

CASHDATA[®] 2020

Version 20.1

Installation Instructions



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1 RELEASE INFORMATION

These notes are to be used as a checklist to support installation and licensing of an installation. They also outline the requirements of differing operating systems and the hardware requirements, including disk space required on the computer system for the installation.

1.1 Versions Superseded

This release of Cashdata 2020 will result in the following application versions being superseded and removed from your system by the installer:

Product	Versions Superseded	Current Version
Cashdata 2020 – “Business”, (including AccountsLink®) and “Business (ACR)”	Cashdata for Windows – “Business”, “Business (ACR)” Cashdata 2019 (Version 19.1) and earlier.	20.1.0
Cashdata 2020 – “Professional” & “Professional (ACR)”	Cashdata for Windows – “Professional” & “Professional (ACR)”, Cashdata 2019 (Version 19.1 and earlier.	20.1.0
Cashdata 2020 DIY Superannuation Edition (Both Client/ Trustee product and DIY Professional) (for 2019 DIY Superannuation reporting and 2020 year data entry)	Cashdata 2019 DIY Superannuation (all products) and earlier years	20.1.0

1.2 System Requirements

1.2.1 Hardware

The minimum recommended hardware configuration for Cashdata 2020 is as per the requirements of your operating system:

1.2.2 Operating System

This software is only supported under the following operating systems and minimum service packs indicated below:

- Windows 10 (64 Bit)
- Windows 8 Enterprise (32 Bit and 64 Bit)
- Windows 7 Professional (32 Bit and 64 Bit)
- Windows Server 2016 and Terminal Server

(Note: additional setup Instructions required - refer Practitioner Technologies knowledge based Article: KB-PT1003)

- Windows Server 2012 and Terminal Server
- Windows Server 2012 x 64 Bit and Terminal Server

Note that although Cashdata 2020 will install and may work or appear to work with Windows XP, Microsoft no longer supports the operating systems. Consequently any installation on Windows XP is not supported by Practitioner Technologies and therefore not covered by support club membership. Use on these operating system is entirely at your own risk and Practitioner Technologies does not accept any liability for loss (consequential or otherwise) for its failure to function as intended or at all. Cashdata 2020 is not yet tested with Windows Server 2019 and is not supported under this release.

1.2.3 Disk Space for Installation

Cashdata requires 20 Mb of free disk space for the installation to proceed.

1.2.4 Minimum Release Versions

Cashdata 2020 will read files created using Cashdata V5.1.0 or higher. Superseded versions may not necessarily read Cashdata 2020 files and are not supported by Practitioner Technologies to read Cashdata 2020 files. Support Club members must have the latest releases to exercise all support club benefits.

1.2.5 Backups

If you are not installing Cashdata 2020 for the first time, backups should be taken of the existing Cashdata files before installing Cashdata 2020. If backups are required, they should be performed for each financial year for each entity file. To backup a file, launch Cashdata and select “File | Backup” for each year for each of your Cashdata entity files.

1.3 Anti Virus Software

It is essential that anti-virus software be disabled before installing Cashdata 2020 Version 20.1. If you do not know how to disable your anti-virus software you should not proceed with the installation until you have received the required technical assistance from the suppliers of your antivirus software. Some anti-virus software may destroy files during the installation, which may render your Cashdata 2020 installation unusable. Practitioner Technologies does not provide support for third party supplied software or operating systems.

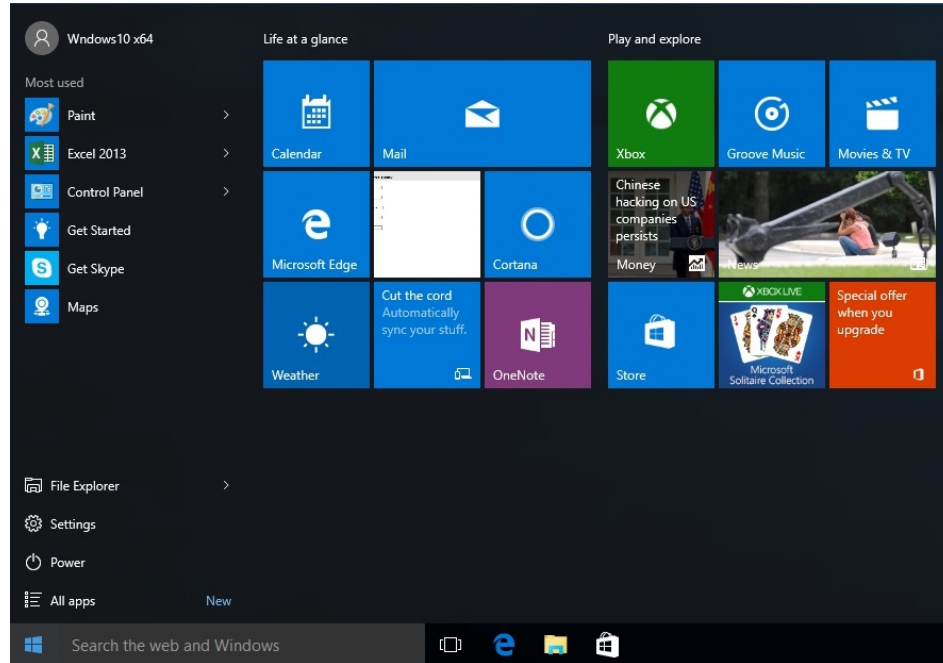
Anti-virus software should be re-enabled immediately after installing Cashdata 2020.

1.4 Setting Display Properties

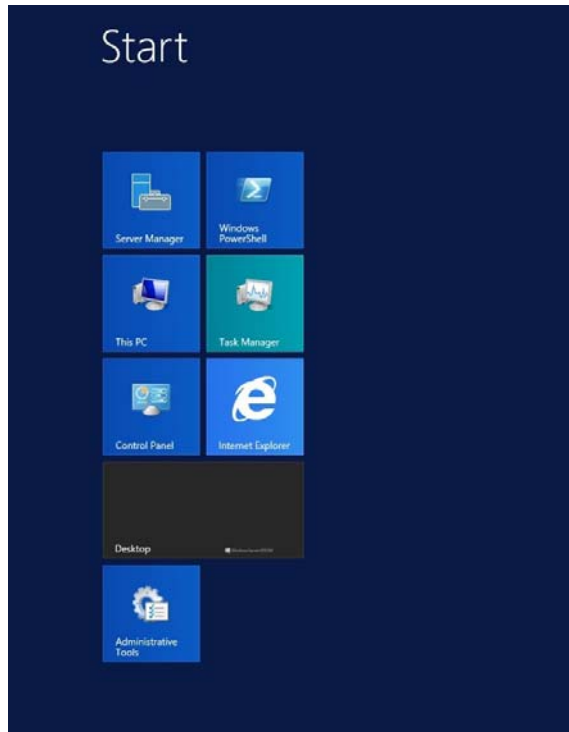
If the font size selected on your computer settings is resulting in an inability to enter some data entry fields it is suggested that the display font size be set to a smaller size e.g. “small fonts”. “Normal or medium fonts” will normally be the default setting for your Windows system. If this setting needs to be changed to “small fonts”, follow the instructions below for your version of Windows:

1.4.1 Windows 10, Server 2016 and 2012

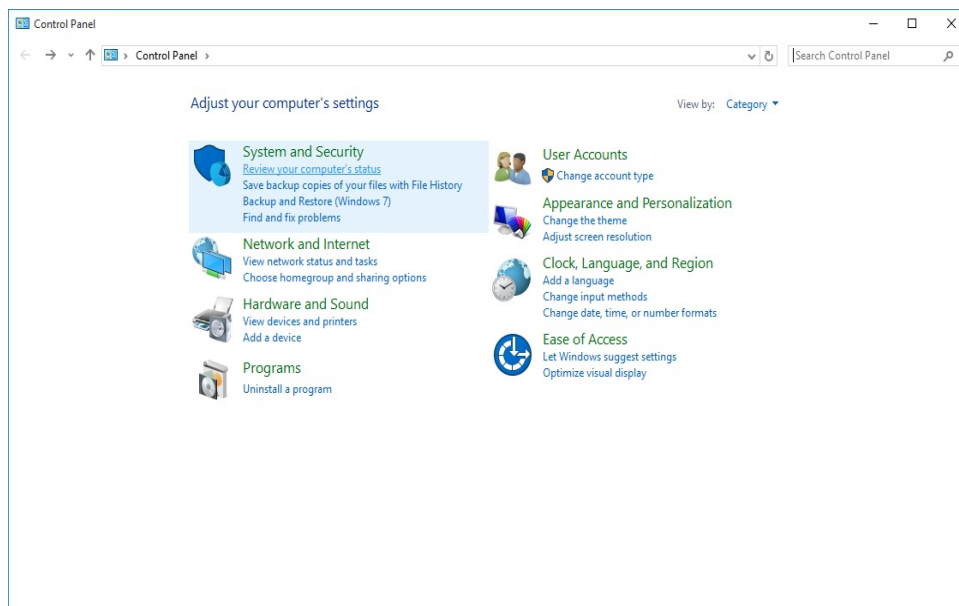
Press the Windows “Start” Button on the keyboard. The following Start window will be displayed in Windows 10.



The following in Windows Server 2016 and 2012.



Then click on “Control Panel”.

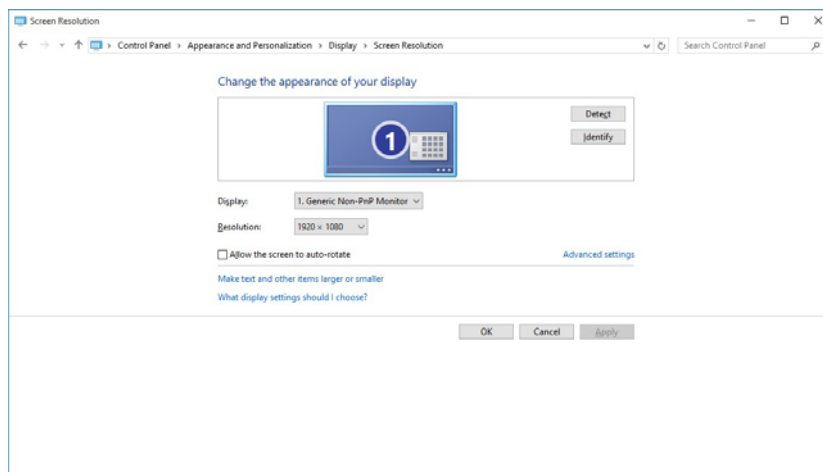


Select “Adjust Screen resolution”

1.4.1.1 Changing Resolution

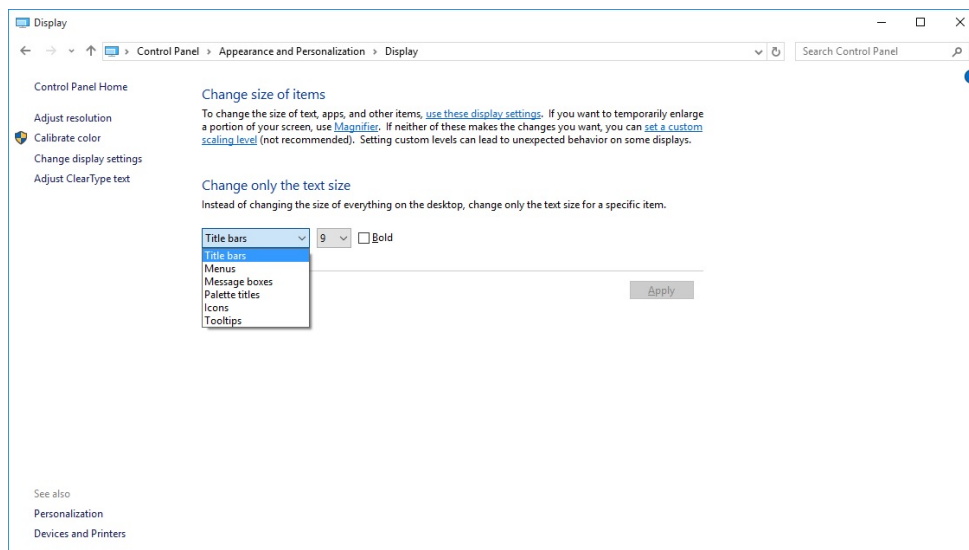
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For LCD screens set the resolution to a minimum of 1024 x 728 and orientation as appropriate.



