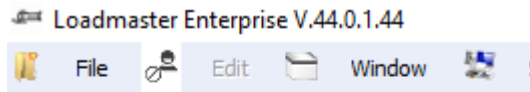# Updating Loadmaster to version 44.0.1.53 or later

There are file structure changes from the previous version so you need to follow some simple instructions to get it to run first time. This update will update ALL previous versions.
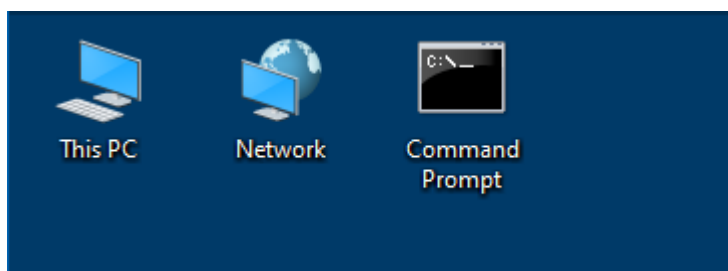
Run Loadmaster and check your current version. This appears at the top of the screen. For example, this is 44.0.1.44



Now check and make a note of where your data directory is located. This appears at the bottom of the main screen. For example, like this –
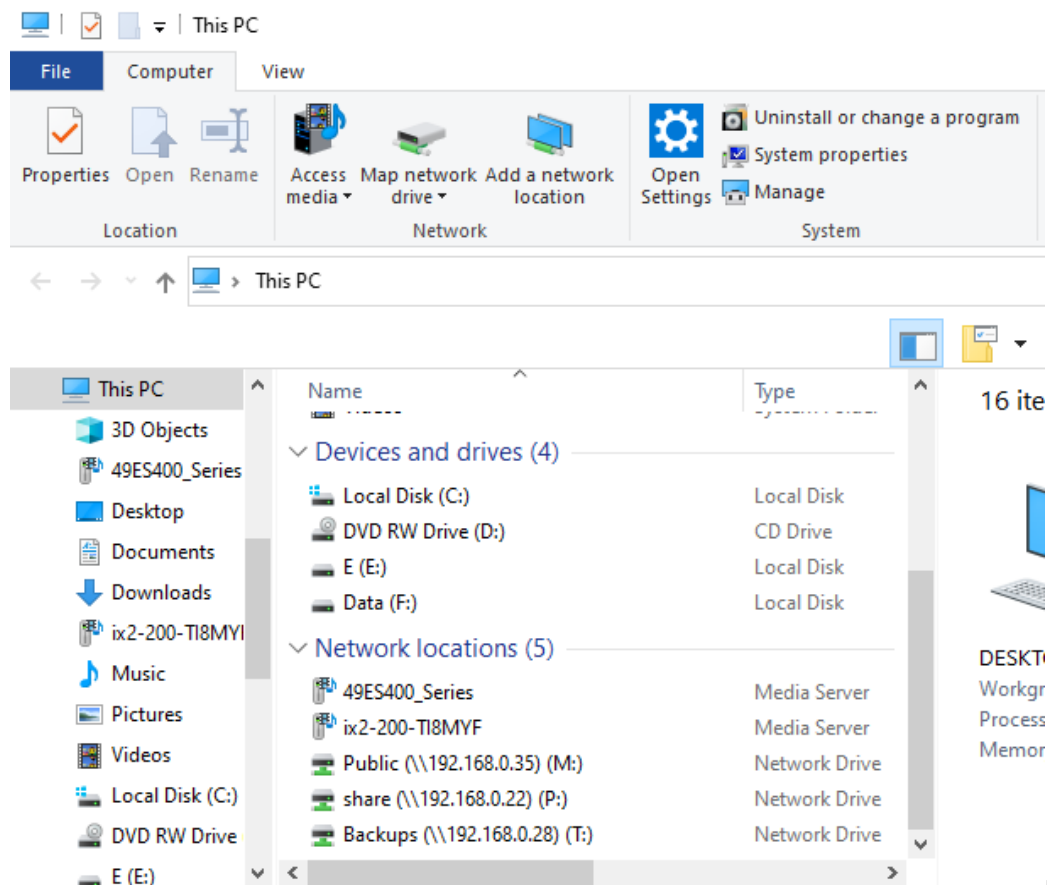


[Data directory - E:\Data\Translink\][LICENCED TO TRANSLINK][User: NORMAN access level: 1][O/S 10]

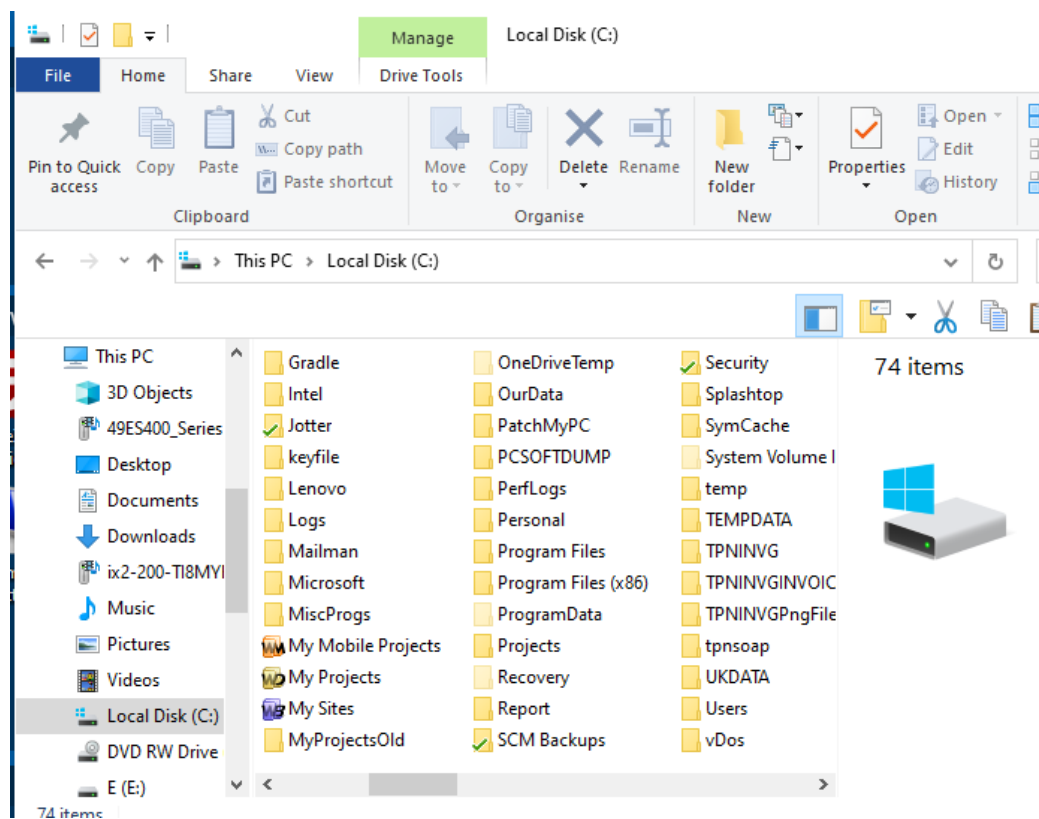Exit Loadmaster and go into My Computer.



