Problems Downloading Data?
FAQ

The following will address 99% of any problems with downloading data:

- **Problem**: Your Eraccess <u>Queries have disappeared</u>, <u>along with the Yellow Pencil</u> (which would normally appear at the top of the screen).
  - o **Solution**: Right-click at the top of the screen (in the light blue area, above the dark blue section). Then Left-click on "Queries" and you should see at the top of the screen the 1on1 queries within the pull-down window. **Typical Cause of Problem**: either someone accidentally removed these icons, or a new version of Eraccess may have temporarily suppressed your query shortcut icon and queries.

- **Problem**: Your Eraccess <u>Queries have disappeared</u>, even though the <u>Yellow Pencil is still at the top of the screen</u>.
  - o **Solution**: In Eraccess, click "Setup" (at the top of your Eraccess screen, next to File and Edit). Click "Applications". Click "Folders". Scroll down and click on "Queries" (NOT Query Import). Click "Modify". Click "Browse". Go to the following folder "my documents\eraccess\queries". Click "OK" or "Save" until you are back to the blue screen. **Typical Cause of Problem**: Someone copied the session file (called "REYSession.wis") from one user to another. This "REYsession" file stores file paths based on the Windows username, which may not exist with different users (ex: if someone logs into Windows as "mary" and another logs in as "tom", the path to their respective "my documents" folders WILL be different, and you will have unexpected results like the above issue).

- **Problem**: Your Eraccess Queries did not get installed, even though the Yellow Pencil is still at the top of the screen.
  - o **Solution**: We install backup queries for this very reason: Click on the Windows START button or icon. Click "Computer" or "My Computer". Go to the local hard drive, probably called "OS (C:)". Go to the following file folder: " C:\Program Files (x86)\1on1\1on1fi\queries" and copy the most recent queries from this folder into the folder called "my documents\eraccess\queries". You should be good to go, but you might need to close and reopen Eraccess to see the queries. **Typical Cause of Problem**: This happens when another Windows user (ex: administrator) installs the software for a different user (ex: mary). The installation wizard installs the queries in the appropriate location for the installing user (administrator, in our example), but it does not have the ability to automatically install these files for a different user (ex: mary).

- **Problem**: You receive the error message "INVALID HOST OF FILE NAME".
  - o **Solution**: You are in the wrong ERA application. Please go to ERA and type "77" (enter) then choose the correct application (ex: F&I). Then try to download the data again.

- **Problem**: You receive the error message "User permission not given for 7601"
  - o **Solution**: Ask your ERA system administrator to give you access to ERA screens 7601 and 7602. Log out of ERA, then try again (make sure you are in the correct application).

- **Problem**: You try to download data and receive no error message, but the "Import File Monitor" box seems to be frozen and no data is downloading
    - o **Solution**: Ask your ERA system administrator to give you access to ERA screen 7602. You DO have access to ERA screen 7601 but do NOT have access to screen 7602. Log out of ERA, then try again (make sure you are in the correct application).

- **Problem**: Your Report Scheduler will not run.
    - o **Solution 1**: Your Report Scheduler file is corrupted. Simply go to the following file folder "my documents \ eraccess \ scheduler" and delete any file with a File Size of 0 bytes.
    - o **Solution 2**: Your ERA user ID password has changed, but you have not updated this new password within the Report Scheduler. To correct this, click on "Run", then "Report Scheduler Setup", then select the appropriate Schedule, click "Modify" then click the tabs at the top of the popup window until you find the one with the user ID and password. Change your password and save your changes.
    - o **Solution 3**: If you are being prompted to take a R+R required on-line training class, then your Report Scheduler will NOT run properly. To correct this, simply complete the training class. Note: The ERA User ID that is built into your Report Scheduler may or may not be a different User ID.

- **Problem**: You receive a 6105 error (this means you do not have permission to write data to a specific file location).
    - o **Solution 1**: Make sure the following file location exists: "c:\users\public\documents\1on1\data\01".
    - o **Solution 2**: If it still gives you an error, then ask your IT manager to give you "write" permissions for the following file location: "c:\users\public\documents\1on1\data\01".