1.4.1.2 Changing Font Size

Click on “Make text and other items larger or smaller” (Note: “9” is small and is a default setting, and scaling should be set to 100%).

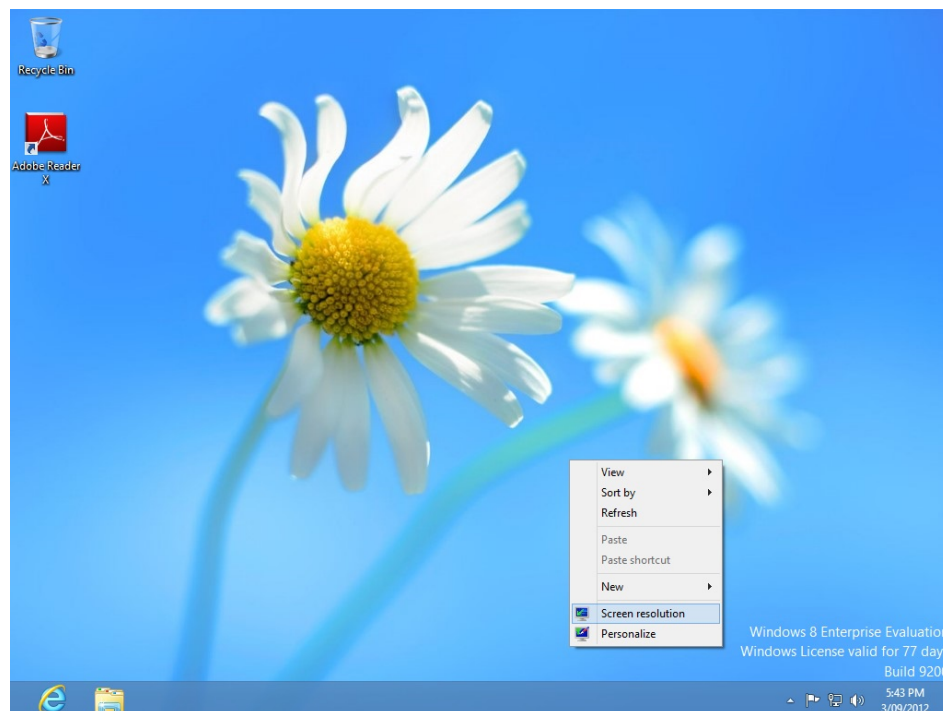


1.4.2 Windows 8

Press the Windows “Start” Button on the keyboard. The following Start window will be displayed. Then click on “Desktop”.

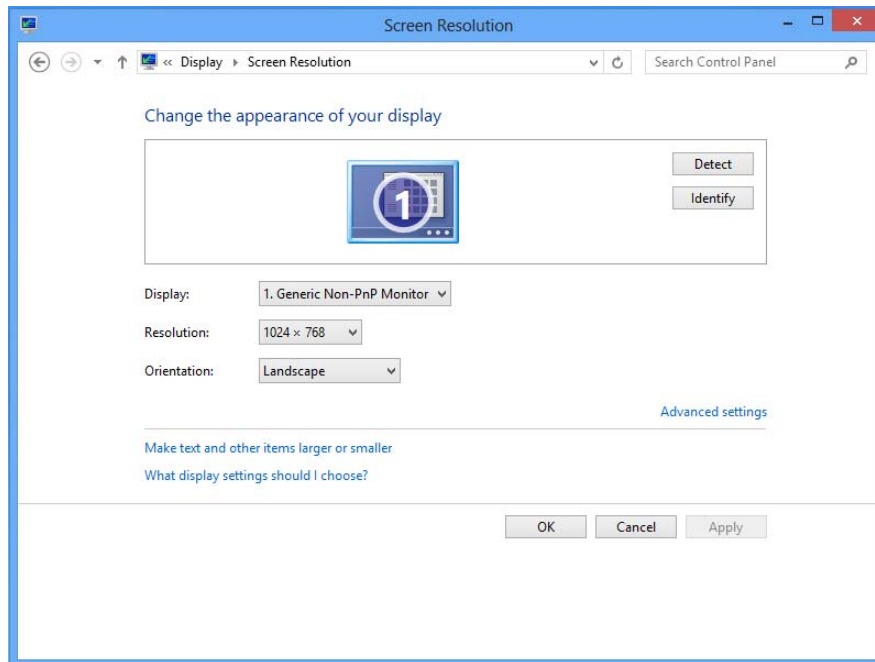


When the “Desktop” is displayed, perform a right mouse Click and select Screen resolution.



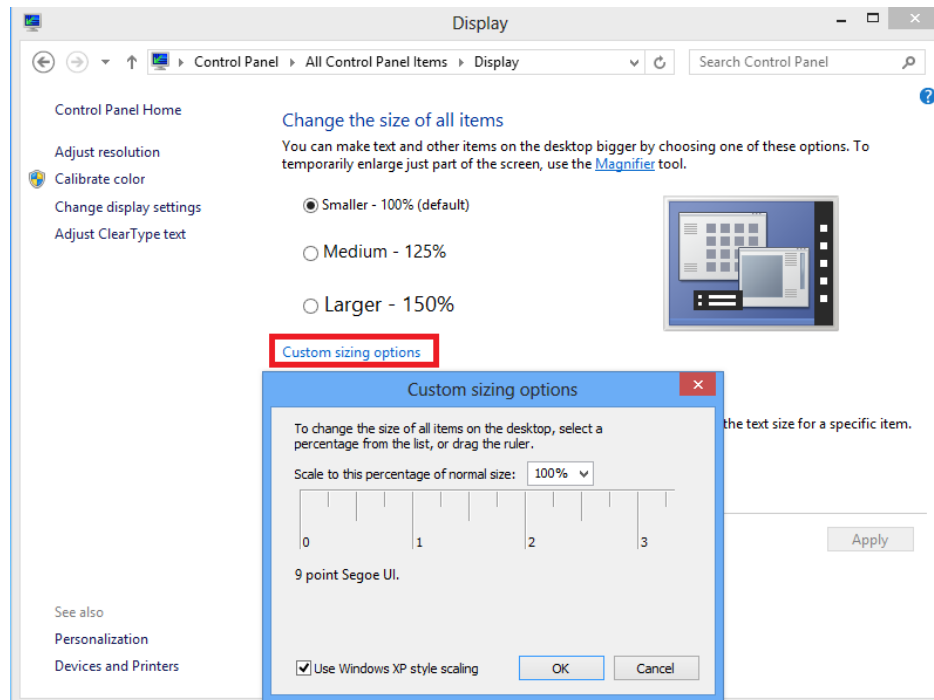
1.4.2.1 Changing Resolution

For LCD screens set the resolution to a minimum of 1024 x 728 and orientation as appropriate.



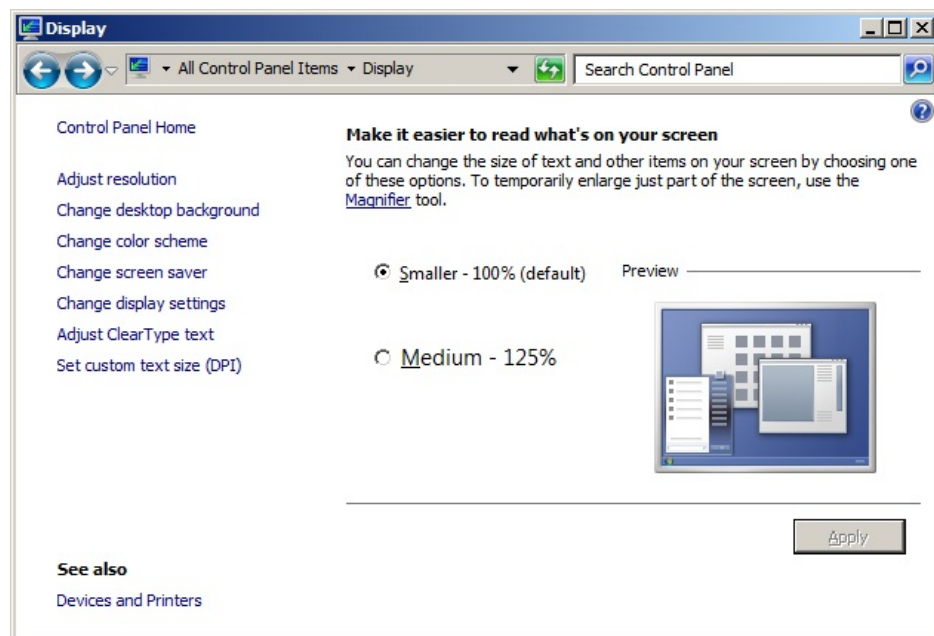
1.4.2.2 Changing Font Size

Click on “Display” and then ensure the ‘Smaller’ radio button is selected.



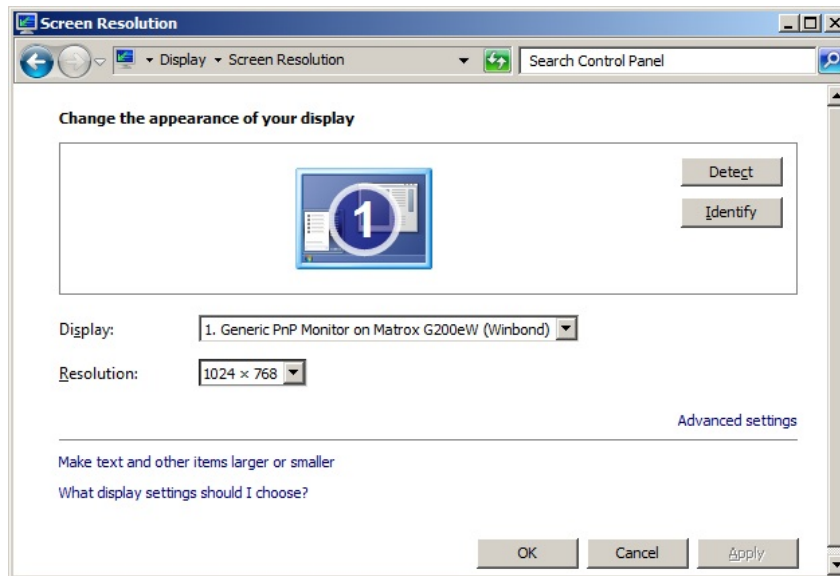
1.4.3 Windows 7

From the "Start" icon, select "Control Panel". At the Control Panel window single click on the "Display" item. The following screen will be displayed.