Double-click on 'This PC' and you will see your available drives.

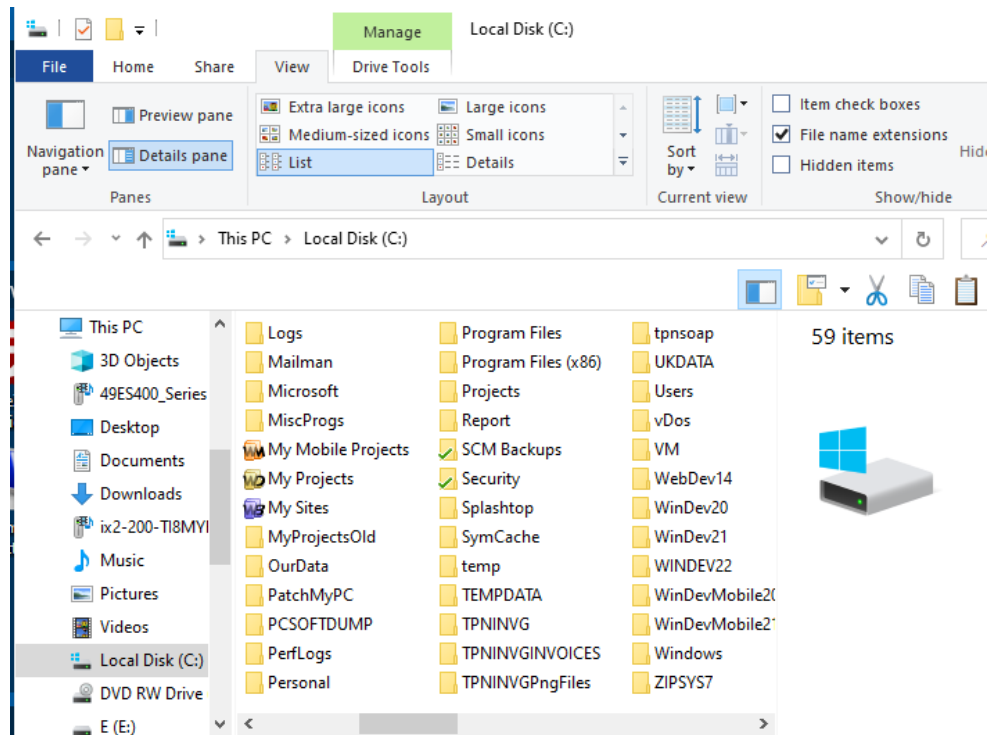## Updating Loadmaster to version 44.0.1.53 or later



Double-click

Double-click on 'Local Disk (C:)' and see if 'ProgramData' appears in the list of folders.
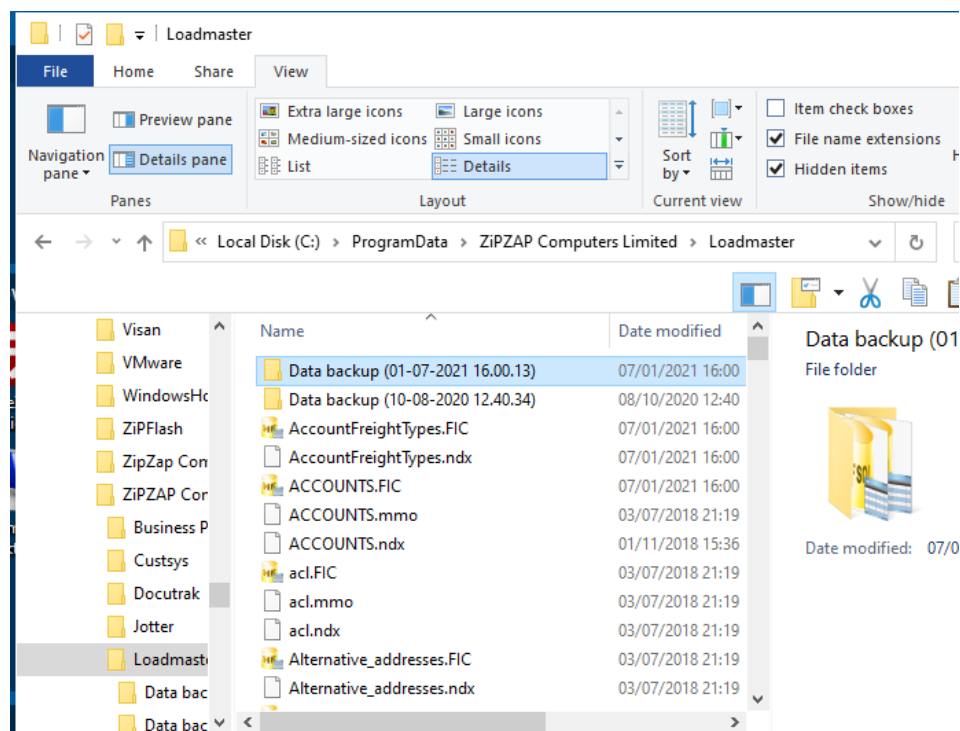
# Updating Loadmaster to version 44.0.1.53 or later

It may be missing and appear like this –



If so, click on the Hidden Items check box above and ProgramData will now appear.

