

Troubleshooting FAQ's

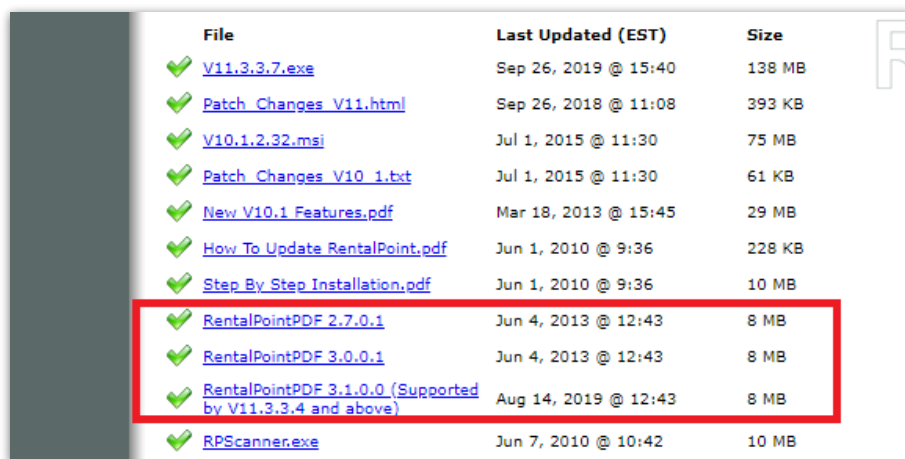
Last Modified on 06/06/2022 2:13 pm EDT

Frequently asked questions when using RentalPoint

Documents not printing to PDF successfully

Please confirm the following:

- RentalPointPDF is installed <[RentalPointPDF Installation Instructions](#)>
 - RentalPoint v11.3.3.3 and lower (this is a licensed copy of CutePDF, some users had issues with RentalPointPDF 2.7.0.1 due to settings on their Windows OS, so we released v3.0.0.1. If the tests below don't work with the version you have installed, please try uninstalling and installing the alternate version)
 - RentalPoint v11.3.3.4 and higher (this is a licensed copy of CutePDF, please use RentalPointPDF 3.1.0.0)



File	Last Updated (EST)	Size
V11.3.3.7.exe	Sep 26, 2019 @ 15:40	138 MB
Patch_Changes_V11.html	Sep 26, 2018 @ 11:08	393 KB
V10.1.2.32.msi	Jul 1, 2015 @ 11:30	75 MB
Patch_Changes_V10_1.txt	Jul 1, 2015 @ 11:30	61 KB
New V10.1 Features.pdf	Mar 18, 2013 @ 15:45	29 MB
How To Update RentalPoint.pdf	Jun 1, 2010 @ 9:36	228 KB
Step By Step Installation.pdf	Jun 1, 2010 @ 9:36	10 MB
RentalPointPDF 2.7.0.1	Jun 4, 2013 @ 12:43	8 MB
RentalPointPDF 3.0.0.1	Jun 4, 2013 @ 12:43	8 MB
RentalPointPDF 3.1.0.0 (Supported by V11.3.3.4 and above)	Aug 14, 2019 @ 12:43	8 MB
RPSscanner.exe	Jun 7, 2010 @ 10:42	10 MB