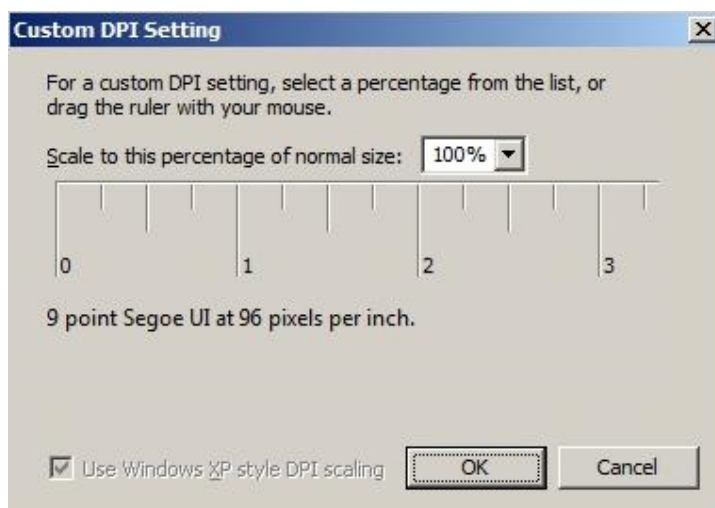
1.4.3.1 Changing Resolution

For LCD screens set the resolution to a minimum of 1024 x 728 and orientation as appropriate.



1.4.3.2 Changing Font Size

Click on “Set Custom Text Size”. The following window will appear:



Select “96 Pixels per inch” scale to 100% of normal size.

2 NEW INSTALLATION

Step 1 Prepare for Installation

If you have an existing Cashdata installation, proceed to Section 3 – Upgrade Installation.

Close all windows programs before installing Cashdata.

Virus protection software should be disabled as some virus protection systems can cause interference in the installation process. The Cashdata installation will remind you to turn on the virus protection software after the installation is finished.

Only a user with Administrator Rights who has signed on as that user should install Cashdata software. Failure to do so will result in errors and is only solvable by uninstalling and reinstalling the software as per the correct procedure.

Important - Network Installations:

If Cashdata 2020 is to be installed onto a Network, the Server / Primary Workstation (Workgroup) installation must be completed for the appropriate Server / Primary Workstation first. If your network has a dedicated server, the installation for the server must be undertaken at the server. A Cashdata 2020 workstation installation is also required at each workstation that is to use Cashdata 2020.

If your server installation is to Microsoft Terminal Server 2012, or Terminal Server 2008 the Cashdata 2020 installer will automatically place the server into “application install mode” and return to “application execute” mode after installation so there is no need to manually set these modes.

Proceed to Step 2 to start the installation program.

Step 2 Start the Installation Program

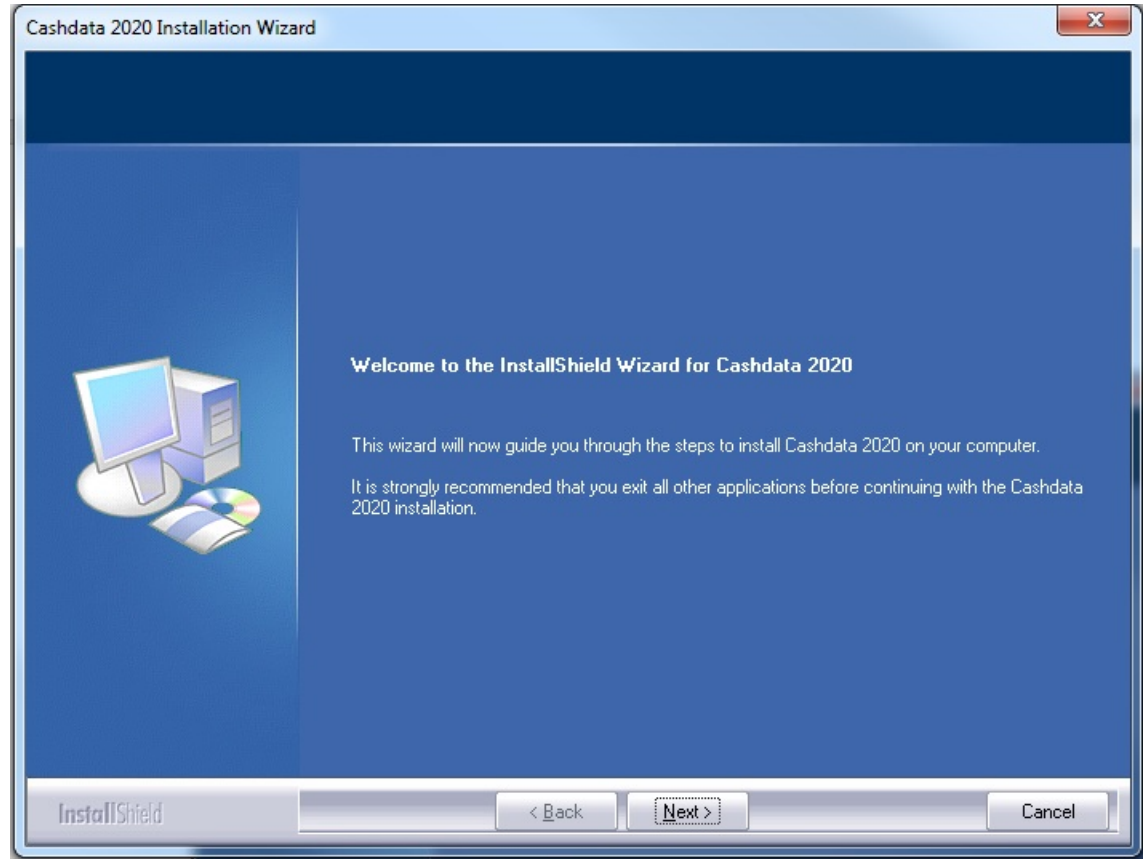
Locate the file “Cashdata Setup.exe” and double click on this file to launch the installer. (Note: This installer can be downloaded from the link provided by email, or downloaded from your order history. [How to Download my Software](#))



The Cashdata 2020 screen will launch and the Cashdata 2020 InstallShield Wizard will start the program setup process.

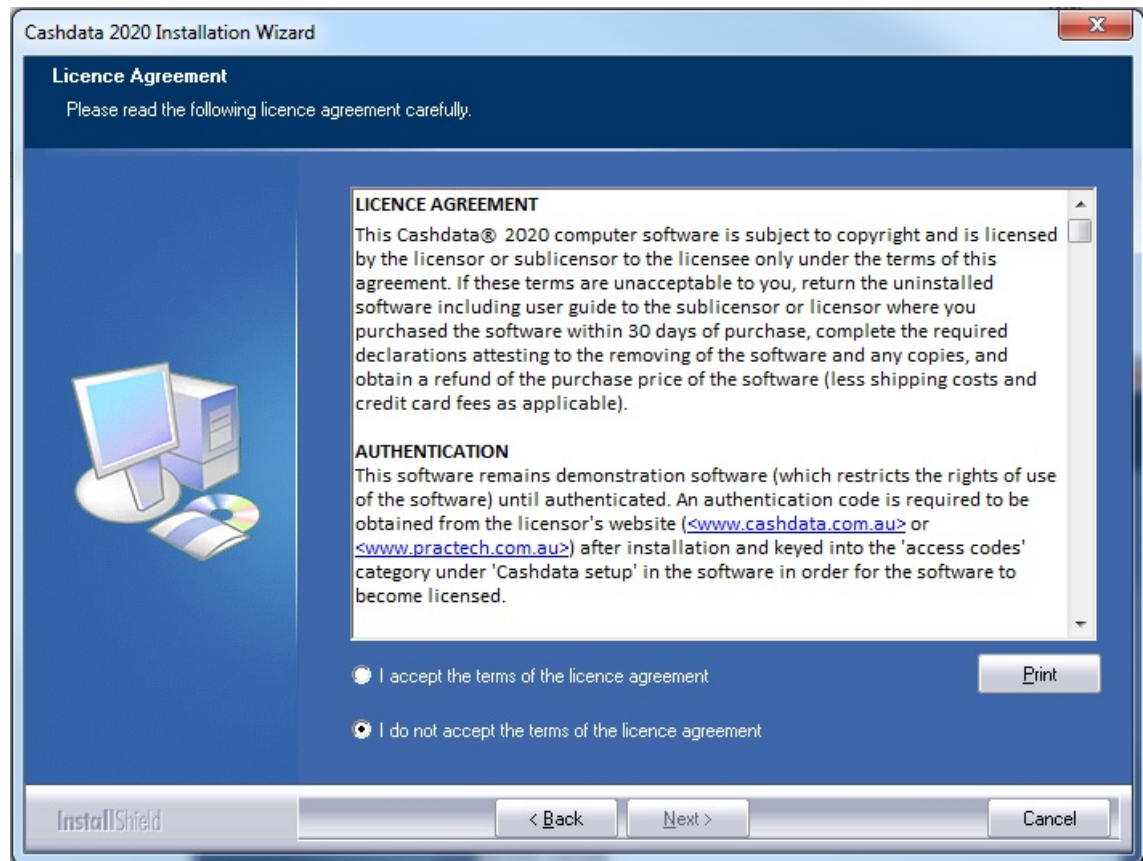


Click the Next button on the welcome screen.



Step 3 Licence Agreement

Read the license agreement carefully. Select the option **"I accept the terms of the license agreement"**, alternatively select "I do not accept" and exit the setup program. Click the Next button.



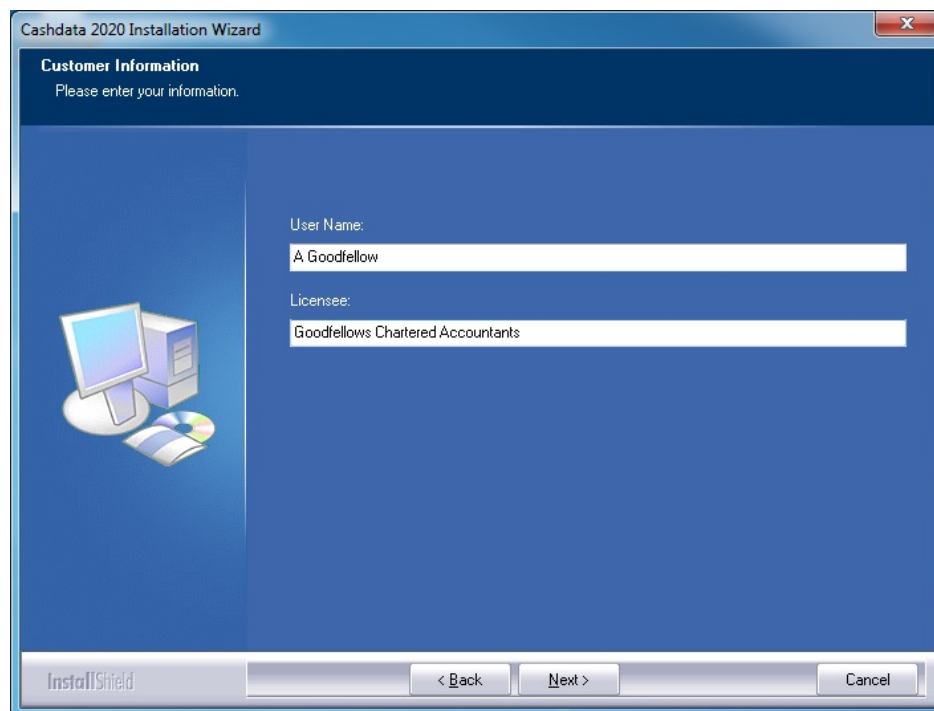
Step 4 Disable Virus Protection

Some virus protection software may affect the success of your Cashdata installation as they may remove needed components after installation. Confirm you have disabled any Virus Protection software by selecting the appropriate option. If you do not have any virus protection software or you are certain it has been disabled then select the radio button **“My virus protection software is disabled”**. If you are unsure about your virus protection software you should select “My virus protection software is enabled” and seek further technical assistance. Selecting the “Enabled” option will provide a warning when the “next” button is clicked but permit continuance of the installation.