If you click on 'ProgramData' then 'ZiPZAP Computers Limited' you will see the local Loadmaster files. Loadmaster uses local files, like Local Parameters, to hold information relating to the individual computer. Shared data is held in the Data Directory. Where you only use one computer the two may be merged in the single local directory.
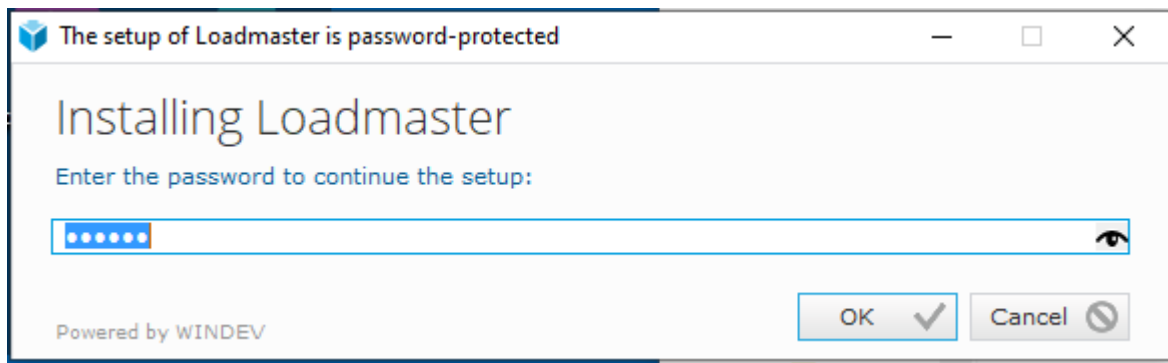
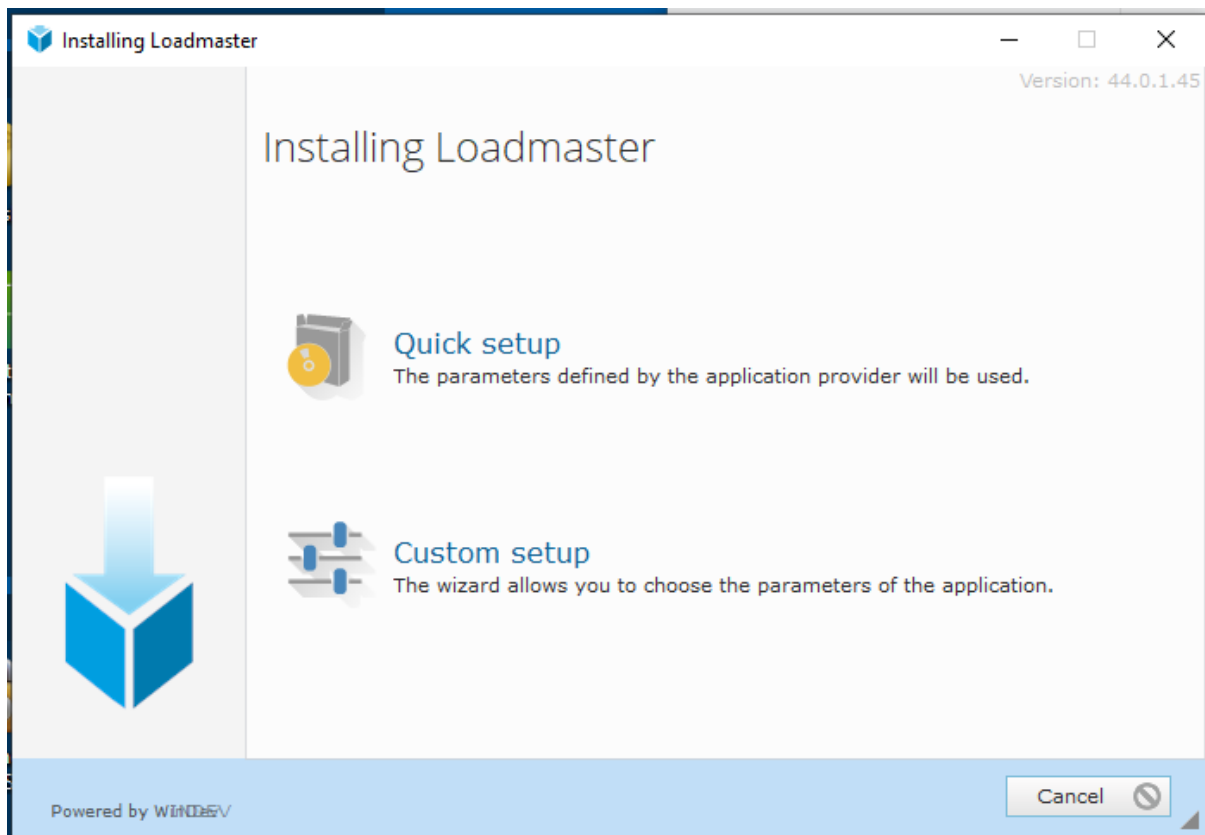## Updating Loadmaster to version 44.0.1.53 or later

If you use Loadmaster on a network then ask everyone to exit the program. If you don't and someone is using a file that is being updated then it will be locked and therefore not updated. When you start Loadmaster you may get an error.

If this happens then just ask them to exit and run the installer again. The problem will be non-harmful.

