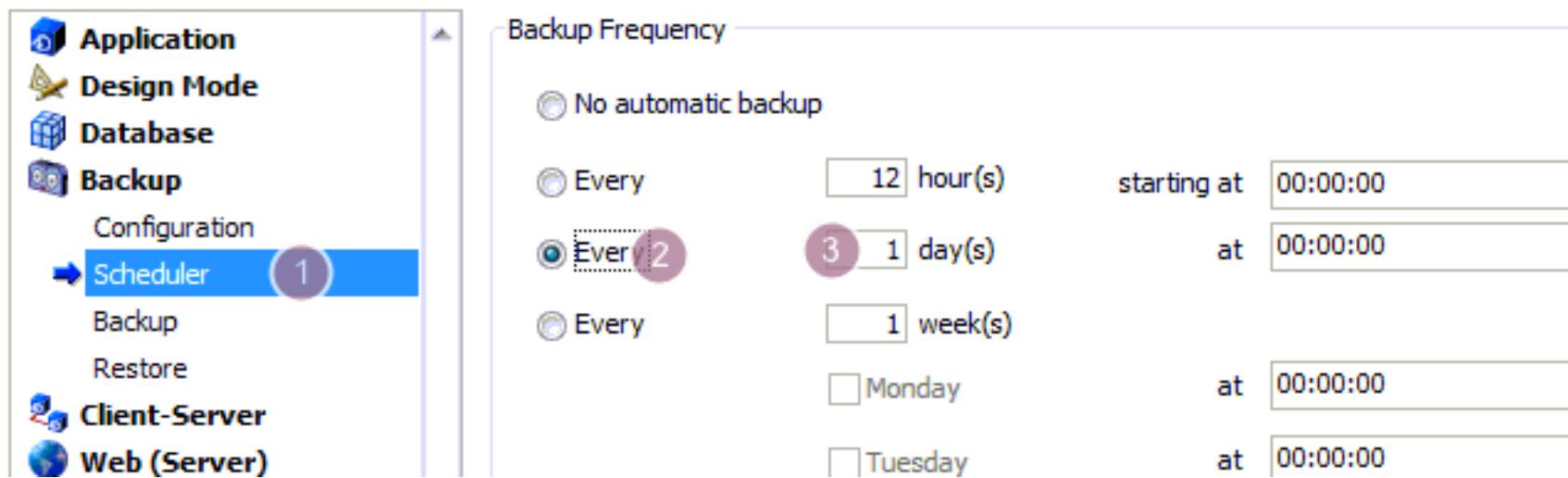
Checkmark the 'User Structure File' (step 1) and then click on '...' (step 2)

Pick a destination folder



You could pick the BackupFiles Folder in CurrencyXchanger folder, but it is better to pick a secondary physical drive to make sure that the backup is done on a separate drive in case something happens to the main drive.

Schedule the backup

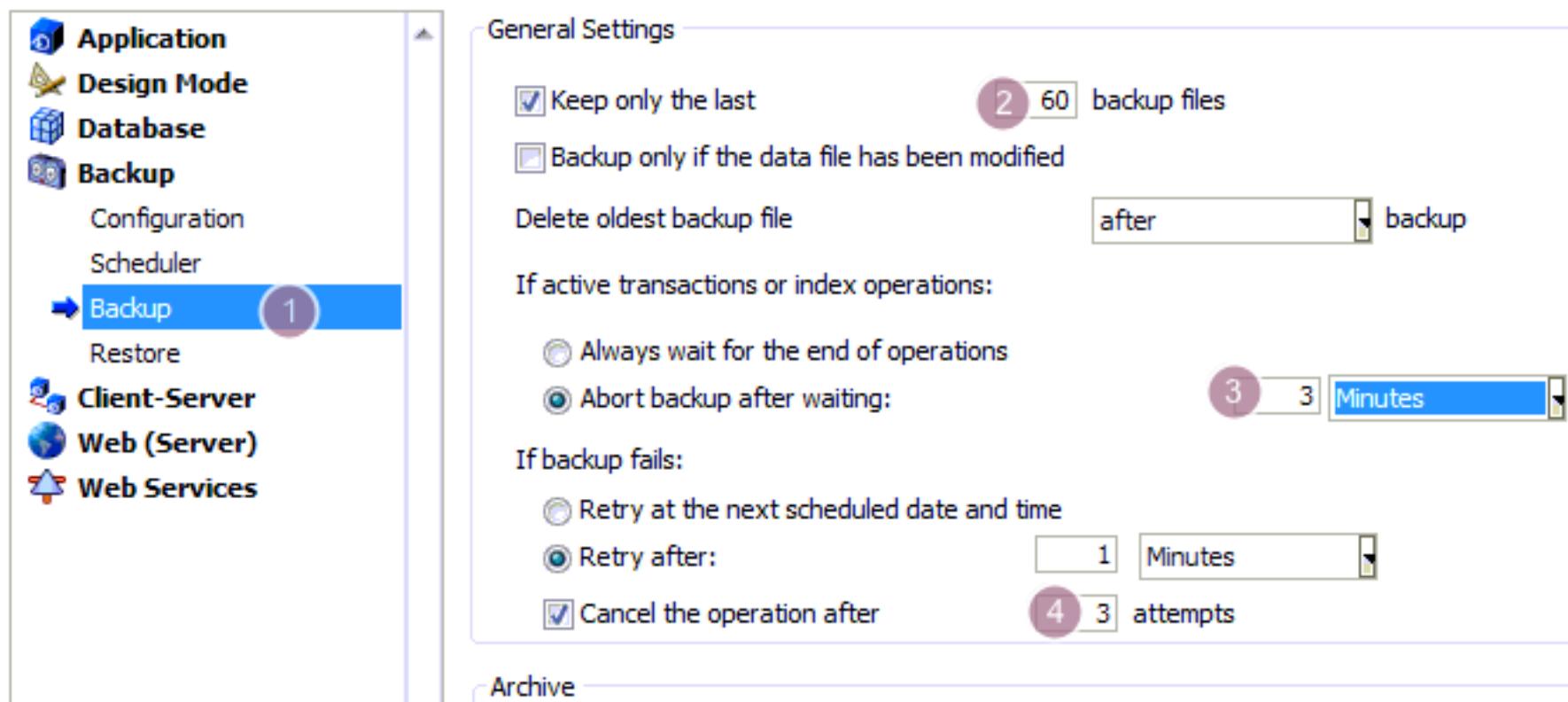


The screenshot shows the 'Scheduler' section of the ClearView Exchange interface. On the left, a sidebar lists options: Application, Design Mode, Database, Backup, Configuration, Scheduler (highlighted with a blue box and circled '1'), Backup, Restore, Client-Server, and Web (Server). The main area is titled 'Backup Frequency' and contains the following configuration:

- No automatic backup
- Every 12 hour(s) starting at 00:00:00
- Every 1/2 day(s) at 00:00:00 (selected, circled '2')
 - 1 week(s)
 - Monday at 00:00:00
 - Tuesday at 00:00:00
- Every 1 week(s)

Make sure you configure a schedule for the daily backup.