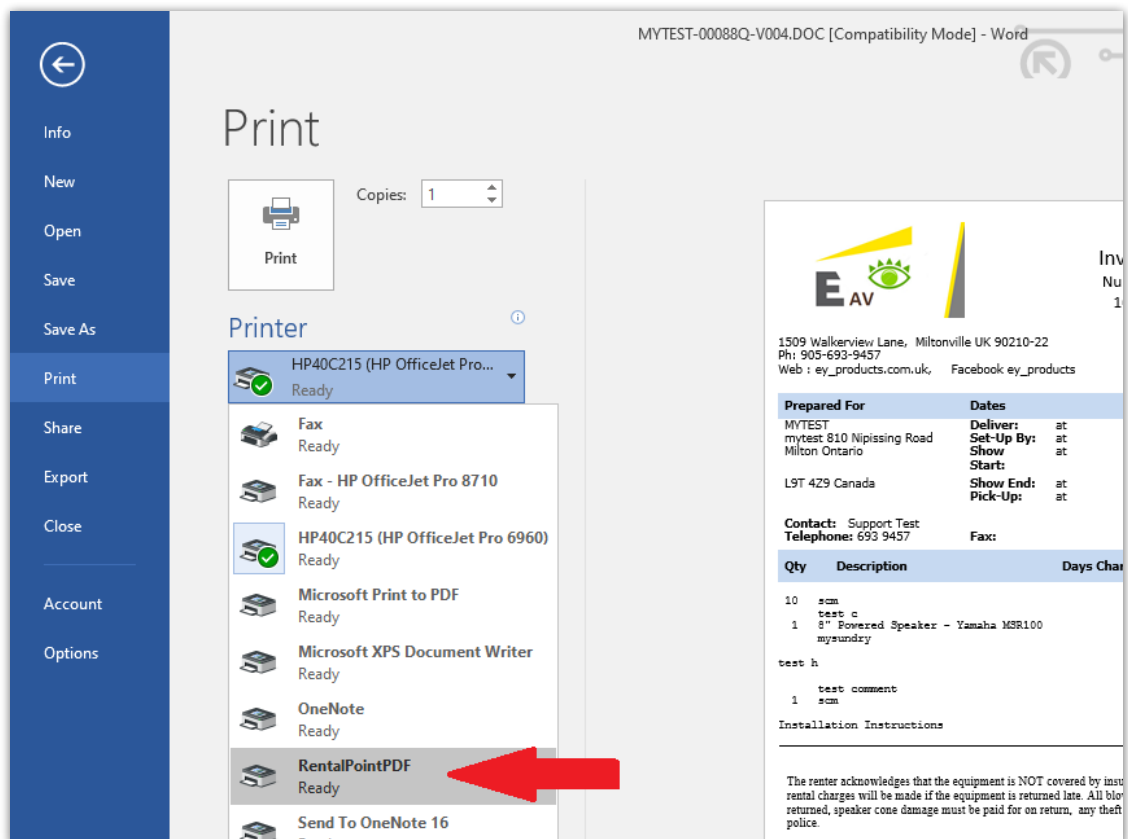
- Users have permissions to write to:
 - C:\Users\\AppData\Local\Temp\RentalPoint
 - RentalPoint DOCS folder (find where this points to by clicking help-->status in RentalPoint, OR look in c:\rentalpointv11\sys\rpini.ini file)

```

RPIni.ini - Notepad
File Edit Format View Help
[DIRECTORIES]
HPSYS_DIR=C:\RP\sys
CONFIGFILEPATH=C:\RP\sys
HPDATA_DIR=c:\rp\data
HPDOCS_DIR=C:\RP\docs
ARCHIVEDOCSPATH=
HPROOT_DIR=C:\RP
HPREPORTS_DIR=C:\RP\reports
TEMPLATES_DIR=C:\RP\docs\Templates
FR_TEMPLATES_DIR=C:\RP\docs\FastReportTemplates
[DATABASE]
DATABASENAME=v11_database2
SERVERNAME=desktop-k5r38k2\sqlexpress
SQLPROVIDER=
[LOGIN]
USESQLAUTH=0
LOGINNAME=
PASSWORD=
PasswordIsEncrypted=0

```

- 1. Outside of RentalPoint:
 - Create and save a word doc - does it save correctly?
 - Save the word doc as PDF - does it save correctly?
 - Open the word doc and PRINT to RentalPointPDF - Does it print to a PDF file?
 -



- From within RentalPoint
 - Print a booking-->Custom using template-->Open in word Processor - does it save a

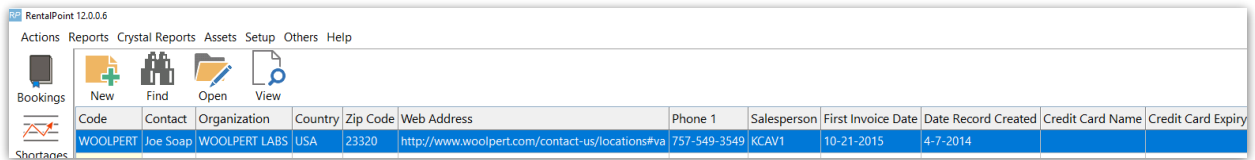
doc and open successfully?