Step 5 Customer Information

Note: Customer information is required for new installations only

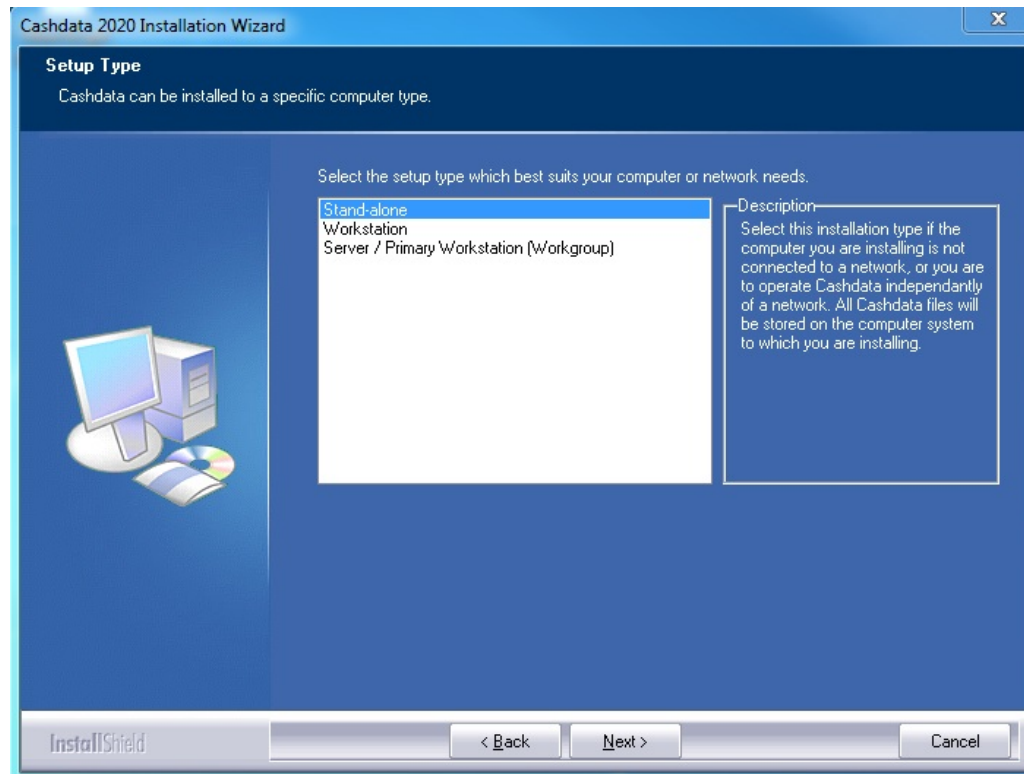
Complete both the User Name and Company Name data entry fields. If you do not have a company, enter your name again in the Company Name field.



The screenshot shows the 'Cashdata 2020 Installation Wizard' window. The title bar reads 'Cashdata 2020 Installation Wizard'. The main window has a dark blue header with the text 'Customer Information' and 'Please enter your information.' Below this, on the left, is an illustration of a computer monitor, a tower unit, and a CD/DVD. On the right, there are two text input fields. The first is labeled 'User Name:' and contains the text 'A Goodfellow'. The second is labeled 'Licensee:' and contains the text 'Goodfellows Chartered Accountants'. At the bottom of the window, there is a grey bar with the 'InstallShield' logo on the left and three buttons: '< Back', 'Next >', and 'Cancel'.

Step 6 Setup Type

The setup type determines where and how Cashdata 2020 is to operate on your computer system and on the network you may be using. It also determines which Cashdata 2020 components should be installed.



For a new installation select one of the options for your Cashdata 2020 setup type:

Stand-alone

Select this installation type if the computer you are installing is not connected to a network, or you are to operate Cashdata 2020 independently of a network. All Cashdata 2020 files will be stored on the computer system to which you are installing.

Workstation

Select this installation type if the computer you are installing is connected to a network and the Cashdata 2020 licence and data files are to be stored on another computer.

Server / Primary Workstation (Workgroup)

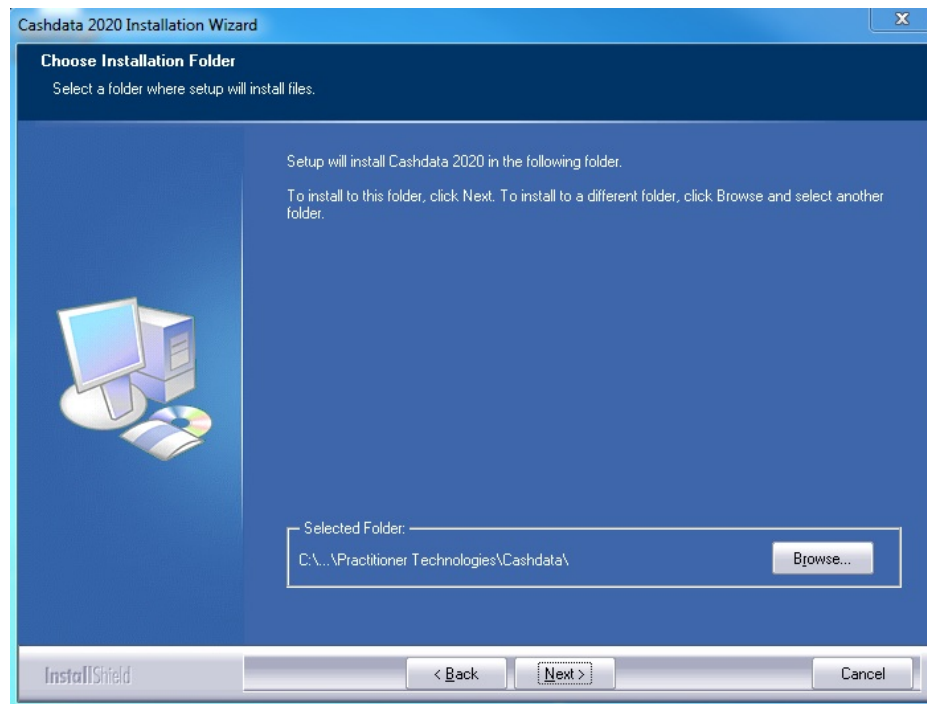
Select this installation type if the computer you are installing is the server or workstation where the Cashdata 2020 licence and data files are to be stored. All other computers in the network will need access to the server/primary workstation in order to use their Cashdata 2020 software.

The Cashdata 2020 installer will create and make a “share” of the “Cashdata” folder on the server during the install. This is an automated process requiring no manual intervention. The installer may appear to be slower at this point and may take a minute or two to complete.

Step 7 Installation Folder

The installation folder sets the location of the Cashdata 2020 program files. The default location for all operating systems is:

C:\Program Files\Practitioner Technologies\Cashdata



Important: If you have installed to another drive (e.g. E: drive) that drive’s letter will replace the C: above.

Step 8 License and Data Path

The default location of the License and Data path (where the data is stored) is dependent upon the operating system.

The table below sets out the default location for each operating system

Operating System	Licence and Data Path
------------------	-----------------------

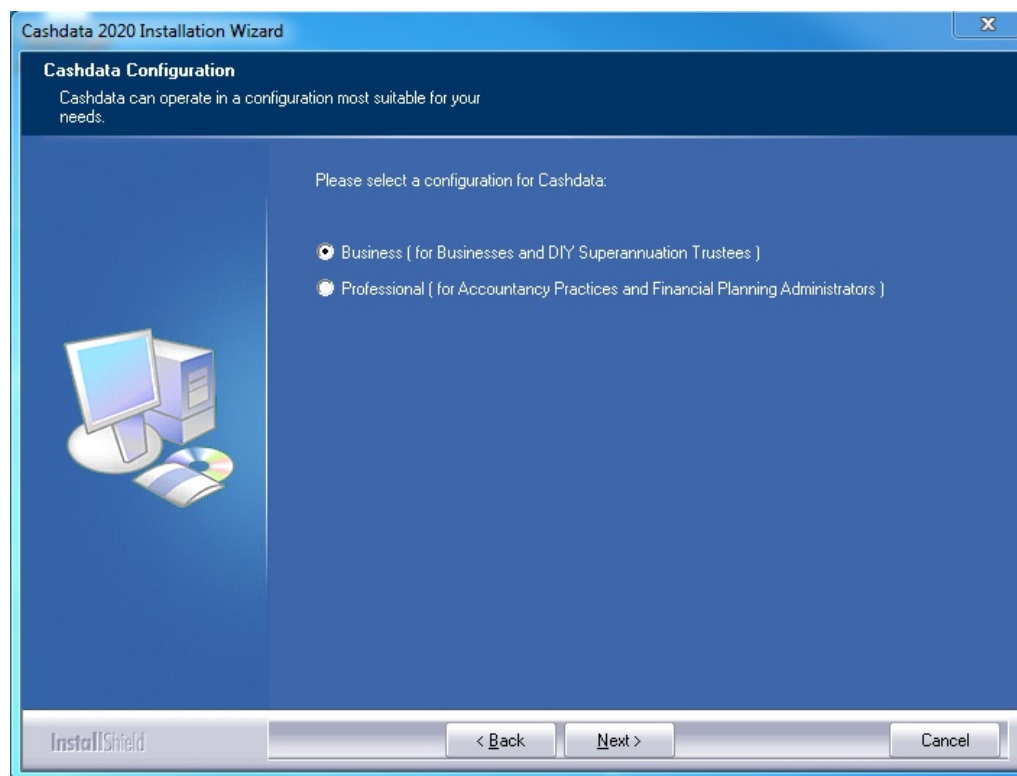
Win 10, Win 8, Win 7, Server 2016, 2012	C:\Users\Public\Practitioner Technologies\Cashdata
---	--

Important: If you have installed to another drive (e.g. E: drive) that drive's letter will replace the C: above.

If you have selected a "Workstation" installation type, proceed to step 12, otherwise proceed to step 11.