Download and run the Loadmaster.EXE file. It will ask for a password to continue, this remains as s****s (replace **** with the normal value)
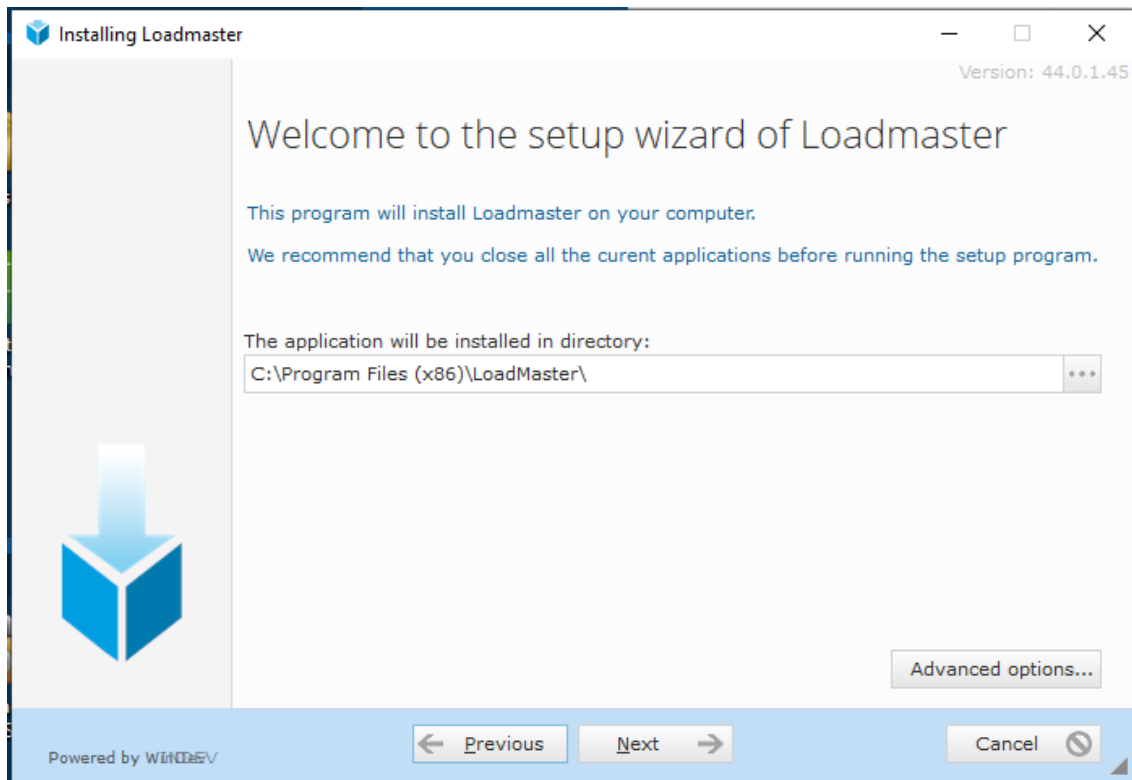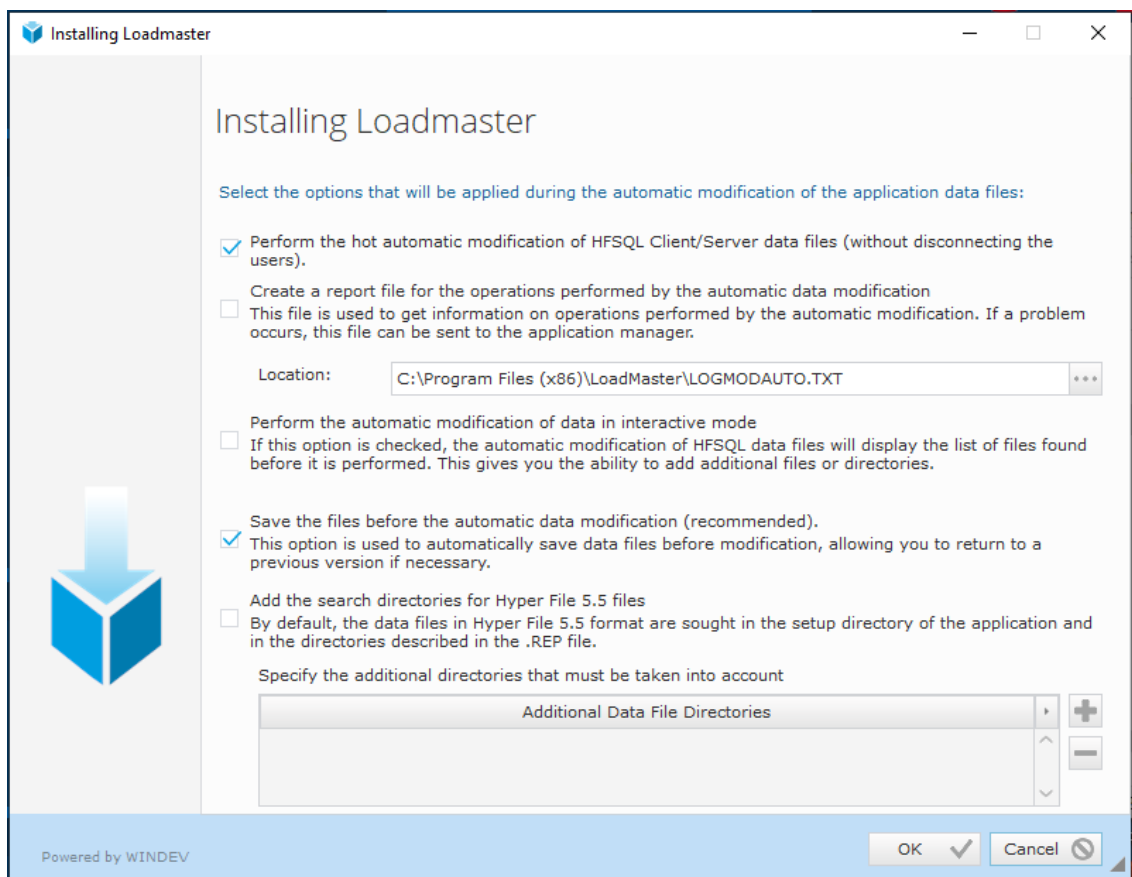


