

Trouble-Shooting Materials Manager

The following document contains a list of *common issues* that may arise when using Materials Manager Lite or Pro versions. Please use the follow information for trouble-shooting purposes before contacting Support.

Issue: My Materials Manager is showing expired!

Details: The most common reason your program is showing expired is because the 1-year registration has expired.

Solution: You will need a new registration key before you can continue using the program. Please contact your Distributor to have a PO issued to us so we can get you renewed.

Note: Let your Distributor know which version of the program you are running (Lite or Pro).

Issue: My Materials Manager is showing expired/demo but we aren't set to renew for another "X" months!

Details: This can occur for unknown reasons. The most common reason is because the program was installed improperly.

Solution 1: Materials Manager requires Administrator privilege upon install. Failure to do so will cause the registration key to not save on the machine upon exiting the program.

Solution 2: Other issues such as a power outage or improper shutdown of the PC can cause the registration key to be dropped. The first step is to review the documentation that was sent when registering the PC and re-enter the registration key.

Note: The Registration Screen can be found under Tools > Registration while in the Main Menu of the program. Please contact Support if you do not know your registration information. We require the name and address of the shop as well as the version of Materials Manager you are using.

Issue: Materials Manager has been networked but is showing it can't connect to the remote database!

Details: Materials Manager uses basic file sharing across the network to share the database that contains all of the shop data. Shutting down the server PC or restarting can disrupt the connection to the database.

Solution 1: Verify that the connection is not network related. If your network status is showing disconnected, please contact your system Administrator.

Solution 2: The network drive has become disconnected because someone shutdown/restarted the server PC. If the drive has become disconnected it will display a red "X". Double-click on the mapped network drive Materials Manager uses to connect to the remote database. This will restore the network connection.

Issue: I have a new import file that contains items but Materials Manager is giving me an error that says it requires 14 columns.

Details: Materials Manager supports a second barcode which can be used for a product within the database. If you are running an older version of the software, you cannot use newer import files. This pertains to the Pro version only.

Solution: Go to <http://www.cliplizard.com/downloads.html> and download the latest version of our Pro software.

Please provide your name and contact info, the name of the shop, the version of Materials Manager (Lite or Pro), and a description of the issue you are experiencing when submitting a ticket to our helpdesk.