More configuration



The screenshot shows the 'Backup' configuration screen. On the left, a sidebar lists 'Application', 'Design Mode', 'Database', 'Backup' (selected), 'Configuration', 'Scheduler', 'Backup' (with a red circle containing '1'), 'Restore', 'Client-Server', 'Web (Server)', and 'Web Services'. The main panel is titled 'General Settings' and contains the following configuration:

- Keep only the last **2** 60 backup files
- Backup only if the data file has been modified
- Delete oldest backup file after **3** backup
- If active transactions or index operations:
 - Always wait for the end of operations
 - Abort backup after waiting: **3** Minutes
- If backup fails:
 - Retry at the next scheduled date and time
 - Retry after: **1** Minutes
 - Cancel the operation after **4** 3 attempts

Below this is a section titled 'Archive'.

Make sure to follow the above steps for the backup configuration. After you are done, click OK.

Running 4D Client

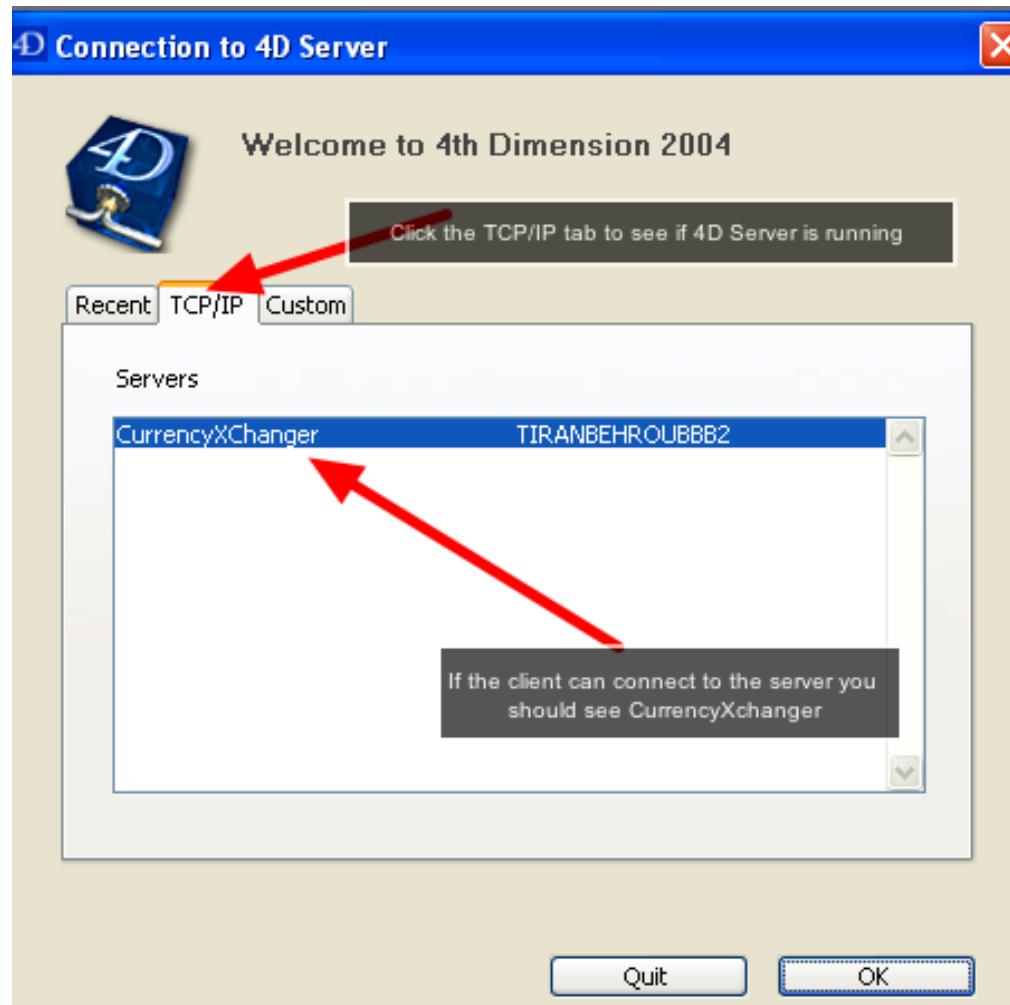
In the client/server mode of operation, you need to connect to the server using 4D Client.

Open 4D Client



Double click the shortcut for 4D Client that is on the desktop

Verify active server



Select CurrencyXchanger and then click OK



Additional Modules



Installing TeamViewer QS

Downloading and installing TeamViewer QuickSupport. TeamViewer QuickSupport is a secure remote access application which is FREE and has great advantages in speed and functions compared to other solutions like PCanywhere, VNC, rAdmin. The package is very small, running immediately.

[Go to ClearViewSys.com](http://www.clearviewsys.com)



Go to www.clearviewsys.com and click 'Support' without select the submenus.

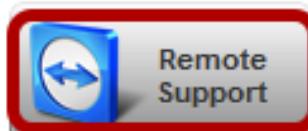
Click the Remote Support



Picture of Elizabeth Henry during a live training session.

Ask for remote support...

If you need help with our products or services, please feel free to call us anytime. Our technical support team can remotely connect and troubleshoot any problem related to CurrencyXchanger. Once you contacted us for support, please click the link below and provide us with your TeamViewer ID and password.



Click the Remote Support button to download TeamViewer QS.