Step 9 Installation Type

Select the appropriate type of operation from the following:

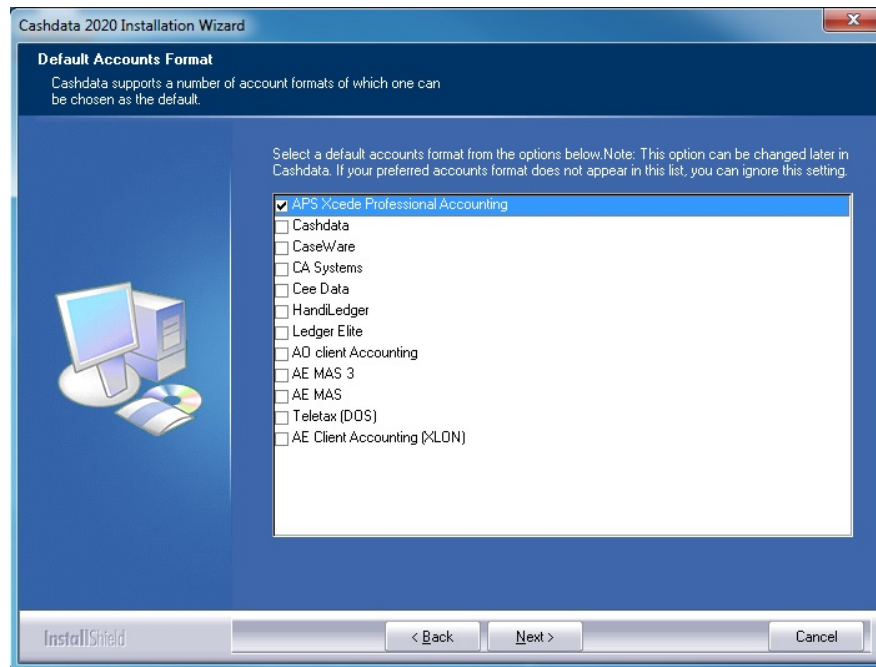


Select the "**Business**" option if the installation is to be for a business or a DIY Superannuation Trustee.

Select the "**Professional**" option if the installation is for an Accountancy Practice or a Financial Planning Administrator.

Step 10 Default Accounts Format

Select an accounts format for your Cashdata 2020 files from the presented list.

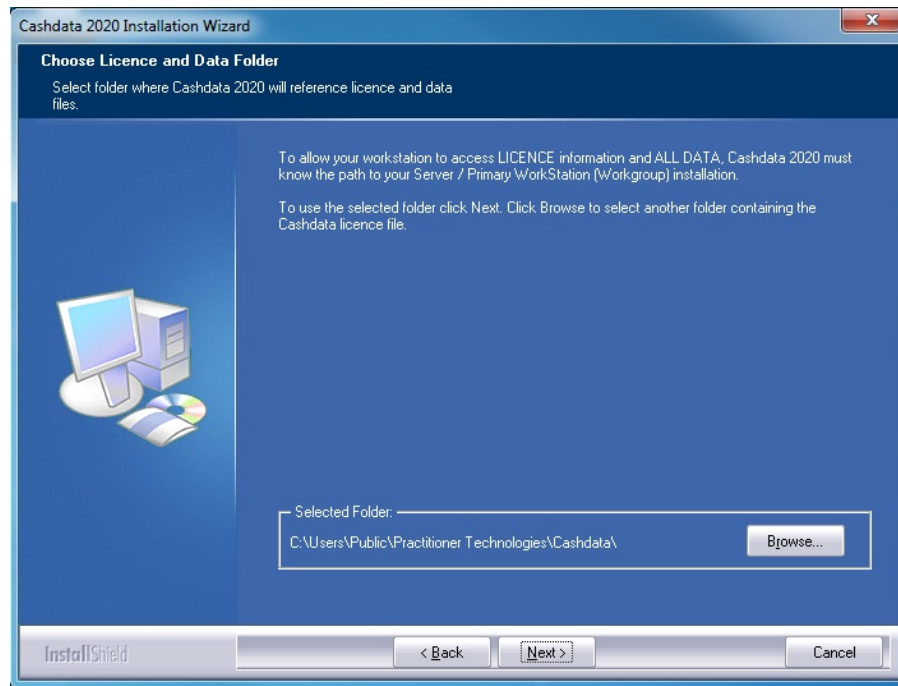


Click in one checkbox to make the selection. This selection represents a default only and can be changed later in Cashdata 2020. If you are a “Business” or “Superannuation Trustee” user refer to your accountant or financial planning administrator as to the most appropriate default accounts format to use.

Step 11 Stand Alone Installation

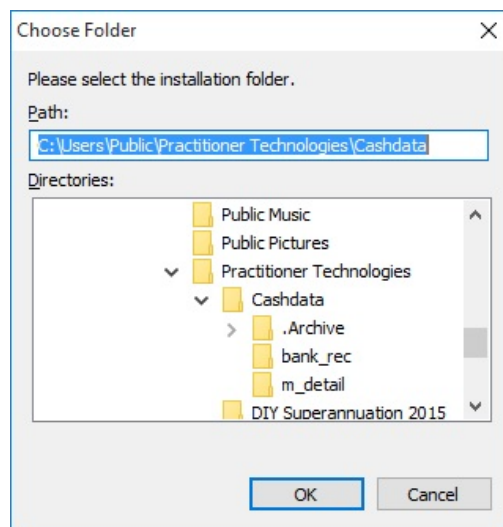
For Stand Alone installations the default folders for the operating system of the install will be presented [Recommended]. [Only if you are an advanced IT professional user should non-standard folders be contemplated or used. Warning: Where other than default folders are used, and user access controls are not disabled and full read write permissions provided to Cashdata folders your installation will not function normally and is at your own risk.

Step 12 Licence and Data Folder (Workstation Installation Only)



For workstation installations, the location of Cashdata 2020 on the Server / Primary Workstation is required so that licence information and data can be found.

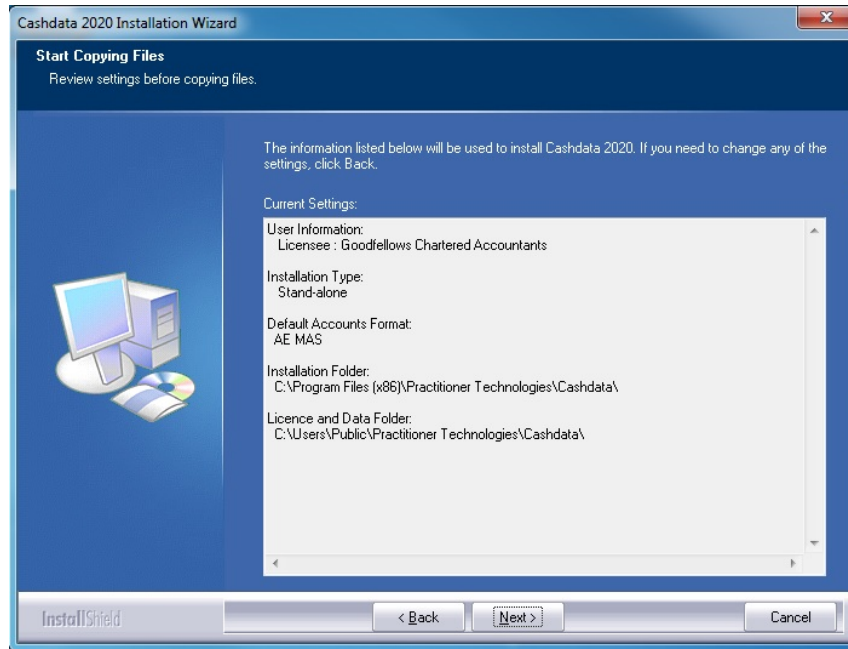
Use the “Browse” button to find the folder where Cashdata is installed on your server / primary workstation.



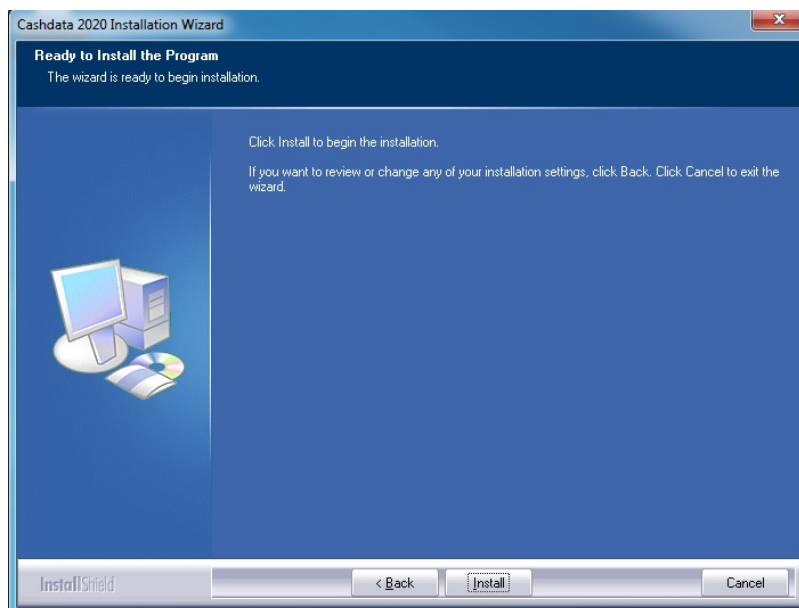
The Cashdata 2020 installer will have created a share during the server/ primary workstation installation. If you cannot access the relevant drive or share from your workstation, exit from the installation program now, and use Windows Explorer to map to the relevant drive or share. After establishing the connection to installation drive or share on the Server / Primary Workstation, restart the installation program.

Step 13 Review of Setup Information

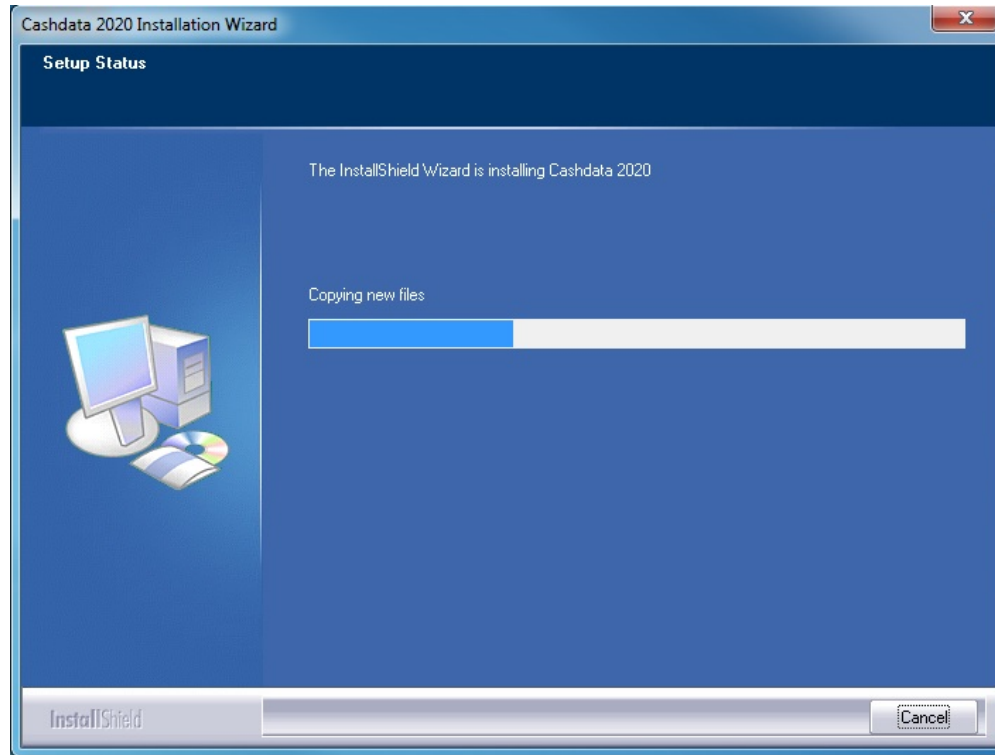
Before starting to copy files, check the list of the current settings which have been selected in the steps above. Click the “Next” button if you are sure that the displayed information is correct. Click the “Back” button to return to the previous steps and make changes to the settings.



The “Ready to Install” screen will display if you have clicked on the “Next” button.



