

# Troubleshooting Guide

netcash<sup>®</sup>




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## Troubleshooting Guide

1. Make sure the following services run, check in Task Manager. Services can stop and not auto start after a server restart

2. Make sure to stop these services should you have to reinstall modules of Netcash.

 Netcash Bank Statement	Retrieve Netcash bank ...	Running
 Netcash Pay Now	A web service that allo...	Running
 Netcash Payment	Sends payments to Ne...	Running

3. VERY IMPORTANT – Stop all the services if you need to uninstall any Sage 300 modules (Sage 300 standard and 3<sup>rd</sup> Party modules e.g. Cashbook etc)

4. Sage 300 passwords, for example the ADMIN user password is ALL CAPS. Take note of this when applying the Sage 300 ADMIN user password in the Netcash setup

5. If you encounter errors with Netcash modules and you uninstall, make sure that the directories and files that were installed are deleted manually. Reinstallation with could cause errors.

6. Avast Antivirus had problems with the install files and services which caused Netcash services not to start