Save to desktop



Save the file on your desktop

Run TeamViewer QS



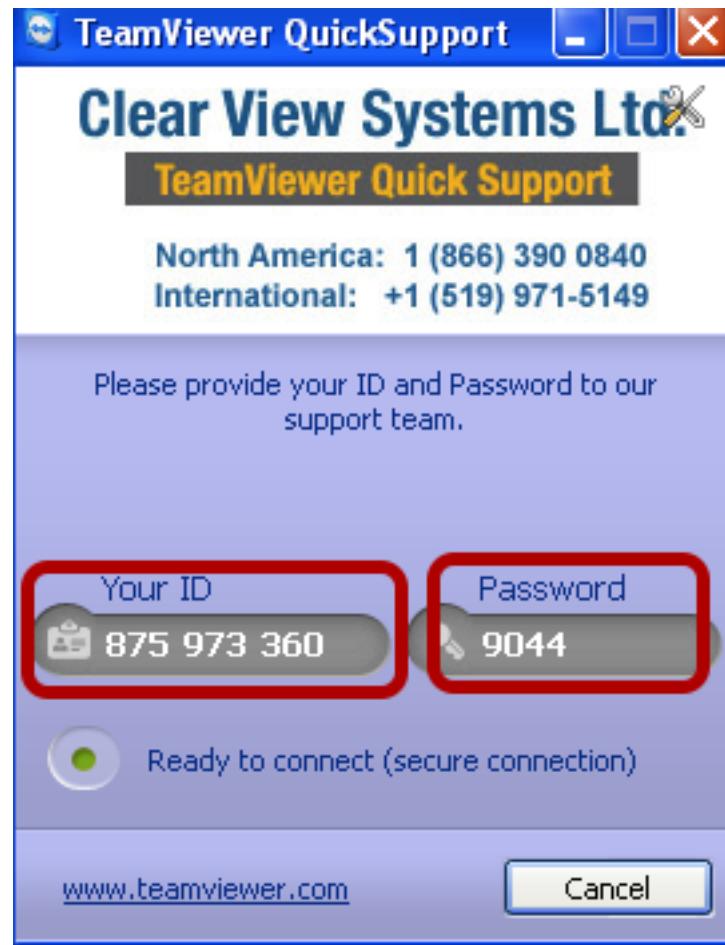


Accept the disclaimer



Read and accept the disclaimer

Provide ID and Password

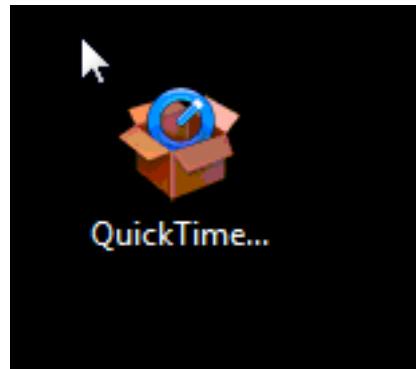


You need to provide your TeamViewer ID and Password to Clear View Systems technicians everytime you need help with the system. They can temporarily connect and solve any issues related to CurrencyXchanger.

Installing Quicktime

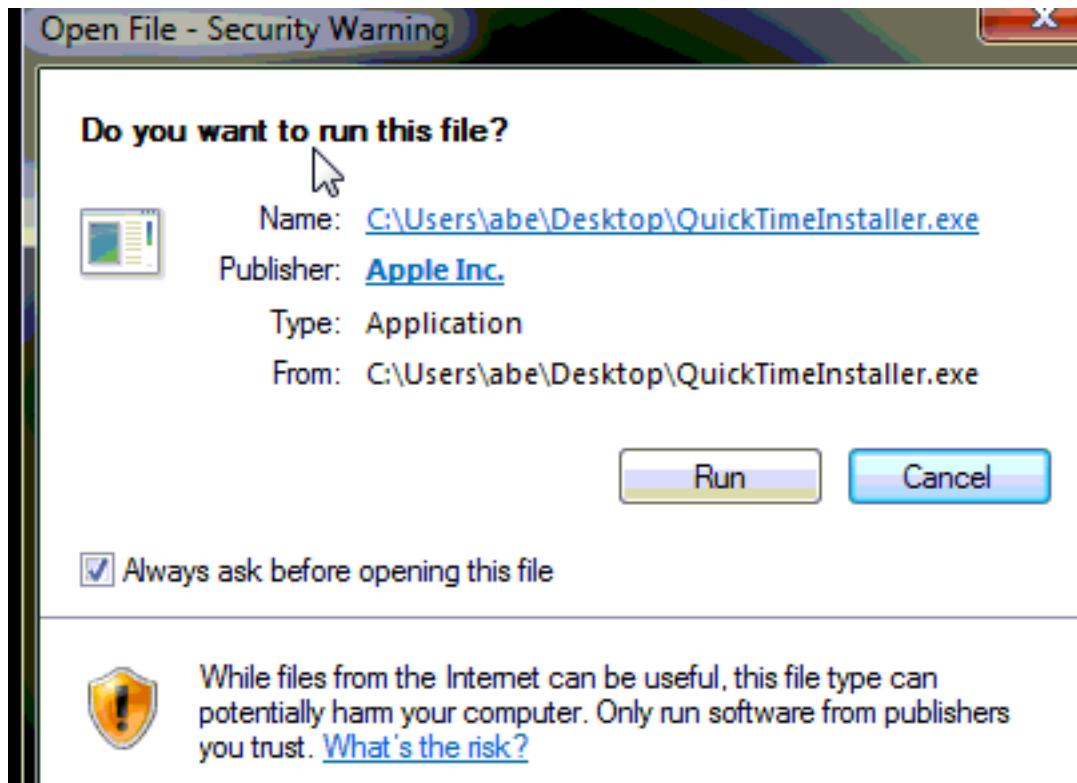
It is necessary to install quicktime before using CurrencyXchanger. The quicktime engine is used by the database to decode pictures and graphs.

Download quicktime



Goto to www.quicktime.com and download the installer.

Run Quicktime Installer



Run the installer.

Install

Destination Folder

Select folder where QuickTime files will be installed.



This installer will install QuickTime and Apple Software Update.

[Click Install to install to this folder](#), or click Change to install to a different folder.