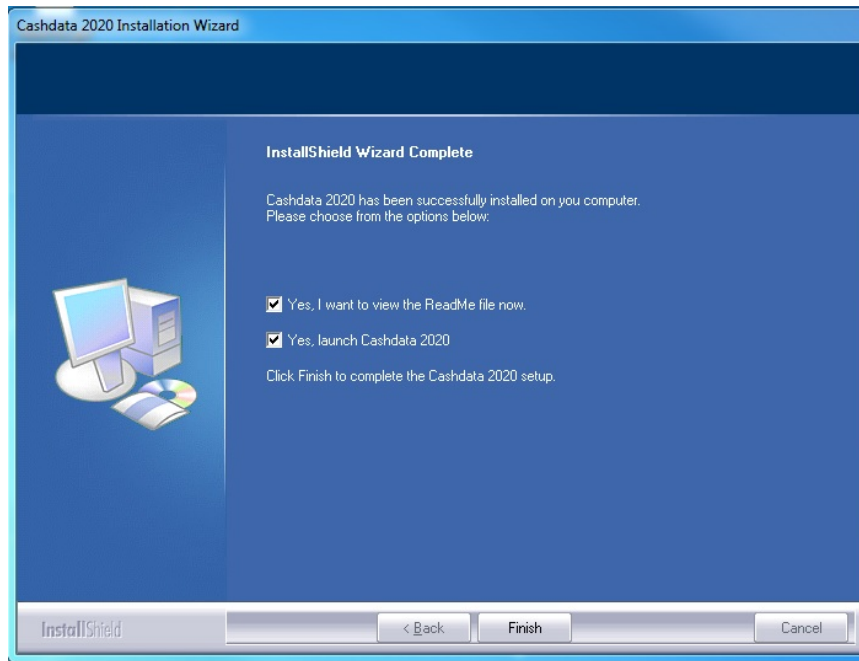
Important: Once the “Install” button is clicked, copying of files will begin.



Step 14 Completing the Installation

If you are installing Cashdata for the first time or will be activating a purchased license (achieved by authenticating this installation) check the “read me” checkbox and click on the “Finish” button.

If your operating system is a type referred to in section 5 of these installation notes also complete section 5 steps.



Terminal Server

If your server installation is to Microsoft Terminal Server 2016 or 2012 the Cashdata 2020 installer will automatically place the server into “application install mode” and return to “application execute” mode after installation so there is no need to manually set these modes.

Step 15 Enable Virus Protection

If you disabled your virus protection software it will now be necessary for you to enable your virus protection program.

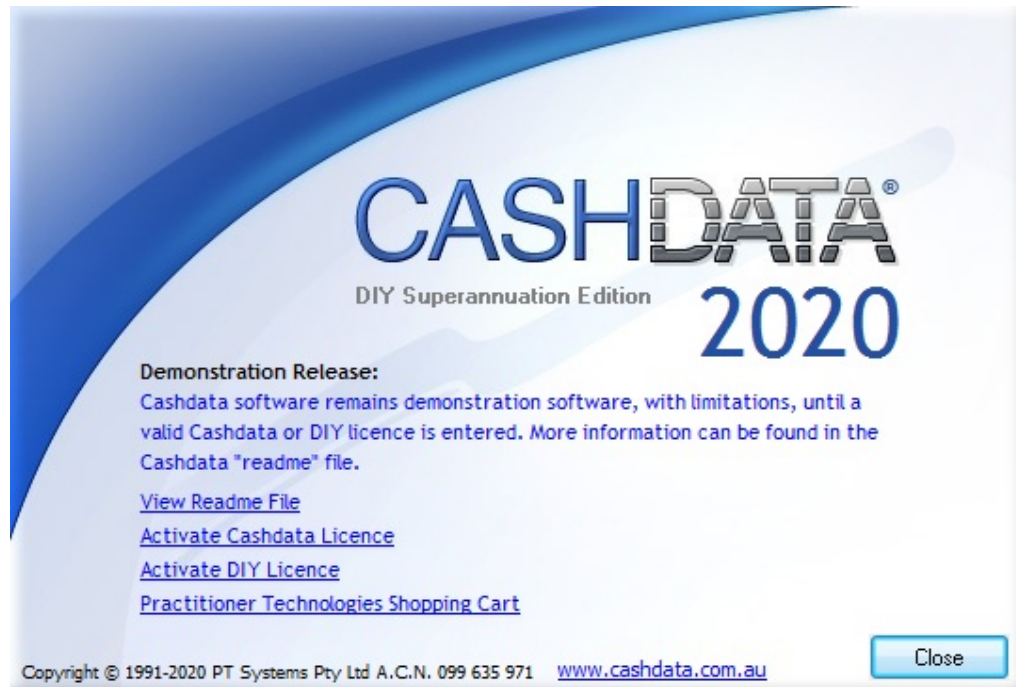
Step 16 Printers

At least one printer must exist on your system for Cashdata 2020 to launch, and to produce reports. To add a printer, select the “Start” menu, then “Settings” and “Printers”. Follow the windows prompts to add a printer.

Note: This does not mean that you need to have a printer physically attached to your computer, just that there is a default printer available in the list of printers.

Step 17 Authentication

Please refer to the “readme” file for instructions to authenticate Cashdata. The “readme” can also be accessed from the About Box when running Cashdata.



3 UPGRADE INSTALLATION

Step 1 Shutdown Cashdata & Prepare for Installation

If you have an existing Cashdata installation, all users **must** exit Cashdata. This applies for all installation types of Cashdata 2020. The Cashdata 2020 upgrade installer will not upgrade installations prior to Cashdata 2015. If you are upgrading a version older than Cashdata 2015 apply the Cashdata 2015 installer prior to commencing this upgrade.

Only a user with “Administrator” rights who has signed on as that user should install Cashdata software. Failure to do so will result in errors and is only solvable by uninstalling and reinstalling the software in accordance with these installation notes.

Important - Network Installations:

If Cashdata 2020 is to be installed to upgrade a Network, the Server / Primary Workstation (Workgroup) installation must be completed for the appropriate Server / Primary Workstation first. If your network has a dedicated server, the installation for the server must be undertaken **at the server**. A Cashdata 2020 workstation installation is also required at each workstation that is to use Cashdata 2020.

Special requirements Server 2016, 2012, Win 10, Win 8, Win 7

Cashdata will by default be installed to the following paths when the operating system is either Server 2016, 2012, Windows 10 Windows 8, Windows 7.

OS Type	Program Files Path	Licence and Data Path
64 Bit	C:\Program Files (x86)\Practitioner Technologies\Cashdata	C:\Users\Public\Practitioner Technologies\Cashdata
32 Bit	C:\Program Files \Practitioner Technologies\Cashdata	C:\Users\Public\Practitioner Technologies\Cashdata

If you are upgrading to a new Physical or Virtual Machine and/or need to transfer your existing Cashdata data from a different installation folder or computer system your data folders and files **must** be transferred before installing Cashdata 2020. Refer knowledgebase article KB-PT 1000.

All files and sub-folders within the “Cashdata” folder of the previous installation need to be copied to the new license path C:\Users\Public\Practitioner Technologies\Cashdata.

Important: Ensure that hidden files are viewable prior to copying, have been selected and have been successfully moved after copying.

Terminal Server 2016, 2012

If your server installation is to Microsoft Terminal Server 2016 or Terminal Server 2012 the Cashdata 2020 installer will automatically place the server into “application install mode” and return to “application execute” mode after installation so there is no need to manually set these modes.

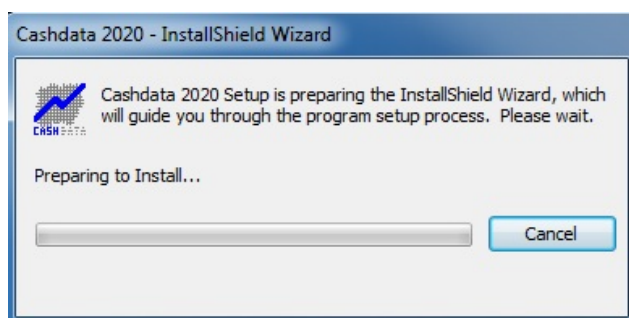
Proceed to Step 2 to start the installation program.

Step 2 Start the Installation Program

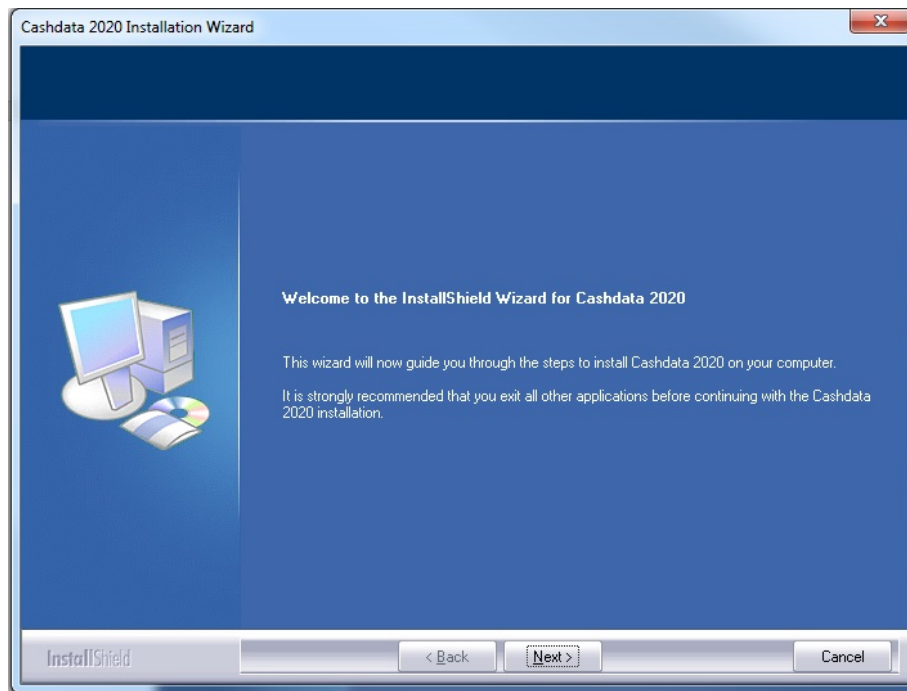
Locate the file “Cashdata Setup.exe” and double click on this file to launch the installer. (Note: This installer can be downloaded from the link provided by email, or downloaded from your order history. [How to Download my Software](#))



The Cashdata 2020 screen will launch and the Cashdata 2020 InstallShield Wizard will start the program setup process.

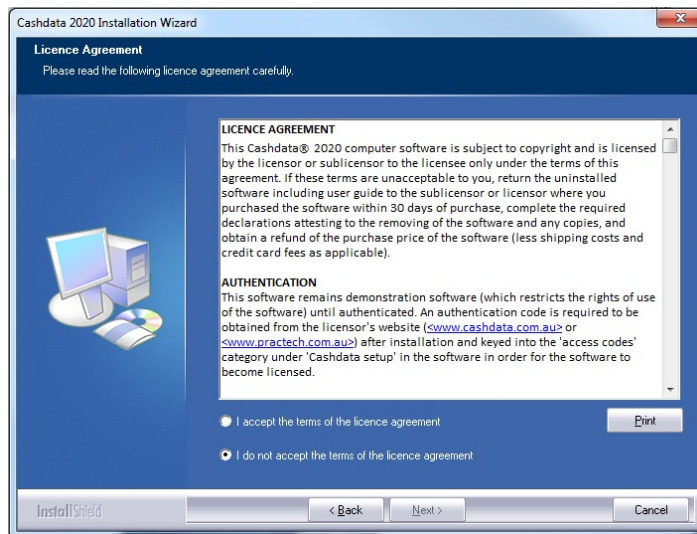


Click the Next button on the welcome screen.