OK. Now chose CUSTOM SETUP

# Updating Loadmaster to version 44.0.1.53 or later

You will get to this screen. Click on ADVANCED OPTIONS.
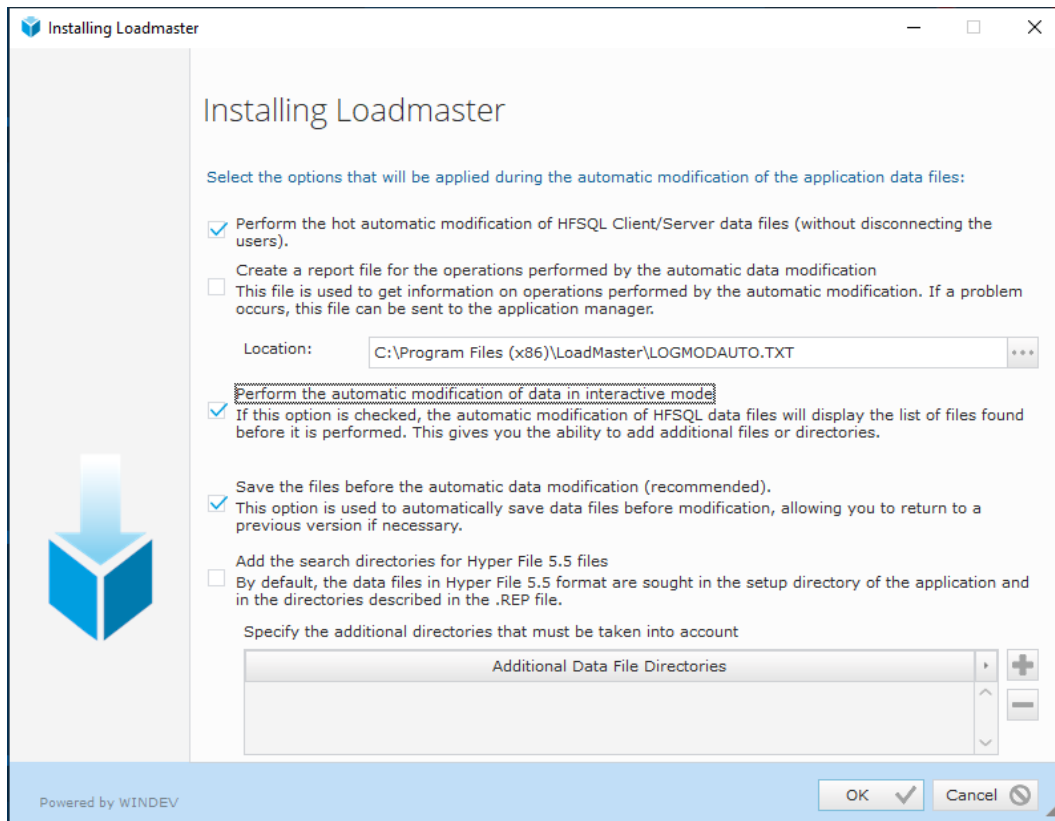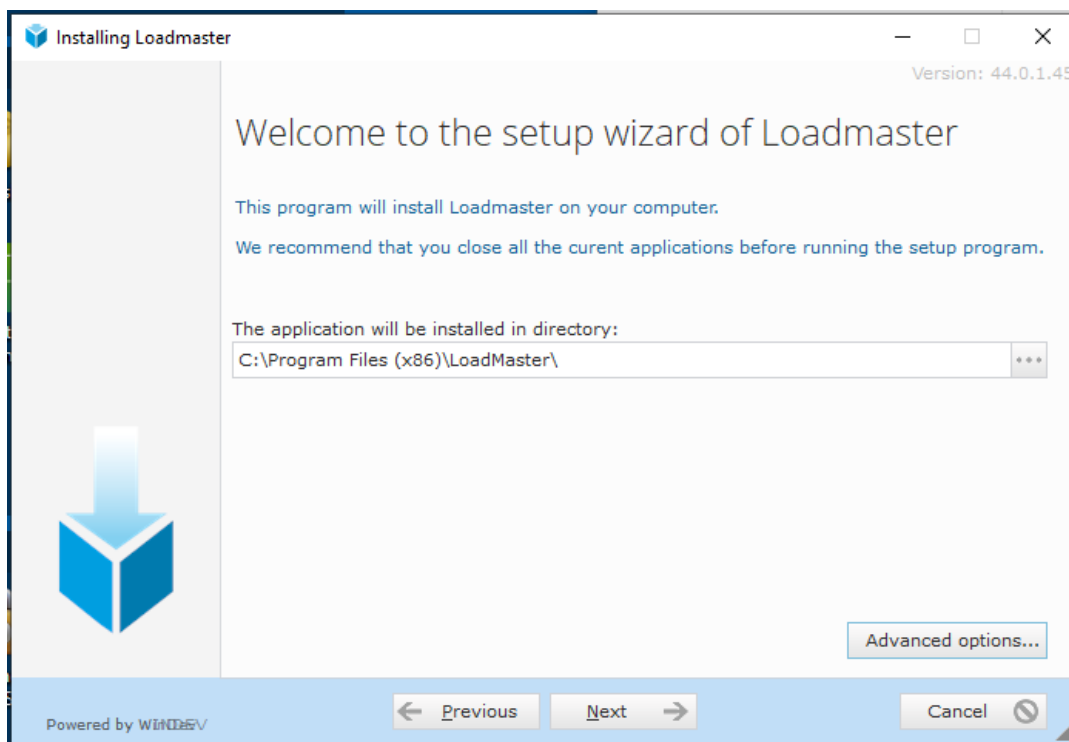


You will get a further screen.



Tick on the 'Perform the automatic modification of data in interactive mode'.

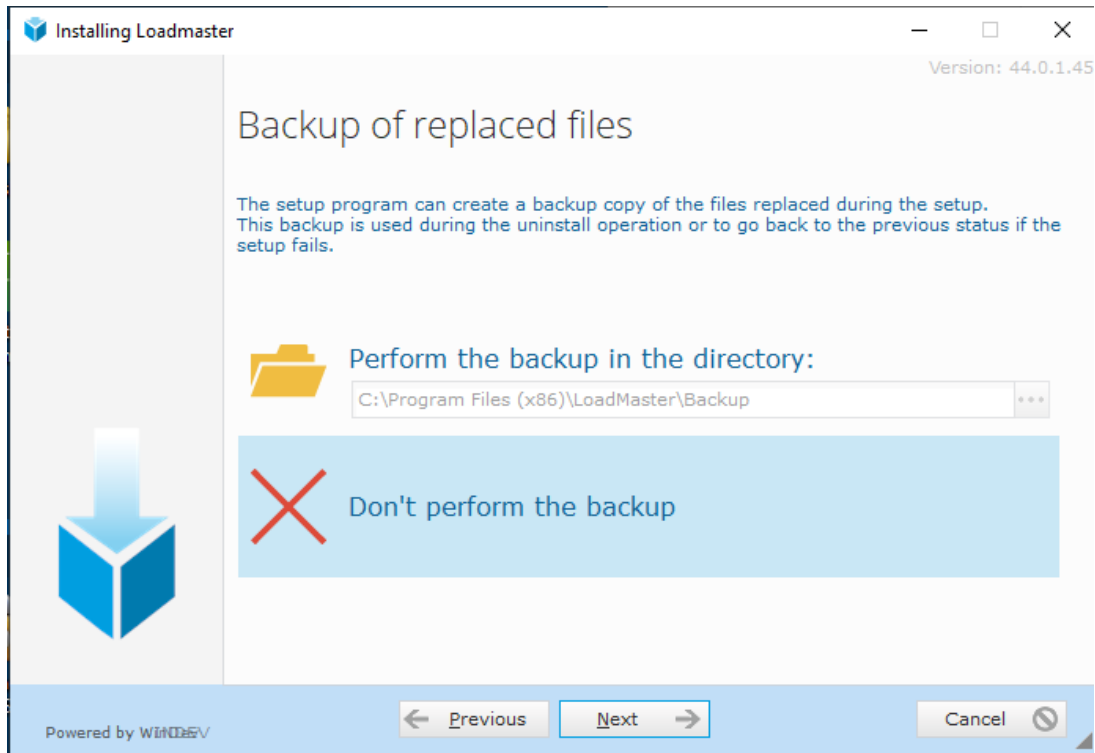# Updating Loadmaster to version 44.0.1.53 or later