[Install Desktop shortcuts](#)

[Automatically update QuickTime and other Apple Software](#)

Destination Folder



C:\Program Files (x86)\QuickTime\

[Change...](#)

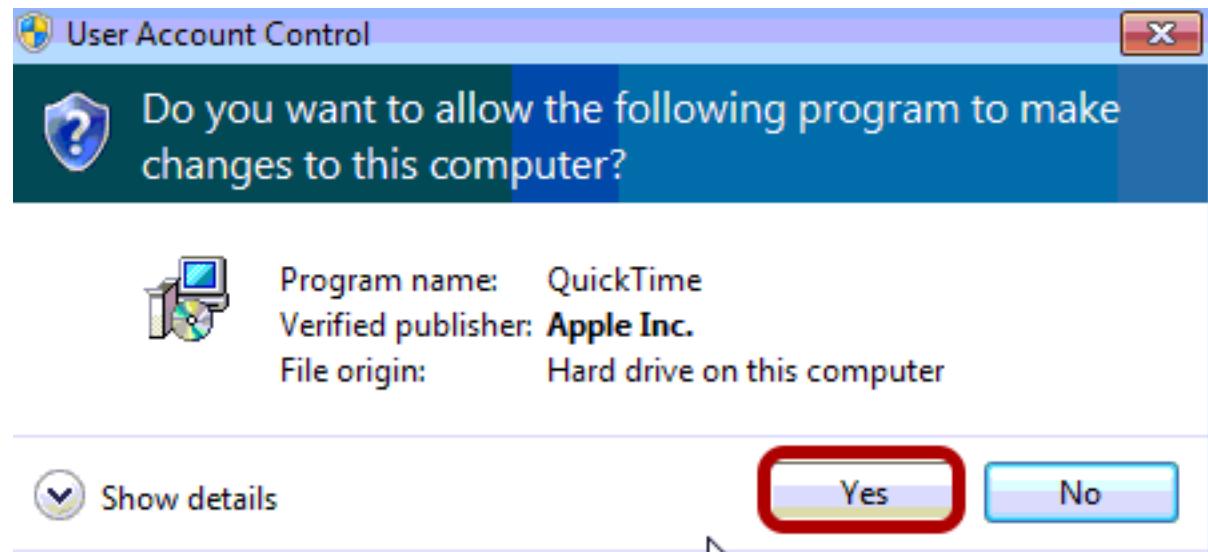
[< Back](#)

[Install](#)

[Cancel](#)

Follow the instruction for installation.

Accept the warning

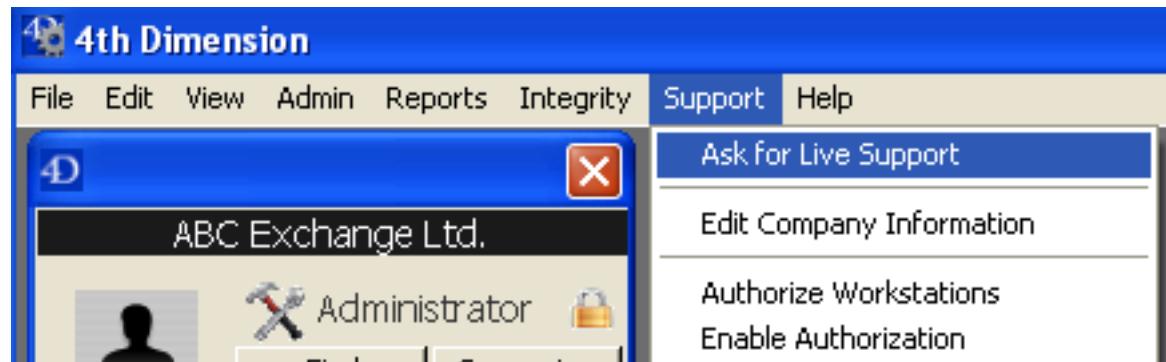


Allow Quicktime to make changes to your computer

Asking for Live Support

This lesson shows you how to ask for live support.

Support menu



From the support menu select 'Ask for Live Support'



Send a live support request

Please briefly describe the problem:

We cannot print anything from the system.

Toll Free Line: 1 (888) 390-0840
International: +1 (519) 971-5149

Urgent case

Cancel Send Request

Enter the problem and if it is urgent click the Urgent case and then send the request. Someone should get back to you shortly. If you wish to leave a message you could also call the 24/hour call center.



Common Problems

How to Restart 4D Server

CurrencyXchanger by *Clear View Systems Ltd.* (The software that runs the Foreign Exchange operation) runs on a database server called **4D Server**. 4D Server must be running at all times to ensure the front desk clerks can use the system.

- **4D Server** is a Database Server
- 4D Server is running on the Server Computer (back room)
- 4D Server must be running at all times
- All data is kept on the server (or on a location specified in the Backup Preference of 4D Server)
- All backups are done on the server
- If the Server is not running the 4D Clients cannot run
- Unless you really have to, do not quit 4D Server. Before quitting 4D Server warn users to save their data and exit the 4D Client
- If 4D Server is not running, 4D Client will send an error -10002 (Database cannot be used)

Open 4D Server



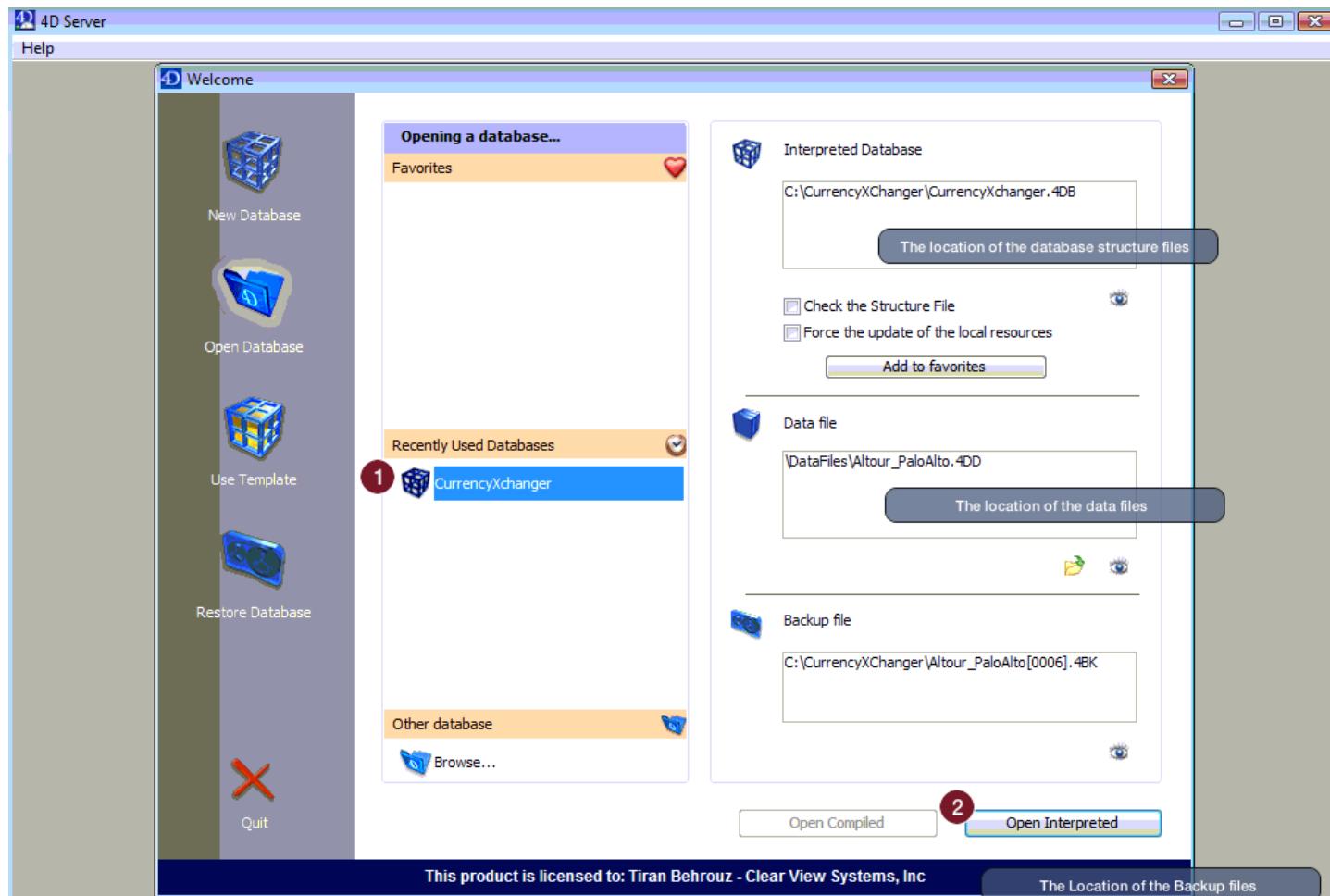
Double click 4D Server.exe shortcut.