- o Print a booking-->Custom using template-->Save as PDF - does it save a PDF and open successfully?

If the issue remains unresolved after the above, please send your detailed test results and a copy of your DATA\logs\errorlog.pdf to support@rentp.com

Change Customer Code for Existing Customer

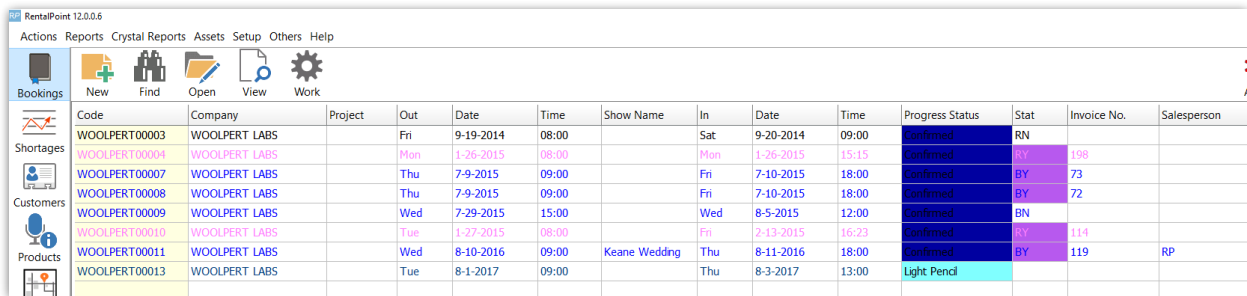
Current Customer



The screenshot shows the RentalPoint 12.0.0.6 interface with the 'Current Customer' view. The menu bar includes Actions, Reports, Crystal Reports, Assets, Setup, Others, and Help. The toolbar has icons for Bookings, New, Find, Open, and View. The data table below shows the following information:

Code	Contact	Organization	Country	Zip Code	Web Address	Phone 1	Salesperson	First Invoice Date	Date Record Created	Credit Card Name	Credit Card Expiry
WOOLPERT	Joe Soap	WOOLPERT LABS	USA	23320	http://www.woolpert.com/contact-us/locations#va	757-549-3549	KCAV1	10-21-2015	4-7-2014		

Current Bookings



The screenshot shows the RentalPoint 12.0.0.6 interface with the 'Current Bookings' view. The menu bar includes Actions, Reports, Crystal Reports, Assets, Setup, Others, and Help. The toolbar has icons for Bookings, New, Find, Open, View, and Work. The data table below shows the following information:

Code	Company	Project	Out	Date	Time	Show Name	In	Date	Time	Progress Status	Stat	Invoice No.	Salesperson
WOOLPERT00003	WOOLPERT LABS		Fri	9-19-2014	08:00		Sat	9-20-2014	09:00	Confirmed	RN		
WOOLPERT00004	WOOLPERT LABS		Mon	1-26-2015	08:00		Mon	1-26-2015	15:15	Confirmed	RY	198	
WOOLPERT00007	WOOLPERT LABS		Thu	7-9-2015	09:00		Fri	7-10-2015	18:00	Confirmed	BY	73	
WOOLPERT00008	WOOLPERT LABS		Thu	7-9-2015	09:00		Fri	7-10-2015	18:00	Confirmed	BY	72	
WOOLPERT00009	WOOLPERT LABS		Wed	7-29-2015	15:00		Wed	8-5-2015	12:00	Confirmed	BN		
WOOLPERT00010	WOOLPERT LABS		Tue	1-27-2015	08:00		Fri	2-13-2015	16:23	Confirmed	RY	114	
WOOLPERT00011	WOOLPERT LABS		Wed	8-10-2016	09:00	Keane Wedding	Thu	8-11-2016	18:00	Confirmed	BY	119	RP
WOOLPERT00013	WOOLPERT LABS		Tue	8-1-2017	09:00		Thu	8-3-2017	13:00	Light Pencil			