Step 3 Licence Agreement

Read the license agreement carefully. Select the option “I accept the terms of the license agreement”, alternatively select “I do not accept” and exit the setup program. Click the Next button.

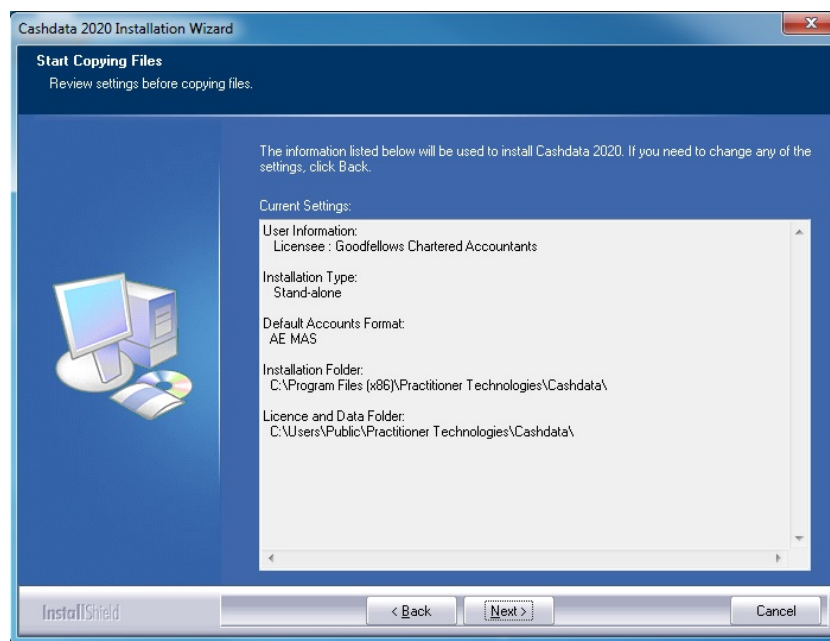


Step 4 Backup Recommended

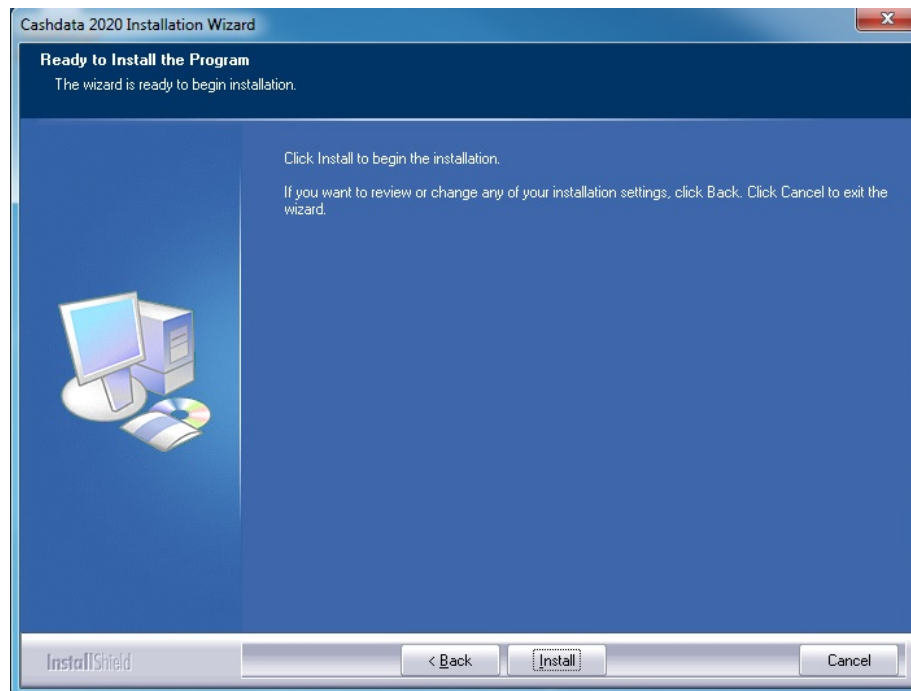
The upgrade installer will remove your earlier version of Cashdata. As a precaution backups are recommended. The installer will remove programs and systems files, not your Cashdata entity data files. Select the “I have performed a backup...” option if you have performed a backup, and then Click the “Next” button to continue. The installer will exit if you have not performed a backup.

Step 5 Review Settings

Before starting to copy files, check the list of the current settings which have been selected in the steps above. Click the “Next” button if you are sure that the displayed information is correct. Click the “Back” button to return to the previous steps and make changes to the settings.



The “Ready to Install” screen will display if you have clicked on the “Next” button.



Important: Once the “Install” button is clicked, copying of files will begin.

Step 6 Completing The Upgrade Installation

If your operating system is a type referred to in Section 5 of these installation notes also complete section 5 steps if these have not been previously performed.

If you disabled your virus protection software in Step 4 it will now be necessary for you to enable your virus protection program.

Terminal Server 2016 and 2012

If your server installation is to Microsoft Terminal Server 2012 or Terminal Server 2008 the Cashdata 2020 installer will automatically place the server into “application install mode” and return to “application execute” mode after installation so there is no need to manually set these modes.

4 CHANGES TO SUPERANNUATION FUNDS

4.1 Overview

Cashdata 2020 DIY Superannuation Edition has licensing which requires specific authentication by entering a set of PIN numbers (provided during on-line purchasing to a new DIY Licence Tab found at [File | Cashdata Setup | DIY Licence]. If you have a DIY Superannuation License (purchased separately) select your DIY license (either “Professional DIY” for accountants or “Business DIY” for superannuation fund trustees).

If your licensed installation is not licensed for DIY Superannuation you will need to set your DIY Licence to “No Licence”. Refer “read me” instructions after installing Cashdata.

File | Cashdata Setup | DIY Licence - setting for no-licence

CASHDATA Setup

Category:

- Startup
- Cashdata Licence
- DIY Licence
- Destination System
- Backups
- Reports

DIY Licence

DIY Licence

Licence Type: Professional DIY Demonstration

Licensee: No Licence

Licence Year:

Users: 5

PIN: CE41 - 713A - FAAB - 45D0

OK Cancel Help

Cashdata reports for the 2019 Financial Year for DIY Superannuation are similar to 2018 reflecting any legislative changes for 2019.

Cashdata 2020 continues to save time by automating the reversal of prior year DIY Tax and Member Information Journals, and automatically generating members account entries to each member's opening withdrawal balance account at 1st July.

4.2 Changes to Account Codes

When a file has a “change year” performed for the first time into a new year, Cashdata 2020 will compare the fund’s chart to the superfund master chart and add any codes missing from the master chart. This however will not alter the names of existing codes. This same process will also occur if a “bring forward from prior year” is performed and if either the “Last Year” or “Retain Current” radio button is selected for “Accounts” in step 2 of the procedure and at step 3 the “Generate opening general ledger balances” checkbox is checked.

4.3 Standard Descriptions

When a file has a “change year” performed for the first time into a new year, Cashdata 2020 will compare the fund’s Standard Descriptions to the superfund master Standard Descriptions and add any standard description codes missing from the master standard descriptions. Any existing standard descriptions will not have the existing description details changed. This same process will also occur if a “bring forward from prior year” is performed and if either the “Last Year” or “Retain Current” radio button is selected for “Standard Descriptions” in step 2 of the procedure. Any pre-existing standard descriptions will not have their existing description details changed. It will be necessary to manually change the description details. This is most economically achieved by performing windows “copy and paste” from the standard descriptions in a master file.

4.4 Automated Reversals

DIY Member information Journals and DIY Tax Note Journals are automatically produced by Cashdata 2020 after a “change year” or a “bring forward from prior year” (where the “Generate Opening General Ledger Balances” checkbox at step 3 is checked). Only prior year journals created from the “Create DIY Member Journals” functions which rely on integration with Interactive Workapers® software will be reversed.

Important: As the reversals are automated, it is brought to users attention that if manually created reversal journals exist and the “bring forward from prior year” is performed a doubling up of entries will occur which will require manual intervention to delete the manual entries.

File State	Function Required	Menu Item
2018 year is the latest year.	After installing Cashdata 2020 select “change year” to the 2019 year	File Change year

2019 (or 2020) is the latest year	<p>After installing Cashdata 2020 and in the 2019 (or 2020) year select “bring forward from prior year” & check the “Generate Opening General Ledger Balances” checkbox at step 3.</p> <p>Delete any manual reversals of Member Information journals and Member Tax Note Journals</p>	<p>Tools Bring forward from prior year</p> <p>Data Entry -General Journals</p>
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4.5 Transfer - Member Opening Balances

Cashdata 2020 automates journals for the transfer of members account balances at the beginning of the year into each members “Withdrawal balance at the beginning of the year”.

These transfer general journal entries are dated 1st July and are automatically produced by Cashdata 2020 only after a “change year” or a “bring forward from prior year”.

The transfer general journals are created solely from reference to any amounts found in “opening balance data entry” members accounts.

Important: As the transfer of member balance accounts into each members opening withdrawal balance account is automated it is brought to users attention that if manually created transfer journals exist and the “bring forward from prior year” is performed and the “Generate Opening General Ledger Balances” checkbox checked a doubling up of entries will have occurred which will require your intervention to delete the manually entered entries.

File State	Function Required	Menu Item
2018 year is the latest year.	After installing Cashdata 2020 select “ change year ” to the 2019 year	File Change year

<p>2019 (or 2020) is the latest year</p>	<p>After installing Cashdata 2020 and in the 2019 (or 2020) year select “bring forward from prior year” & check the “Generate Opening General Ledger Balances” checkbox at step 3. Delete any manual transfers of Members account balances to the Members “Withdrawal balance at the beginning of the year” account.</p> <p>Handisoft Users Note: <i>Users with superannuation funds setup in Handisoft format <u>will require additional manual journals</u>. This is because handisoft’s member contribution codes are in the “operating statement” section of the chart of accounts instead of in the “statement of financial position” section..</i></p> <p>A further manual entry between the Distributon to Members Account (4799) and each Members Opening Withdrawal Account is necessary. (This in effect reallocates the prior years values in Member Contributions Accounts (codes 700 to 760)</p>	<p>Tools Bring forward from prior year Data Entry - General Journals</p>
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5 WINDOWS 8, 8.1 AND 7