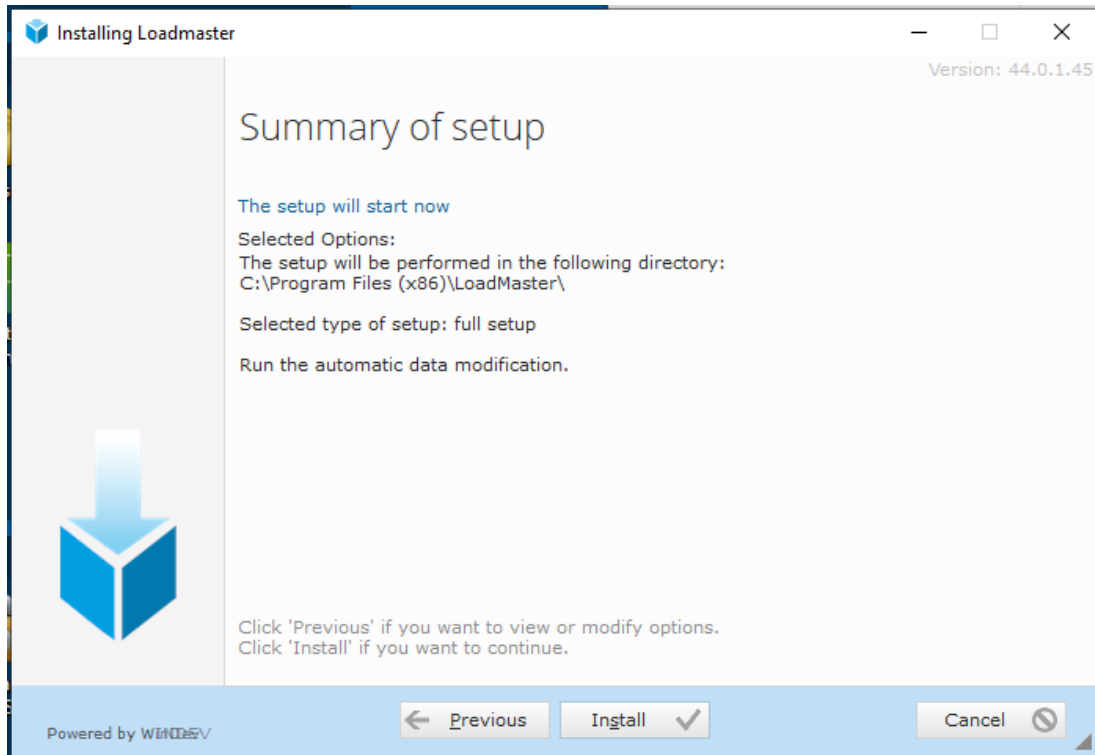Now OK. The normal installer will run. Click on NEXT

# Updating Loadmaster to version 44.0.1.53 or later

In general, there **is no need to backup on this screen**. This simply makes a full copy of your existing system and this will consume disk space.



Just NEXT then click on INSTALL on the next screen.

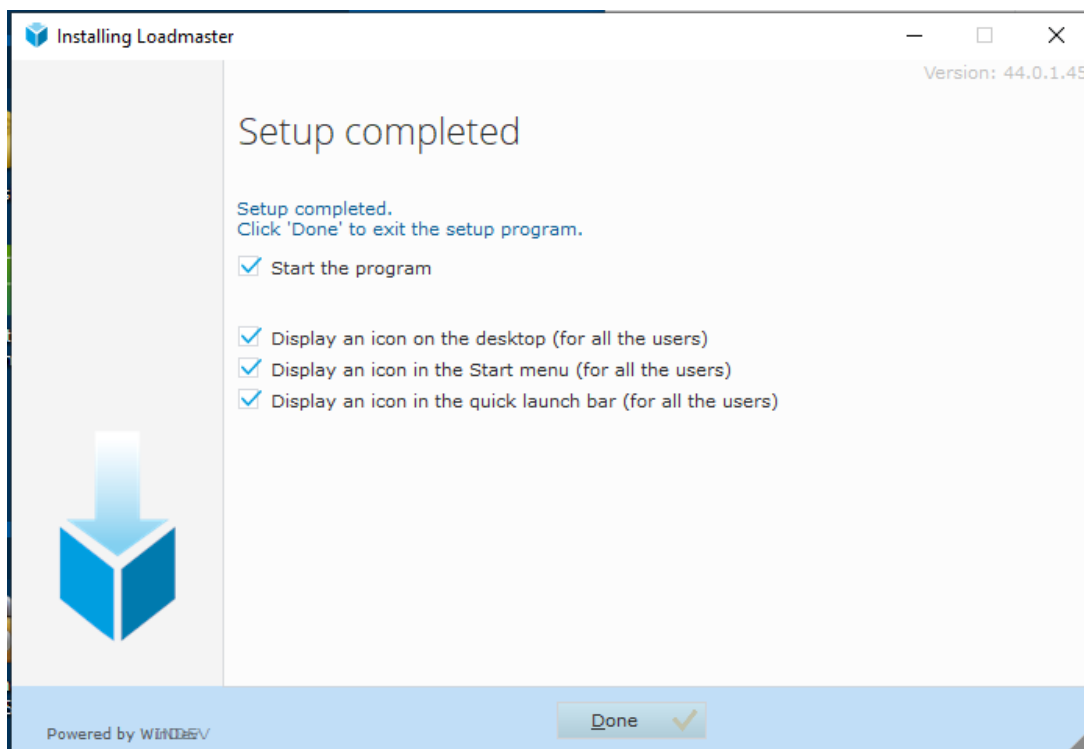## Updating Loadmaster to version 44.0.1.53 or later

The program will try to include the local and data directories automatically in the list of files to be updated. If they do not appear then you can click on the 'Find the data files corresponding to the application in a directory' and you can select additional locations.
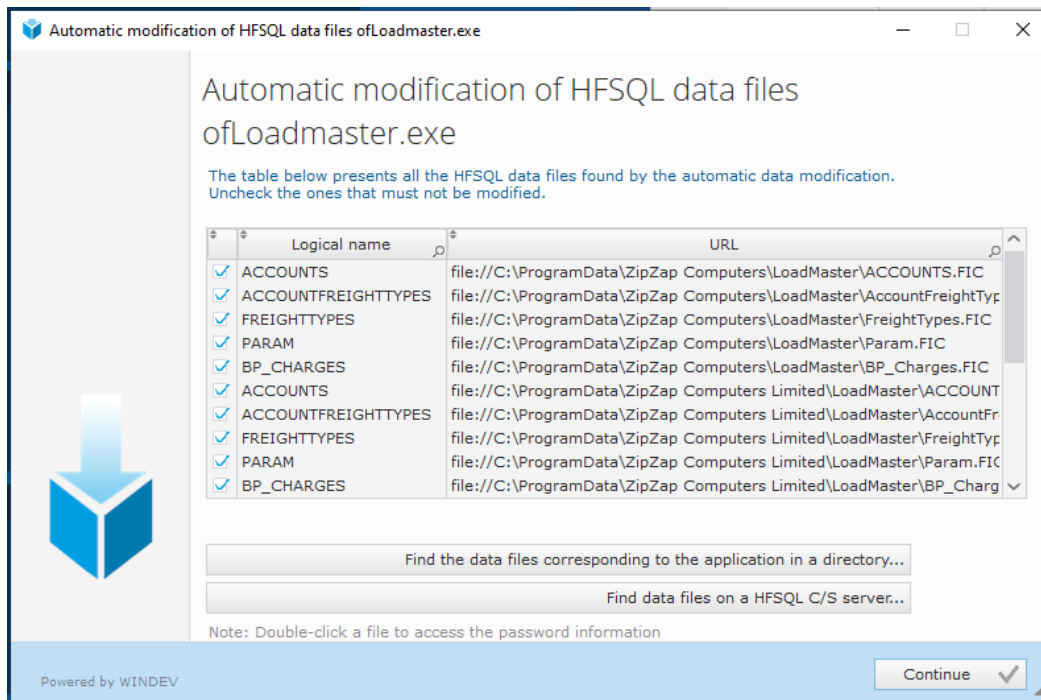


C:\ProgramData\ZiPZAP Computers Limited\Loadmaster and your Data Directory should be in the list.