A shortcut to 4D Server is usually placed on the desktop during the initial installations.

If you cannot find it on the desktop, look for the original file inside the C:\Program Files\4D_Programs\4D Server

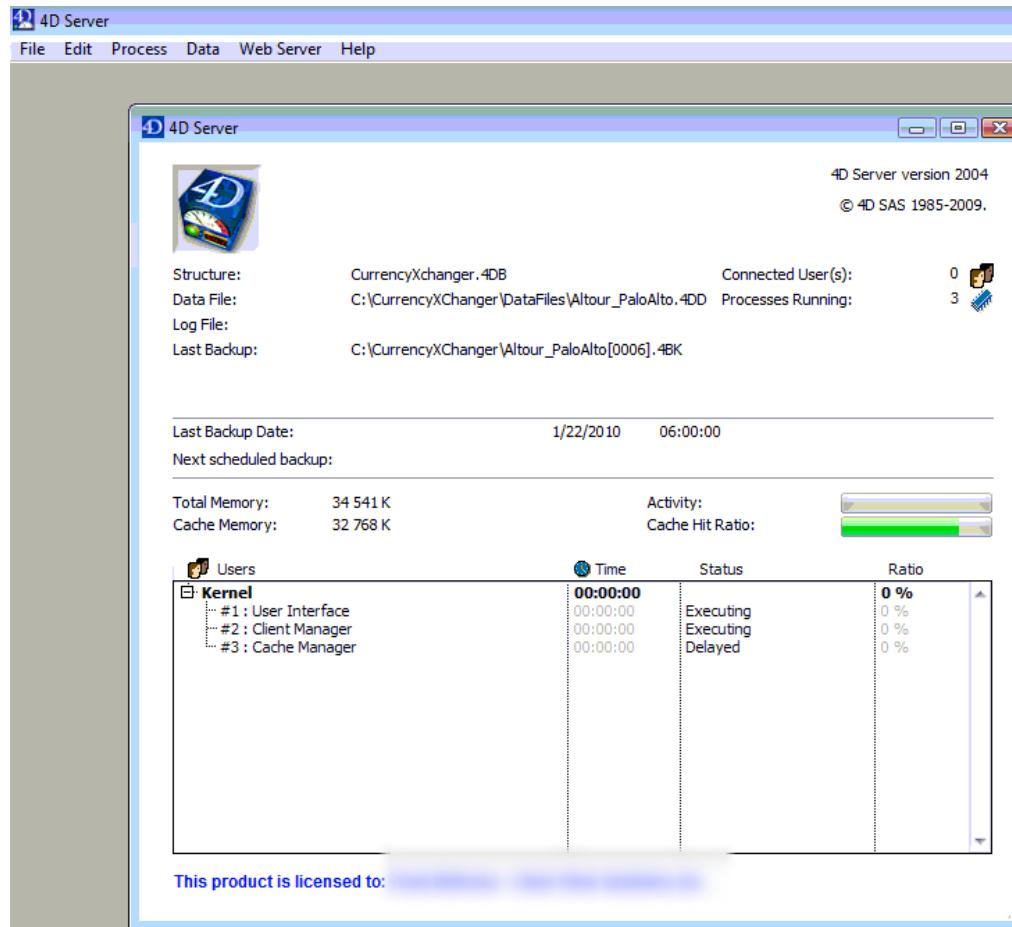


Open CurrencyXchanger



Once you open 4D Server, you should be presented with a dialog box similar to above.
Click the Open Interpreted button (2) or just double click CurrencyXchanger (1).

4D Server Monitor Window



When 4D Server is running, it displays a server monitor page like the snapshot above. 4D Server shows the number of connected computers (client computers) and active processes along with the percentage ratio each project is taking.

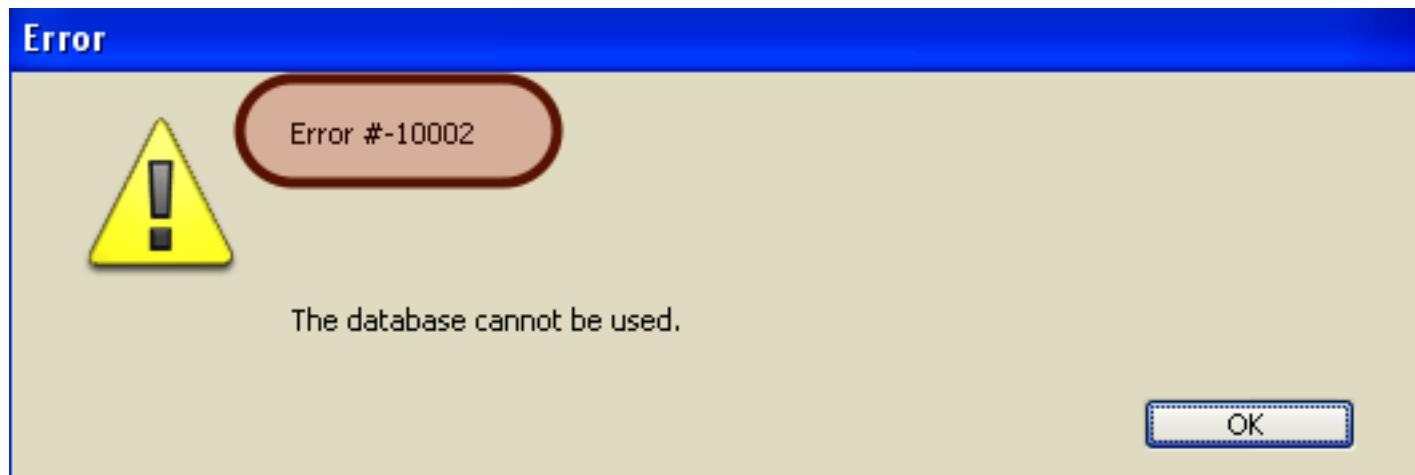


Now 4D Clients should be able to connect to the server.

