

## Frequently Asked Questions about TELLERGRAPH.

1. I want to move, share or back-up my TELLERGRAPH data. What files do I need to work with?

There are several TELLERGRAPH data files that you should consider. The first question might be “where are the files located now?” That is answered below.

C:\WINDOWS\TELL4USR.INI  
TELL4WIN.INI  
SKEDDATA.MDB  
SKEDDATA.LDB  
ERROR.IMR  
TWCATGOR.IMR  
TWINDPRO.IMR  
TWLOCATN.IMR  
TWSCHMTH.IMR  
TWSTAFF.IMR  
TWTRANS.IMR  
TwxNUM.IMR

Optional data files downloaded from an on-line teller system may also be on your system. These will generally be called TRANSVOL.\*.

Within the TELL4WIN directory, you'll also find some files with an IMQ file extension, as well as SKEDDATA.MDQ and SKEDDATA.LDQ. **You don't need to do anything with these files!** These are templates, used by the program to create new, empty data sets.

2. Where do I look for TELLERGRAPH data files?

Under Windows 9x or Windows NT 4.0 and later, you can use the Find feature (under the **Start** button) to locate all occurrences of the TELL4WIN.INI file. There'll be a copy of this file in each location where you have data. The default data location is within the program folder -- nominally C:\TELL4WIN. If you choose to keep your data files elsewhere, you'll have data files there, **and an empty set of data files** in the \TELL4WIN folder or directory. You don't need to worry about the empty files. Most TELLERGRAPH users will have only one set of data files. The TELLERGRAPH program itself can tell you where these files are – choose the **File | Location of Files** selections. (If you have more than one set of data files, this will identify only the set currently in use.) There's also a TELL4USR.INI file in the Windows (WINNT) directory.

3. I just installed TELLERGRAPH on a brand new PC, but when I make a menu selection, the program kicks me out.

A default printer must be set up prior to using TELLERGRAPH. Several menu selections within the program will cause TELLERGRAPH to query Windows about the capabilities of the default printer. If Windows responds with the operating system equivalent of “Huh?”, TELLERGRAPH doesn't have enough information to proceed, and so it halts. It's important to make the distinction that unless actually printing, TELLERGRAPH doesn't need a printer to be connected, only defined within Windows.

4. When I try to print any graphic-oriented reports or Branch Information Reports, I get a pop-up box that says

“Printer Error”; then when I click “OK”, I get kicked out of TELLERGRAPH.

There is a known issue with the tools used to develop TELLERGRAPH, Microsoft Windows 95, and network printers where the print server name has an embedded space. (Microsoft Article ID: Q145729). There are several workarounds:

- a. Run TELLERGRAPH under Windows 98, Windows XP, Windows NT, or Windows 2000.
  - b. Change the name of the print server to eliminate the space.
  - c. Define a local printer with the same printer type as your network printer, then capture the local printer port, directing it to the network device.
5. Shading looks blocky and difficult to interpret on graphic reports.

The shading and cross-hatch patterns within TELLERGRAPH were designed to be distinctive with a wide variety of printers and varying visual acuity (accommodating common forms of color blindness). If the results aren't pleasing with your particular printer, you can change to an alternate color and cross-hatch pattern by clicking on the “Print Color” selection on the Graphic Printing Options dialog box.

6. Report headings are unreadable, appearing as a solid black box.

The reverse field text (white on a dark background) used on the reports in TELLERGRAPH is not supported by early model laser printers (Original HP LaserJet, LaserJet Plus, and Series II models). Try using a different printer

7. Can I export or save reports in another format?

Most of the reports in TELLERGRAPH can be exported. Exceptions are the Branch Information Report and any of those that display graphics – these can only be printed. There is a wide variety of export formats available, though for reasons of space requirements, supporting files are not supplied with the program. Supplemental files are available to email TELLERGRAPH reports in MAPI or VIM systems, or to save export files in virtually all popular spreadsheet, word processing, or data export formats – even HTML so you can place TELLERGRAPH reports on a company intranet. Contact the software vendor for more information.

8. Does TELLERGRAPH properly deal with millennium-spanning data?

TELLERGRAPH for Windows is Y2K compliant and should have no problems related dates spanning the millennium change. Some minor issues were identified between version 4.0 and 4.1 that were remedied in October, 1999. Windows “Short Date” settings must be set to a format with a 4-digit year to assure proper date handling.

9. I got an error message that says “Subscript out of Range.” What is that and what do I do about it?

In plain English, such a message means that TELLERGRAPH’s programmers anticipated a maximum number of places to keep a certain type of data, and that number was exceeded. (Think of it as being the 101<sup>st</sup> car in a parking lot with 100 spaces.) Depending on where you encounter such an error, and the version of TELLERGRAPH that you are using, it could indicate either that the programmers didn’t think or plan big enough, or that invalid data has been entered that TELLERGRAPH doesn’t know how to handle. See if the error is specific to a particular report, or a specific branch location. If it only happens with a certain branch, examine the location’s open and close times to be certain that valid times are entered for each day that the

branch has a check mark in the “branch open” column. Technical support has identified and corrected several areas where this message appeared. If your problem area is not among those previously identified, you may be asked to submit copies of your data files to help identify and work around the circumstances and data that result in an error message.

10. I got an error message saying “Invalid Use of Null.” What does that mean and what do I do about it?

“Invalid Use of Null” means that TELLERGRAPH expected a certain piece of information, but that nothing was there – not even a zero. Generally this results from incomplete information entered into the system and programmer assumptions that did not account for graceful handling of that piece of missing data. Contact product support to determine if your circumstances have been previously corrected.