Note that only some files will apear. These are the ones to be updated.

Click on CONTINUE and it should say Setup completed.

## Updating Loadmaster to version 44.0.1.53 or later

Check that Loadmaster operates correctly then update any further computers using the same steps.

Note that once you have updated the Data Directory there is no need to include the directory in the Automatic modification of HFSQL data files again. Just check that the local folder is included.

**Often the program is able to do all the work itself without intervention.**

# Updating Loadmaster to version 44.0.1.53 or later

<u>Possible problems and solutions</u>

<u>Numeric question</u>

When the program starts up if it asks for a numeric question answer then go onto the internet and to our web site at [https://www.zipzap.co.uk/passw/](https://www.zipzap.co.uk/passw/)

Enter the existing value we gave you on the Key field. Then the numeric question on the Question field. Then click on CHECK. This will give you the Answer.

<u>Cannot log in.</u>

If you cannot log in then check the data directory in the lower left corner of the screen. Does this say C:\ProgramData\ZiPZAP Computers Limited\Loadmaster but it should be your network directory?

Log in as **manager** with a password of **borg**

Create yourself as a user and click on the 'tick all' option. Exit then log back in. Go to Utilities and Data Directory. Choose the correct directory.

<u>ACCESS DENIED of LOCAL.DAT or LOCAL_PARAMETERS.FIC</u>

This is a Windows permission issue.

Go into My Computer then Local Disk C: and the folder ProgramData (not Program Files) and you will find a directory called ZiPZAP Computers Limited.

Enter this directory and you will see a folder called LOADMASTER. Right-click on this and choose PROPERTIES.

Click on the SECURITY tab. Half way down you will see a button that says EDIT. Click this.

You will get a new screen with a list of users. Click on the ADD button.

Add a user called Everyone

Hit the CHECK button. It will be accepted. Click on 'Everyone' in the table. Put a tick in Full Control at the bottom and hit the APPLY button.

<u>Fatal Programming Error' following update</u>

You have just updated and you now get this message. It looks like a major issue but is in fact a minor one that can be corrected within a few moments.

Don't panic and continue to read the message. Does it say, 'HCreationIfNotFound function called'. Then you get a message like 'The description of the logical file <Param> stored in the analysis is not compatible with the one stored in the physical file'.

You get more information b clicking on the button in the lower left with two chevrons on it.

It simply means that the structure of the file that your program is using is different to the existing one. (You missed a step)

It usually occurs on a network where other users are actually using the system at the time of installation and they are using an older version of the program. Your program wants to update the file to a new structure but it cannot do it as the file is in use.

## Updating Loadmaster to version 44.0.1.53 or later

The solution is to get the others to log out and re-install the program. It will update the file structure to the correct one. You will then have to update the other users.
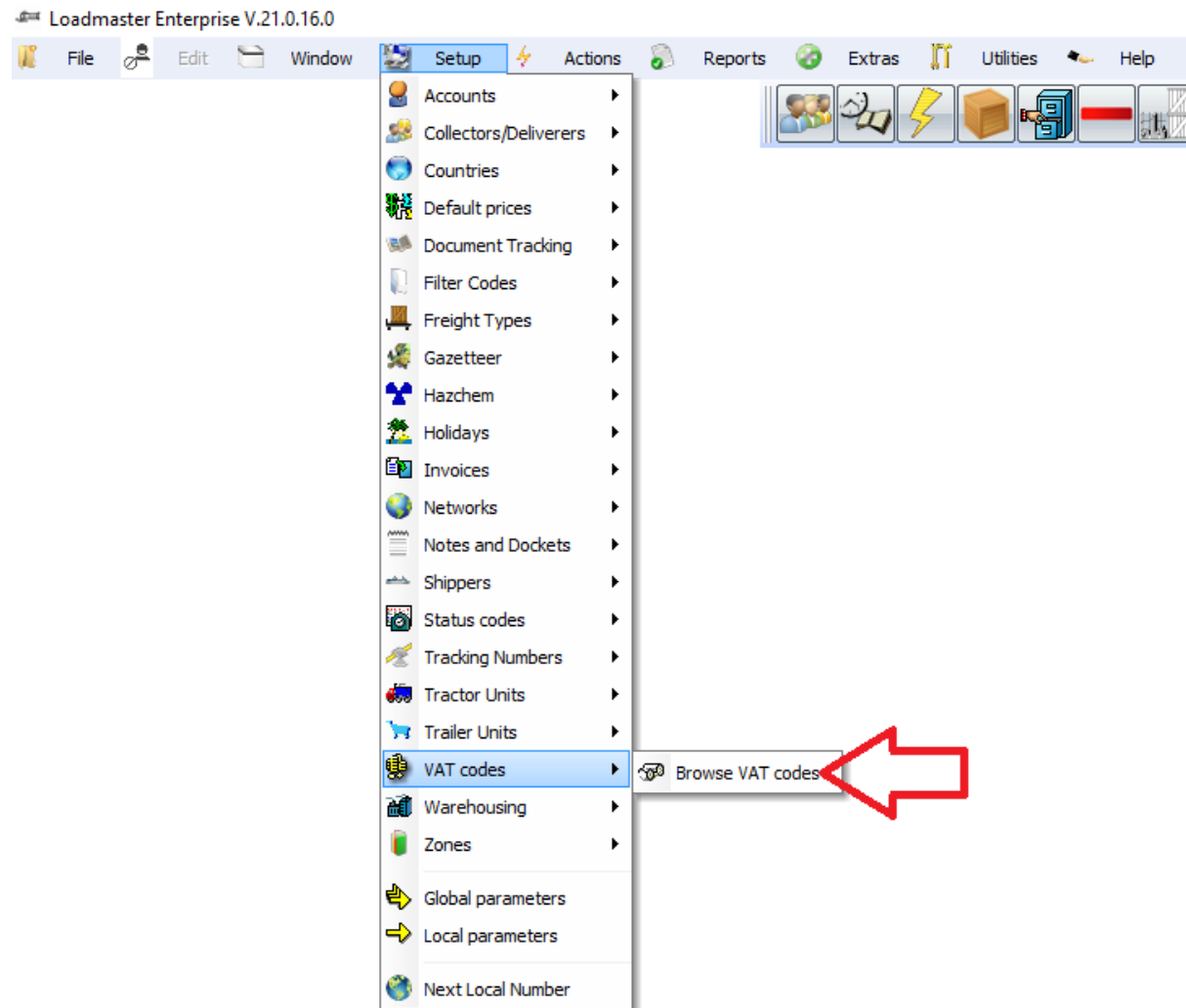
If the issue is not fixed then during the installation look out for the ADVANCED OPTIONS button. Click on this. You will now get an extra option during installation of 'Advanced options for automatic data modification'. Tick the option that says PERFORM THE AUTOMATIC MODIFICATION OF DATA IN INTERACTIVE MODE'. On the next screen you will now get an option to 'Find the data files corresponding to the application in a directory...' and by clicking this you will get a browse option to search for your data file directory. Do this and then CONTINUE.