4D Client Error -10002

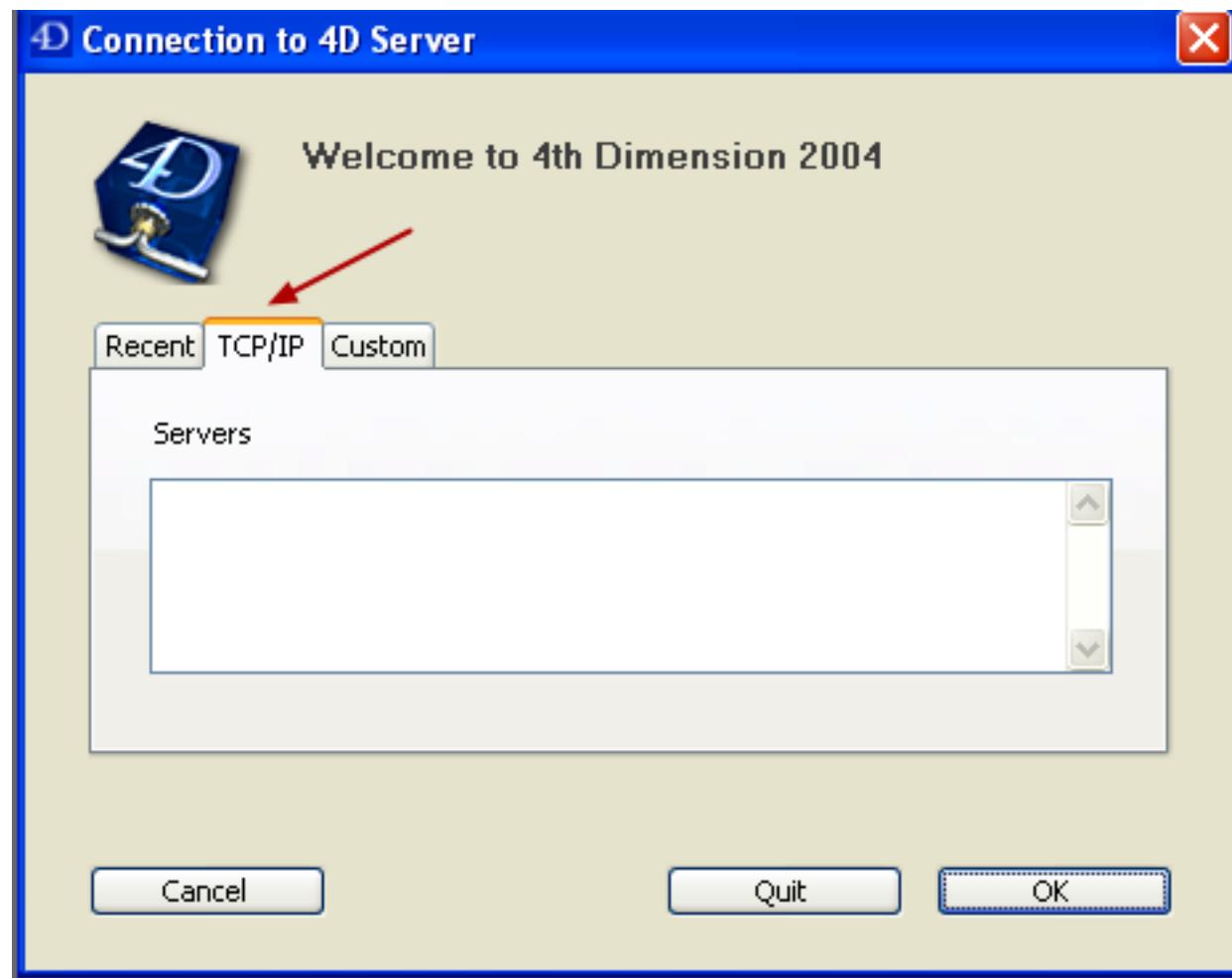
You try to open 4D Client as usual but you get the error -10002. This is one of the most common problems with 4D Client. **This error occurs when 4D Server is not running.**

Error # -10002



When you see this error, it means that 4D client cannot connect to 4D Server. Make Sure 4D Server is running. For more information on how to restart 4D Server refer to the next section **Restarting 4D Server**.

Run 4D Client again



Once you are sure that 4D Server is running, run 4D Client once again. Click on the middle tab TCP/IP and wait for a few second.