11. Is my copy of TELLERGRAPH up-to-date?

The TELLERGRAPH program is revised almost constantly. The majority of these revisions permit the program to deal with specific, unforeseen circumstances for a particular client. While each of these changes improves the program, most users would see no benefit or improvement sufficient to justify installing each new revision. As of the production of this document, the current release is version 4.21 (April 8, 2004), though the most recent significant enhancements are in all TELLERGRAPH executable files dated in or after February, 2000.

Updates are sent to current customers where:

- a. an identified defect has been corrected that affected the customer, or
- b. the program gains significant enhancements in functionality or reliability, or
- c. the customer requests replacement media – this always contains the latest revisions.

12. I got a pop-up message that said “Btrieve Error 11”, but when I pressed the “OK” button, the program continued without any apparent problem.

This message may appear if your computer has another program installed that includes a later version of Pervasive Software’s data management tools than comes with TELLERGRAPH. We have not identified any data integrity issues as a result of this reported error, but will address this item when TELLERGRAPH’s data management capabilities are revised.

13. There’s a difference between the Average Required staff in the Staffing Efficiency Report and the FTEs column of the Staffing Summary Report for the same branch and reporting period.

There’s two possible reasons why the numbers may not agree between these two reports: First and most likely is that the two values aren’t reporting the same thing. The Staffing Efficiency Report is showing the reference staff and required staff averaged over all of the time during the week that the branch is open. The Staffing Summary Report’s FTEs column provides the number of Full Time Equivalents required to staff the location. **The two values are computed differently**, but will be similar if the branch is open during the week for the same number of hours as is worked by a Full Time Equivalent. A simple example may make this clearer. Sample National Bank has a non-traditional branch inside of a grocery store that is open a total of 80 hours during the week. The Staffing Efficiency Report says that the Average Required staff is 2.0, while the FTEs item in the Staffing Summary lists 4.0 FTEs for the same location. Assuming 40 work hours per FTE, four full time employees will be needed (the value in the Staffing Summary), to have an average of two people on hand (the value in the Staffing Efficiency report) during each of the 80 hours that the branch is open.

This value can also be skewed if the branch is set-up within TELLERGRAPH with operating hours or service

areas that extend beyond those for which the branch is really open. For the Staffing Efficiency Report, TELLERGRAPH will assume a minimum of one employee is required for each service area during the hours it is open, **whether or not any customers are present**. This may inflate the Required staff value in the Staffing Efficiency Report.

14. TELLERGRAPH displays a box that says “Data Manager Error #94” and then kicks me out when I click “OK.”

This error occurs when TELLERGRAPH tries to open or create a file in a directory where the user does not have the proper privileges. There are two likely conditions where this might happen:

- a. Data files were transferred from one machine to another, or otherwise restored from a CD-ROM. Whenever files are burned to a CD-R (**not** a CD-RW) disk, all files are marked “read-only”. This attribute remains set as “read-only” even after the files are copied back to a re-writable medium, such as your hard disk. Locate your TELLERGRAPH data files (those named in item #1 of this document) in Windows Explorer, right click on the files and choose “Properties.” In the dialog box that appears, **uncheck** the item in the lower portion of the window marked “read-only”. Different versions of Windows will have somewhat differing layouts and selections, but this concept would apply throughout.
- b. Program and data files were installed by a network administrator or other “guru” type into a directory where the user does not have permissions. The administrator should assure that a TELLERGRAPH user has **all but parental rights** to any network directory that contains TELLERGRAPH data, and that if installed on a secured OS, such as Windows 2000 or NT, the user has ownership of the program directory.
- c. TELLERGRAPH data files are present, but the program reports that it has no branches, and probably no customer activity and no reference staff, though without being able to call up the branches we’ve set up, these items cannot be confirmed

There are some versions of bTRIEVE, the data index manager supplied with TELLERGRAPH, that are not *backwards compatible*. It is possible that another application or program was installed that has this later, incompatible version, of the file that TELLERGRAPH needs. If TELLERGRAPH is installed after that other program, it would not replace the newer version of the file with an older one. You can confirm this by looking in the C:\WINDOWS\SYSTEM directory for a file named “**WBTRCALL.DLL**”. Your version of Windows may have this file placed in a different place, such as the \WINNT\SYSTEM directory. If necessary, change your windows settings so that all files are visible, and the Detail View is chosen. The file mentioned above should be about 51KB in size, and dated 8/28/1990. If you have a different size or file date, rename the file to something like “WBTRCALL.OLD”, then restart Windows, and re-install TELLERGRAPH. The reinstallation will place the correct file (and correct version) where it needs to be. You will want to confirm that all other programs work correctly before disposing of the other WBTRCALL file.

Alternately, some of our customers have computers on which an updated version of Pervasive.SQL (Version 2000, or version 8.x or later) has been installed. If a server client for Pervasive.SQL has been installed, but not the “Workgroup SQL Engine”, this combination will break TELLERGRAPH. Note that the data is not compromised or damaged in any way, you simply cannot get to it. The recommended solution is to purchase and install the Pervasive Workgroup product. Note that this product must be purchased and licensed for EACH PC on which it is installed. Castle Creative Services has this update available at a nominal cost, or you may purchase it directly from Pervasive Software or other software vendors. Call for pricing information.



15. My program, documentation, or website refers to a company that I've never heard of, nor done business with.  
Who are these guys and can I depend on them?

TELLERGRAPH has had the same development team since 1986, though the name of the company has changed several times since then. Within the last 10 years, PrIME Consulting Group merged into US Banking Alliance (USBA Holdings), which then concentrated in another area, and the branch staffing tools, including TELLERGRAPH, were acquired by their developers, operating under the name Castle Creative Services, LLC. So, if the name you encountered is one of those, you're seeing a legacy of that transition. You can be assured of continued support and product development.