

Tally.Server 9 Toolkit

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1 Introduction

This document aims at enabling field staff and related executives to handle Tally.Server 9 customers efficiently. Explanations about high frequency customer issues and queries have been provided along with possible solutions. This toolkit would assist in preliminary analysis of customer issues and reduce sales cycle. The suggested course of action should be followed before reaching out to support team.

2 Toolkit for Assistance

2.1 Frequently Occurring Customer Issues

Possible scenarios for each issue along with their resolution have been provided.

Customer Issues with Possible Solutions	
1. Server List is not listed (Server/Client)	
Dynamic IP is being used	<ol style="list-style-type: none"> 1. Instead of providing system IP, system name should be used to access data. 2. If possible, use static IP instead of dynamic IP.
Multiple LAN Cards are present in the LAN	<ol style="list-style-type: none"> 1. Upgrade to latest release of TE9 and TS9. 2. If the problem persists, provide IP address of the system in Monitoring Tool-> Manage Server (or tssvc.ini).
Multiple Class (Class A, B, C) of IP is present in the LAN	This scenario is applicable where multiple LANs are interconnected. The solution is to change IP address class from B to C.
Proxy Server being used in LAN	<ol style="list-style-type: none"> 1. In Monitoring Tool: F12 Configuration, provide the IP address and port of proxy server. 2. "experts.tallysolutions.com" & "tallynet.tallyenterprise.com" should be added to the exclusion list in advanced configuration of proxy server.
License Service is not running	<ol style="list-style-type: none"> 1. Upgrade to latest release of TE9 and TS9. 2. Check the service if it is manual or automatic. If it is manual, convert it to automatic and restart the service.
Data folder is shared	<ol style="list-style-type: none"> 1. Un-share data folder. 2. Provide data endpoint path in F12: Data Configuration in the server and client systems.
Data folder and TS9 installation folders are different	1. Data endpoint configuration is incorrect. Provide the correct path and configuration.
User profile is corrupted or it does not have complete permissions	<ol style="list-style-type: none"> 1. From the same user profile, create a new folder, copy data to the new folder, provide new path as data endpoint and check. 2. If above is not working, check permissions to the specific user. (Right click on the folder-> Properties-> Securities->Permissions-> Highlight that user and check its permissions. The user should have both Read & Write permissions.)
Multiple License services running in the server	1. Uninstall all earlier versions of Tally License Service running and services should be removed /deleted. Keep only the latest service

machine	running. (Refer KB for uninstallation)
2. Forced to quit by Tally User	
Data End Point and Shared Path are accessed together	Un-share data and access it through TS9 data-end points only.
3. Data Corruption Issue	
Network related issues	<ol style="list-style-type: none"> 1. Check ping speed from client to server and server to client (ping speed should be between 1 ms to 3 ms) 2. Exclude Tally.ERP 9 and Tally.Server 9 folders in Antivirus exceptions. 3. Share corrupted data and tssvc.log for further analysis with our technical team.
Bad Sectors	How to identify bad sectors: Do Chkdsk from command prompt. If there are bad sectors, it is recommended to perform disk defragmentation in consent with IT administrator.
Backup services (Other softwares)	If Error32 occurs, then it is possible that customer is using any third party software for data backup. It is recommended to use <i>Robocopy</i> which has already been shared.
4. Performance Issue in Remote/RDP /LAN	
Company listing takes a long time	<ol style="list-style-type: none"> 1. Check Data size (Total Number of Vouchers and Masters), Stock Valuation, Batches if any, Pending PO and SO. 2. Check if Company loading takes time in server system or in client system. 3. If company loading takes time in client system: Check the ping speed between client to server and server to client (ping speed should be between 1 ms to 3 ms) 4. Exclude Tally.ERP 9 and Tally.Server 9 folders in the Antivirus exceptions. 5. Check if there is any customization involved: if yes, disable the same and check with default Tally. 6. It is recommended to upgrade to latest release of Tally.ERP 9 (Especially in case of thin client)
In Tally.ERP 9, for selecting companies through TS9, time taken to display the list of companies is high (as compared to pre-TS9 installation state)	Disable loopback LAN and consequently the issue would be resolved.
Reports generation takes a long time	If there is a performance issue in reports such as Movement Analysis, it is recommended to upgrade to latest release of Tally.ERP9.
Voucher editing takes long time	<ol style="list-style-type: none"> 1. Exclude Tally folder and Tally.Server 9 folder in the antivirus exclusion. 2. If data endpoint folder is compressed, it is recommended to uncheck folder compression.
Out of Memory error occurs	System resources (e.g. RAM) need to be upgraded. In some cases, 32-bit OS needs to be upgraded to 64-bit OS.
5. User not able to get information in Monitoring Tool	
System has been restarted	As per system functionality, if system is restarted then monitoring tool data would be lost. Customer should be educated to take data backup through export option provided before restarting the system.