To change the customer code, access the Database Wizard per menu option below

Setup Others Help

View

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oo Business Solutions

Print Cycle billed

Import / Export >

Display Log Files >

Archiving >

Utilities >

Change Operator Ctrl+F3

View Current Operators

Operator Reports >

Open a Second Copy Ctrl+Alt+O

Operator Options >

Date

Time

Show Name

RentalPoint Service

Calendar Server

Database Wizard

Change ALL Attachment's Document Path

Restore Attachments

Format Phone Numbers

Update or Fix Cash Receipt Batch No

Re-load Stored Procedures and Views

Reset Booking Grid Column Order

Remove Lock From Parameter Setup

Clear Log Files

Update licensing

Date	Time	Show Name
		Wed
		Tue
	MUSC	Fri
		Tue
	MYTEST	Tue

RentalPoint Database Wizard (Version)

Find and Connect to an SQL Server Database

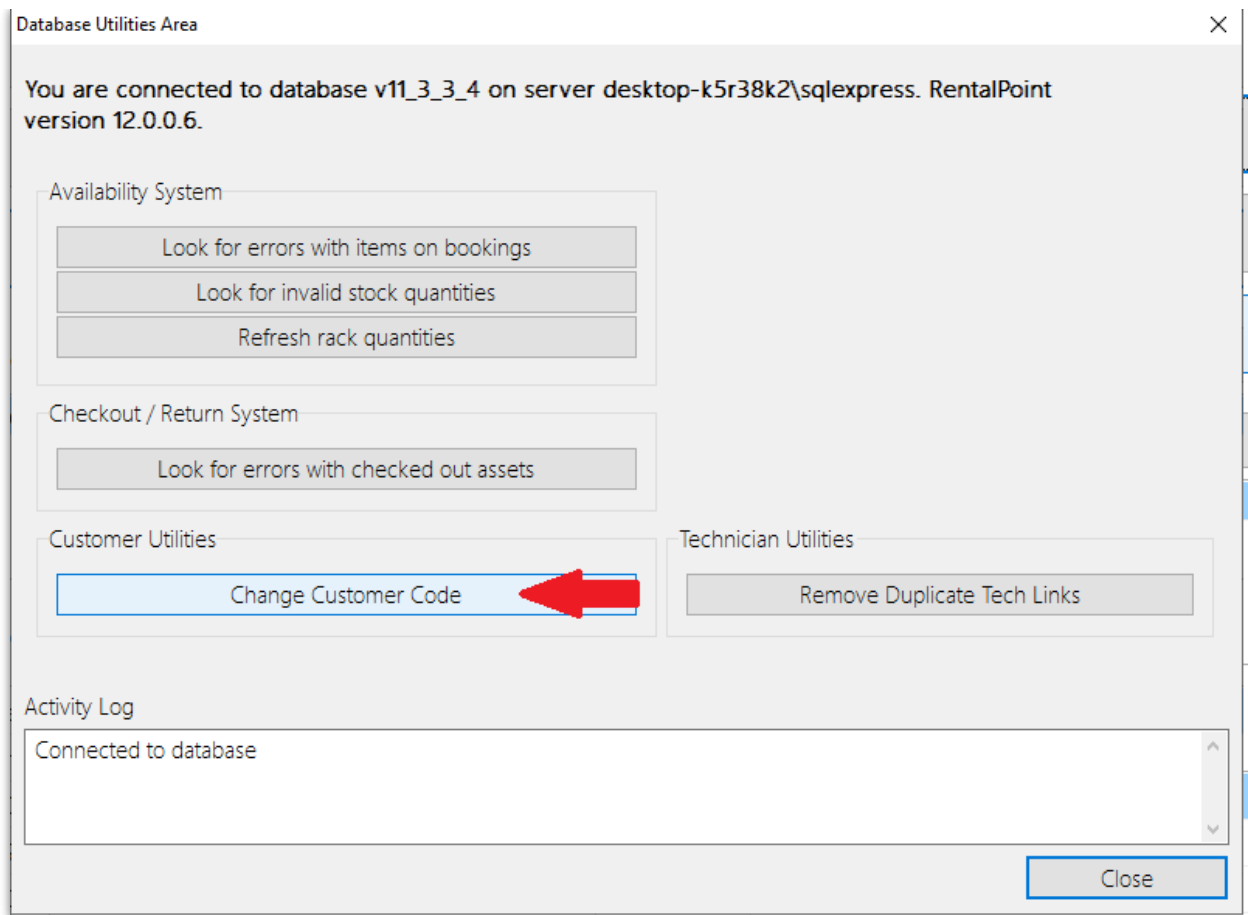
View Windows and SQL Troubleshooting Tips