Wait till CurrencyXchanger appears

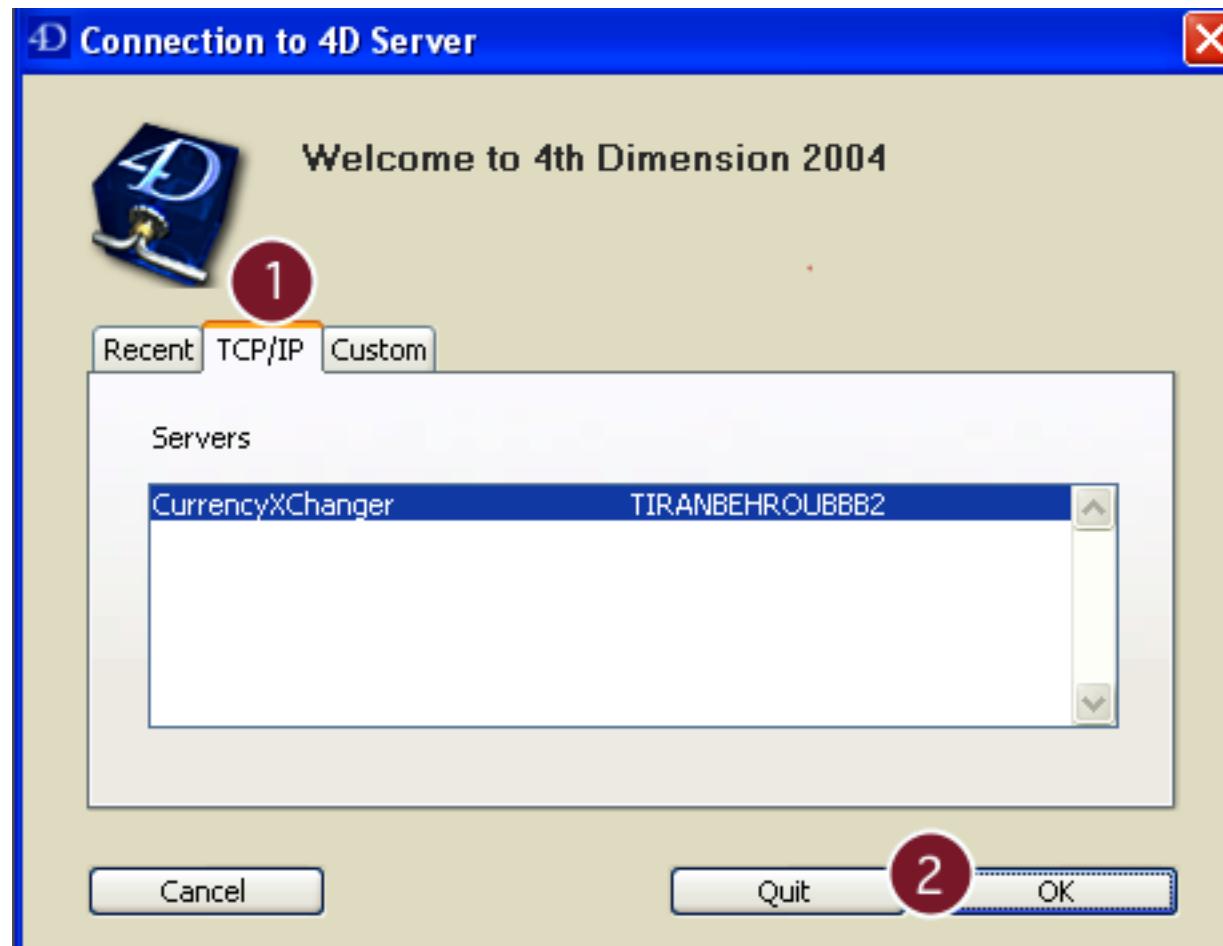


After a while you should see CurrencyXchanger appear under Servers. Once you see CurrencyXchanger appear, double click on it, or simply select it and click OK.

If CurrencXchanger does not appear after 30 seconds, then your 4D server may not be running. Once again, make sure you follow the instruction on how to restart 4D Server.

If you are 100% sure 4D Server is running and 4D Client cannot detect it under the TCP/IP tab, then make sure that your network connection is working. You can check that by trying accessing the Internet. Sometimes Windows firewall configuration may interfere with 4D Client; you may want to ask an IT personnel to check that.

After a few seconds...



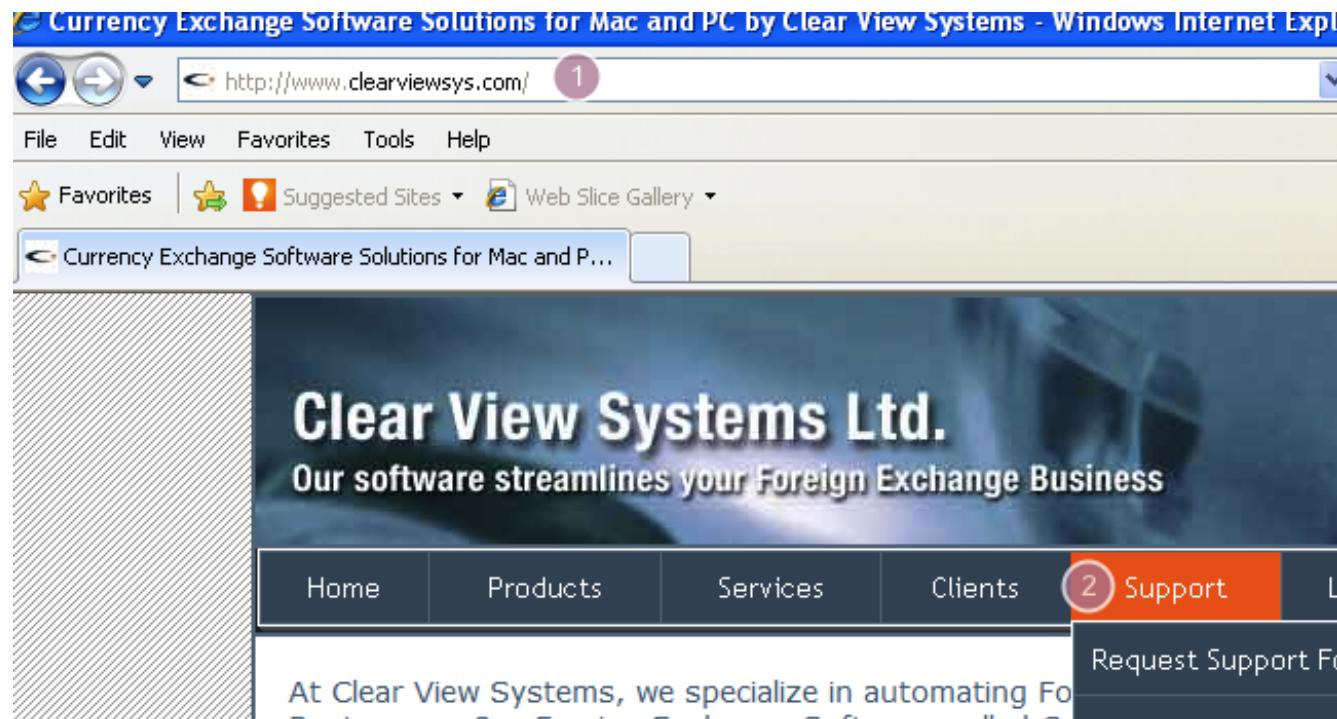
Double click CurrencyXchanger or highlight CurrencyXchanger and click OK.



Running TeamViewer QS

Downloading and installing TeamViewer QuickSupport. TeamViewer QuickSupport is a secure remote access application which is FREE and has great advantages in speed and functions compared to other solutions like PCanywhere, VNC, rAdmin. The package is very small, running immediately.

[Go to ClearViewSys.com](http://www.clearviewsys.com)



Go to www.clearviewsys.com and click 'Support' without select the submenus.

