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FAQ's for TIP Windows

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1.) Is TIP for Windows multi-user?

YES, if purchased after August 2001. If TIP was purchased prior to August, 2001 you will need to purchase the "Multi-User Module."

2.) I'm getting a "share.exe" error message when trying to start the program for the first time.

This occurs mostly on Power Macs and older PCs. The solution in most cases is to have a technician add the following line to your AUTOEXEC.BAT file near the top or just above the Path= statement.

```
C:\DOS\SHARE.EXE /L:500 /F:5100
```

3.) How do I disable Security?

From the Menu Bar select Utility and then Preferences. In the preferences dialog box you will see an X on the item "Enforce user LOGIN when starting TIP". Simply uncheck it.

4.) Now that I have TIP installed and running, what do I do?

Once you have installed and configured TIP, take a look at the "Just the basics -please" section of the Getting Started Guide. Keep Reading the following sections as needed.

5.) How do I search for an item in my records without having to scroll through each one?

There is a **[Find]** button at the bottom right hand corner of your Add, Edit, Remove Records screen (with the picture of a file cabinet) that can be used to search for an ID, ISBN or other items in large databases.

6.) Can I get a printed User's Manual?

Yes, call us at 1-800-495-5993 to order one.

7.) Can I change or modify reports?

Yes, during the screen preview of the report press on the **Excel Export** button at the top left of the screen. You will then be asked where to save the Excel file, allowing you to open and modify it in Excel.

8.) I am unable to return Lost Books to user or storage in the Lost, Damage and Paid screen.

This is caused by the date setting on your computer, you will need to change the way the date is displayed. To do so:

1. click on **START** then **SETTINGS** the **CONTROL PANEL**.
2. double click on **REGIONAL SETTINGS** icon
3. click on the **DATE** tab at the top of the screen
4. where you see **SHORT DATE STYLE** press the down arrow and set it to **mm/dd/yyyy**

9.) Encountering problems that seem to be date related:

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