Database Utilities Area ←

SQL Instances Currently Installed

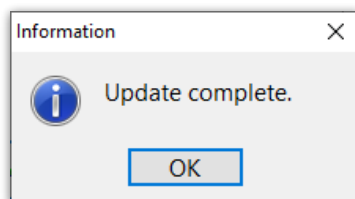
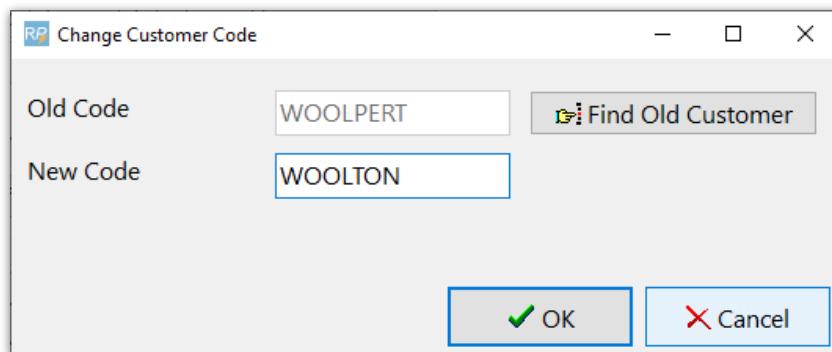
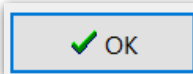
Refresh Instance List

Click Refresh to view list of installed SQL Instances ...



Use  to search for the current customer,

then enter the new customer code and click



The current customer code is replaced by the newly selected code

RentalPoint 12.0.0.6

Actions Reports Crystal Reports Assets Setup Others Help

Bookings New Find Open View

Code	Contact	Organization	Country	Zip Code	Web Address	Phone 1	Salesperson	First Invoice Date	Date Record Created	Credit
WOOLTON	Joe Soap	WOOLPERT LABS	USA	23320	http://www.woolpert.com/contact-us/locations#va	757-549-3549	KCAV1	10-21-2015	4-7-2014	

All current bookings, attachments, invoices etc are modified to show the new customer code in the file name

RentalPoint 12.0.0.6

Actions Reports Crystal Reports Assets Setup Others Help

Bookings New Find Open View Work

Code	Company	Project	Out	Date	Time	Show Name	In	Date	Time	Progress Status	Stat	Invoice No.	Salesperson
WOOLTON00003	WOOLPERT LABS		Fri	9-19-2014	08:00		Sat	9-20-2014	09:00	Confirmed	RN		
WOOLTON00004	WOOLPERT LABS		Mon	1-26-2015	08:00		Mon	1-26-2015	15:15	Confirmed	RY	198	
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WOOLTON00010	WOOLPERT LABS		Tue	1-27-2015	08:00		Fri	2-13-2015	16:23	Confirmed	RY	114	
WOOLTON00011	WOOLPERT LABS	Keane Wedding	Wed	8-10-2016	09:00		Thu	8-11-2016	18:00	Confirmed	BY	119	RP
WOOLTON00013	WOOLPERT LABS		Tue	8-1-2017	09:00		Thu	8-3-2017	13:00	Light Pencil			