Tally.Server 9 service is stopped	1. Upgrade to latest release of TE9 and TS9. 2. Check the service, if it is manual or automatic. If it is manual, convert it to automatic and restart the service.
Refresh button has not been pressed	Press the refresh button.
6. Server List appearing in few clients but not in others	
License service version is not latest	Update to latest license service version of TS9 and TE9
Releases or Version mismatch issues with both TE9 and TS9	Update to latest license service version of TS9 and TE9
7. While installing TS9 is it compulsory to enable or tick both service and license server?	
Data and License server are in the same system/folder.	Same License Server for Tally.ERP 9 and Tally.Server 9 can be used.
Data and License server are in different folders in the same system.	Same License Server for Tally.ERP 9 and Tally.Server 9 can be used.
Data and license server are in two different systems.	Separate license service for data and ERP needs to be installed.
8. Error Code 1/0, Error Code 3/2147483657 is displayed whenever Tally is idle for more than 10 minutes.	
This error might occur due to hibernation. Point to be checked: "Ensure Power Options> Change Plan Settings" should be configured to "Never" in the Windows.	
9. Resolution for error codes e.g. 10054, 11001 etc.	
Please refer to KB for the detailed resolution. You can search for "Tally.Server 9 Troubleshooting" in KB. The link is available here .	

2.2 Frequently Asked Customer Queries

Frequently asked customer queries and their suggested explanations have been provided below.

Customer Queries	
1. Where should we keep the data: in shared environment or non-shared environment?	Data should always be unshared and the unshared data path should be used as data end points in TS9.
2. Can I keep data in different machines while license is installed in a different machine?	It is not advisable to keep data and license service in different systems since it compromises the feature of Tally.Server 9. However, it is not restricted to access data from different systems if it is shared. Refer to KB for sharing data.
3. Would TS9 and TE9 with different OS (32-bit and 64-bit combinations in client or server) work?	Yes, it is supported by Tally.
4. How can we access data from a single user license?	

In Tally.ini of Single User, include "*Tallygoldlicenseserver = IP address: port number of the multiuser*" so that client system will get server list in single user license.

5. How are remote users supported if customer is using TS9?

It will work as a normal remote user works in Tally. However, benefit with TS9 is that 50+10 users would be able to access remotely.

6. How can we access Monitoring Tool from different machines?

Install only Monitoring Tool instead of complete license installation.

7. How can we hide TDLs (similar to data) after installation of TS9?

Currently, TDLs cannot be hidden (similar to data) through TS9. However, the situation can be handled through workarounds:

1. The TDLs can be converted to account TDLs. Refer KB for details.
2. Create a folder and share only TDL folder from server to all clients.
3. Copy the TDLs locally.

2.3 System Study before Tally.Server 9 Installation

Some points which should be analysed before going for TS9 installation at customer's place have been listed below.

Pointers for System Study

1. Data Statistics need to be checked if the customer is an existing Tally.ERP9 user
2. Please refer Recommended System configuration required to install Tally.Server 9
3. System Setup: Check Server System Configuration and Client System Configuration
4. Points to be checked: Check Whether power option setting is set to "Never" (Power Options> Change Plan Settings> Never)
5. LAN: Ping speed should be between 1 ms to 3ms (Refer Technical Document)
6. RDP: Need to check total number of users and server system configuration
7. Wi-Fi: There will be performance difference between LAN and Wi-Fi as speed differs in both cases. In Wi-Fi, ping speed is based on the distance between server and client.
8. Same release should be installed in all clients and server.
9. Valid TNS should be available.
10. Check if Synchronization is being used by the customer.
11. Ensure that Data backup is taken before installation. This is mandatory.
12. Remove share from the data folder.