Click the Remote Support



Picture of Elizabeth Henry during a live training session.

- Ask for remote support...

If you need help with our products or services, please feel free to call us anytime. Our technical support team can remotely connect and troubleshoot any problem related to CurrencyXchanger. Once you contacted us for support, please click the link below and provide us with your TeamViewer ID and password.



Click the Remote Support button to download TeamViewer QS.



Run TeamViewer QS



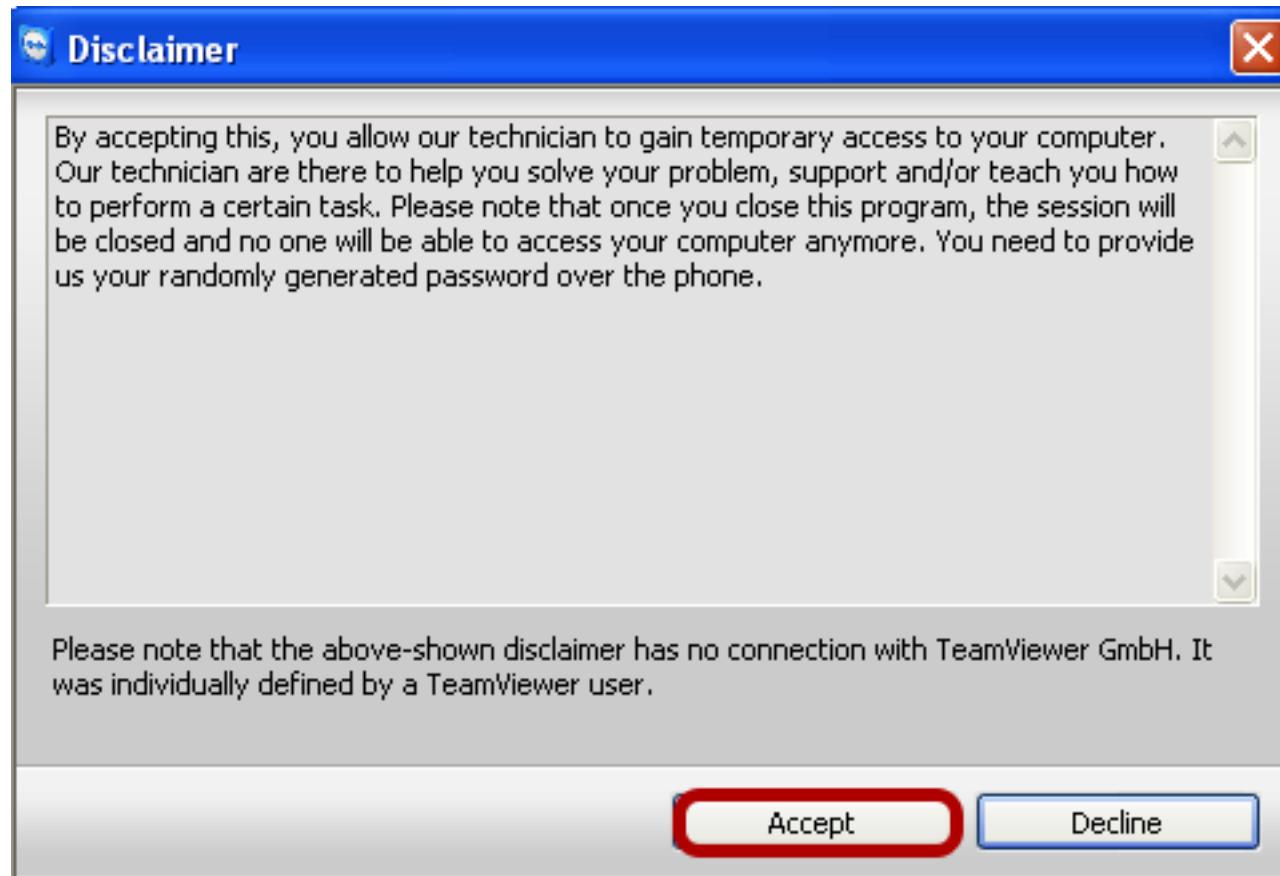
Run the file

Confirm



Click Run again.

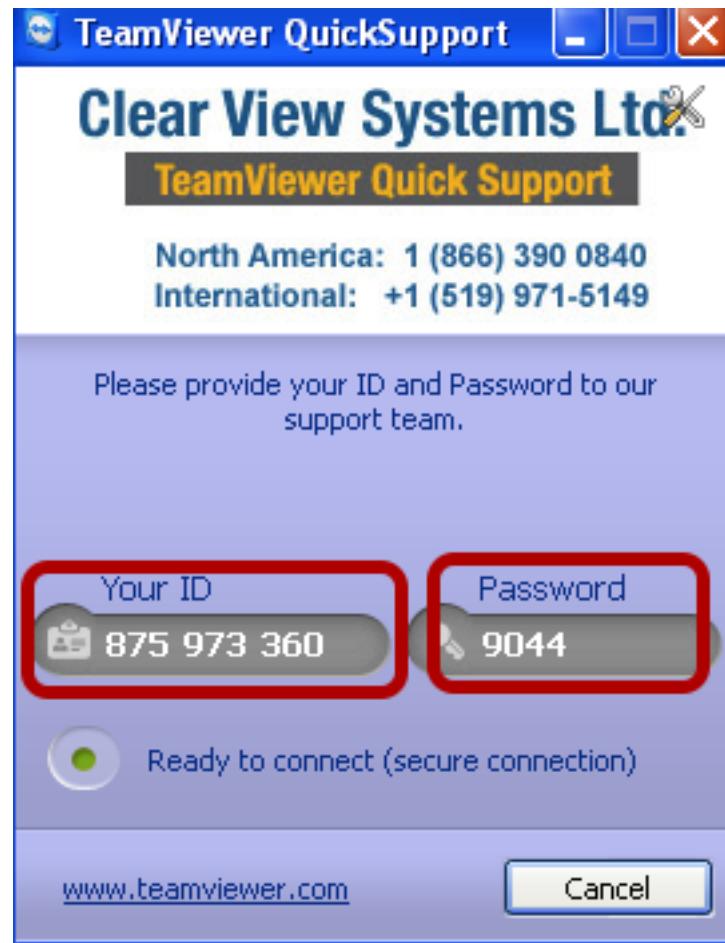
Accept the disclaimer



Read and accept the disclaimer



Provide ID and Password



You need to provide your TeamViewer ID and Password to Clear View Systems technicians everytime you need help with the system. They can temporarily connect and solve any issues related to CurrencyXchanger.