Edit the customer record to change the organization name, address etc, you'll need to manually keep record of the old customer name, address etc in either the Notes tab or use the custom fields option

Customer Maintenance

Address Financials Credit Card Others Notes Fields Attachments

Formerly Woolpert Labs
07/20/20 11:48 AM RP

Add Time

New Edit Delete Save and Close Save Cancel

Autoemail Send Error

AutoEmail errors are reported to the data\logs\errorlog.txt

The message below will be reported when an operator has auto-emailing turned on but the operator doesn't have an email address set up.

```
12.0.1.0 - 03/07/22 @ 14:33:12 - [REDACTED] - 07/03/2022 2:33:12 PM - recipient email address not entered - AutoSendCustomEmail in MailSndU
```

Use the query below with [Excel Query Builder](#) to identify operators that are set to receive auto emails when a purchase order is added but don't have an email address set up in their operator record.

```

SELECT email, loginname

FROM  tbloperators

WHERE Substring(autoemailing, 15, 1) = 'Y'

      AND loginallowed = 'Y'

      AND isnull(email, '') = '' /* only show operators without an email */

ORDER BY email

```

Look up other types of auto email by substituting the numbers below in the substring function.

```

Auto_Email_Type = (ae_Filler0,           // 0

                   ae_DatesTimesCalendarChange_Booking, // 1

                   ae_PriceQuotedChange_Booking,       // 2

                   ae_VenueChange_Booking,             // 3

                   ae_DelRetMethodChange_Booking,      // 4

                   ae_SalespersonChange_Booking,       // 5

                   ae_ProjectChange_Booking,           // 6

                   ae_ProjectManChange_Booking,       // 7

                   ae_NewBookingSaved,                // 8

                   ae_BookingSavedInConfirmedStat,     // 9

                   ae_BookingSavedInHPStat,           // 10

                   ae_BookingIsCancelled,              // 11

                   ae_BookingIsDeleted,                // 12

                   ae_EquipModViaResolveDiscrep,      // 13

                   ae_EquipAddedToFullyCheckedOut_Booking, // 14

                   ae_PO_Added,                       // 15

                   ae_PO_Edited,                      // 16

                   ae_PO_Needs_Approval,              // 17

                   ae_PO_Deleted,                     // 18

                   ae_CrossRental_Added,              // 19

```

	ae_CrossRental_Edited,	// 20
	ae_CrossRental_Needs_Approval,	// 21
	ae_CrossRental_Deleted,	// 22
	ae_Transfer_Added,	// 23
	ae_Transfer_Edited,	// 24
	ae_Transfer_Deleted,	// 25
5759v	ae_CreditLimitExceeded,	// 26 // Added Dec 20, 2011 - CF - PR
5760v	ae_PulledBookingHasChanged,	// 27 // Added Dec 21, 2011 - CF - PR
	ae_TechnicianDeclinesJob,	// 28 // Added Dec 14, 2015 - AY - PR 2365
	ae_TechnicianAcceptsJob,	// 29 // Added Dec 14, 2015 - AY - PR 2365
	ae_TechnicianUpdateProfile,	// 30 // Added Dec 14, 2015 - AY - PR 2365
	ae_TechnicianCreatePayroll,	// 31
	ae_TechnicianUpdatePayroll,	// 32
	ae_TechnicianDeletePayroll,	// 33
	ae_InvoiceProduced,	// 34
	ae_SignatureOnDeliv,	// 35
	ae_CustomerStatements,	// 99 - Added Aug 10, 2010 - CF - PR 4934
	ae_VoxCustom_NewProject,	// 100
	ae_VoxCustom_NewBooking,	// 101
	ae_VoxCustom_ConfirmedBooking,	// 102
	ae_Technician_New_Assign,	// 103 - Added Jun 2, 2009 - CF - PR 5004
	ae_Technician_Assign_Change);	// 104 - Added Jun 2, 2009 - CF - PR 5004

OR search for any operator without an email address if all operators should have one

```
SELECT email, loginname
FROM tboperators
```



```
WHERE isnull(email,"") = "" /* only show operators without an email */
```

```
ORDER BY email
```