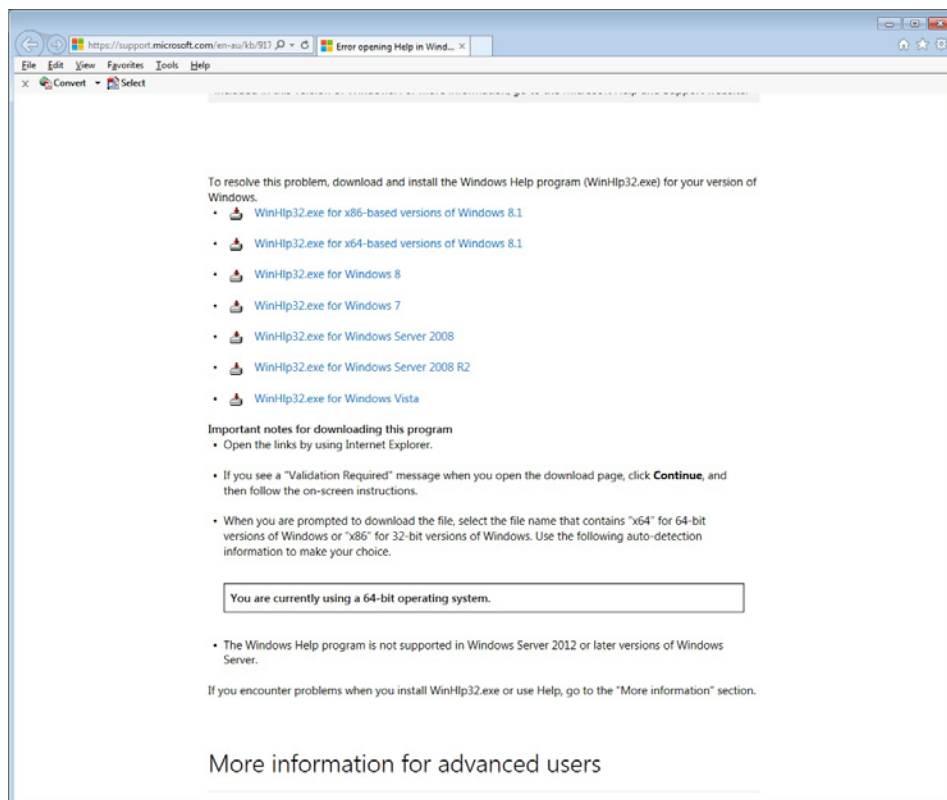
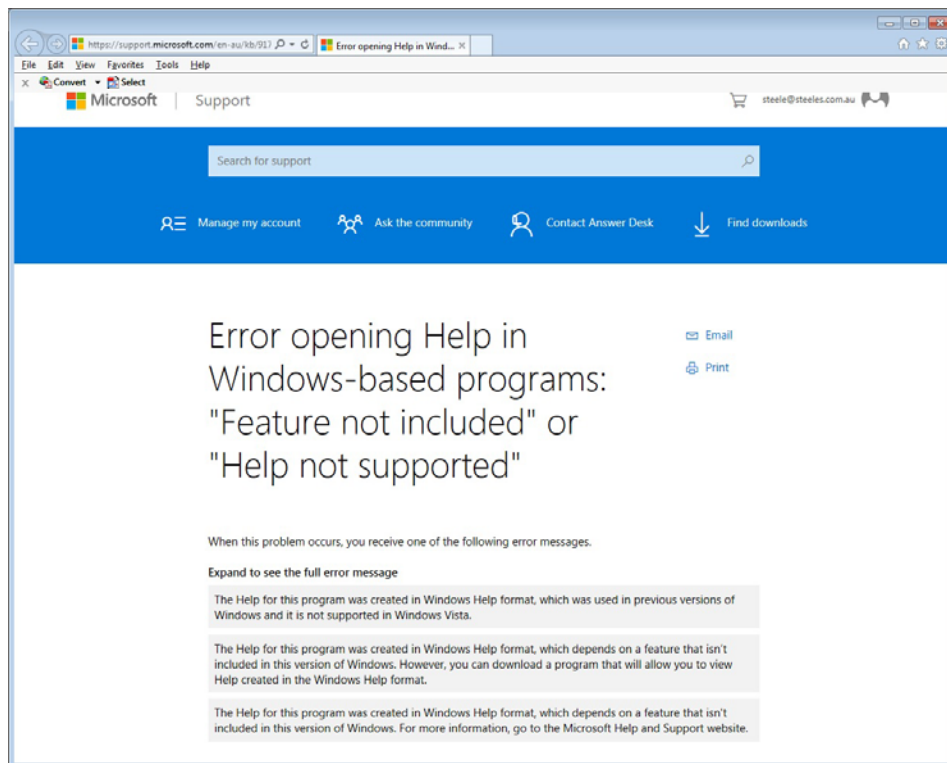
Windows 8, 8.1 and Windows 7, does not install with Microsoft's file "WinHlp32.exe" but may be downloaded from Microsoft. This is presently required in Cashdata Version 20.1 and earlier releases for the functionality of the Cashdata 2020 help system.

"WinHlp32.exe" cannot legally be deployed by Practitioner Technologies. Microsoft however provides various versions of the file (depending on the operating system) as a downloadable Add-on for bona fide licensed windows installations. It is not provided for Server 2016, 2012 or Windows 10.

After installing Cashdata 2020 and selecting from the Menu "HELP | CONTENT AND INDEX" the following message will appear where the operating system is Windows 8, 8.1 or Windows 7.



Click on the "Microsoft Help and Support" link in the window, which will launch your web browser to the Microsoft help and support website KB article 917606. Alternatively [Click here](#) or go the Microsoft Download Centre to download and install.



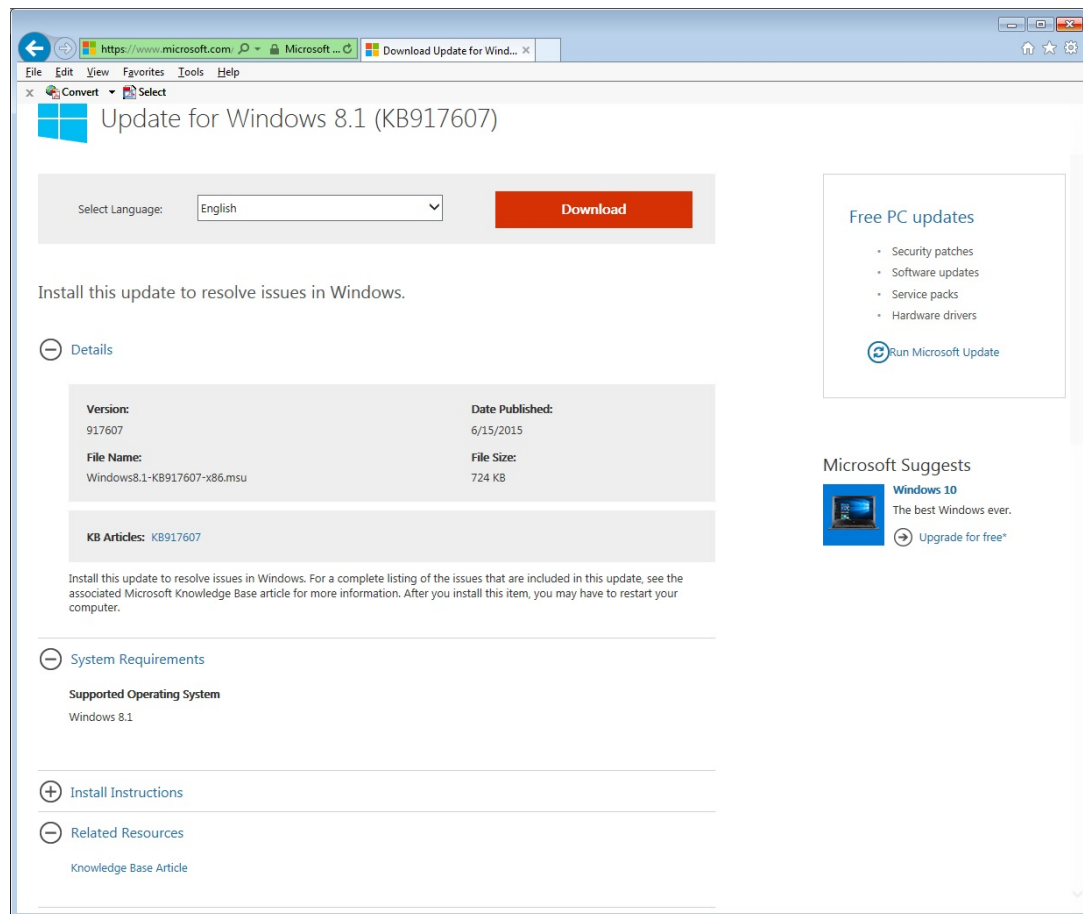
Click on the appropriate download link according to your operating system.

Windows 8.1

Windows 8

Windows 7

The Next screen image assumes Windows 8.1 (64Bit) was selected.



Click the “Download” button.

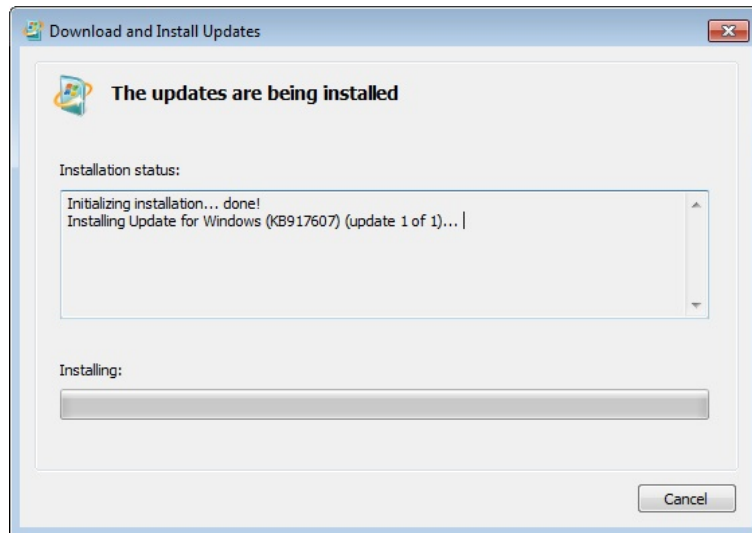
Two downloads are available.

“Windows8.1-KB917607-x64.msu” is for the 64 Bit version of Windows 8.1 “Windows8.1-KB917607-x86.msu” is for the 32 Bit version of Windows.

Select the version applicable for your computer.

Click on the “Save” button, let the download complete and Click on the “Open button.

After various security warning etc accept the Microsoft agreement and an installation progress window will appear:



After the installation, check that the Add-On is working in your Cashdata 2020 installation by selecting for the Menu “HELP | CONTENT AND INDEX”. If the Add-on has been correctly installed the help system will now function with a window as below appearing:



6 WINDOWS SERVER 2016 PT KB 1003

Below, reproduced, is Practitioner Technologies Knowledge Based Article KB 1003. The steps in PT KB 1003 need to be carried out after first installation of Cashdata 2020 on Windows Server 2016 otherwise backups and transfers will not work and result in a “Cashdata Error 12”.

CASHDATA ERROR 12

Issue Description: Cashdata gives an error 12 when performing backing up, restore from backup, transfer from client or accountant, transfer to client or accountant.

Issue Details: Cashdata is unable to perform file compression and decompression because it cannot access the dzip.dll or dunzip.dll library. This may be caused because these files are missing or cannot be accessed by Cashdata software because short file names are not enabled on the server or workstation.

Files Missing:

Check that the files dzip.dll or dunzip.dll are located in the Cashdata Program install folder – Usually C:\Program Files\Practitioner Technologies\Cashdata

If they are not there run the Cashdata installer for a repair install.

Files Not Missing

If the dll files are not missing, the most likely issue is that the short file names have not been enabled on the server or workstation. e.g. Windows Server 2016.

This issue is solved by enabling short file names.

Steps

1. Exit all instances of Cashdata
2. At the server or primary workstation launch CMD
3. At the prompt key

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fsutil file set shortname "C:\users\public\practitioner technologies" Practe~1

4. Exit CMD
5. Launch Cashdata
6. Test functionality by performing a backup