All these subjects and more appear on our Bulletin Board which is linked from our web site.

# Updating Loadmaster to version 44.0.1.53 or later
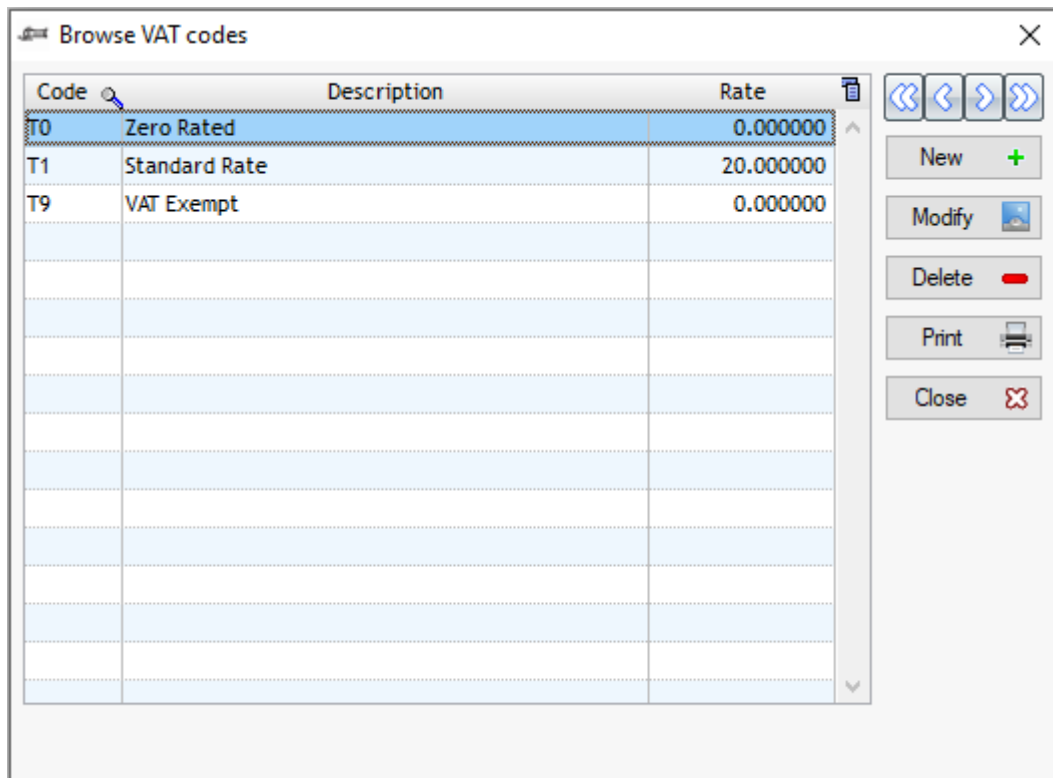
Notes relating to TPN Depots, VAT and importing data

You must go into this option and have a rate set up for standard 20% and 0% -

# Updating Loadmaster to version 44.0.1.53 or later
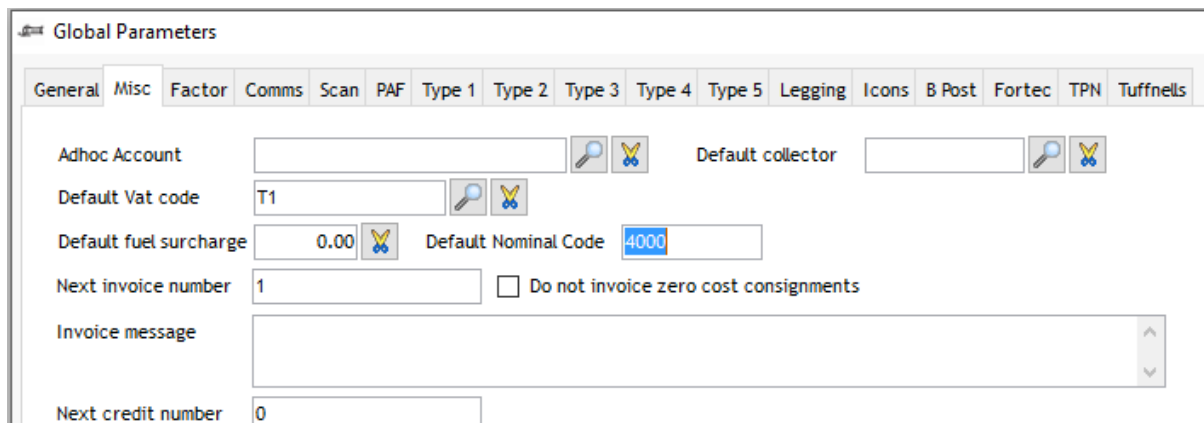
This will bring up another screen –



Here I have set three rates. These are in line with Sage standard codes.

Go into Global Parameters and ensure you have a Default VAT code set. Here I am using the default T1 setting -

# Updating Loadmaster to version 44.0.1.53 or later

Note that you can override VAT on a complete account by setting the alternative value here –



If they normally use the standard rate then it is OK to leave this blank.

## Updating Loadmaster to version 44.0.1.53 or later

(TPN) The Sync option with TPN has been altered to this –



If the VAT Code at the bottom contains a value (T0 here) then when freight to 102 – 199 is imported then it will override the VAT with this. You can also add up to 3 other depots to do the same.

The VAT is first set to the default value in Global Parameters. If the account has a different value it uses that instead. If the destination is depots 102 -199 then the value in this box is used.

Note if the box is empty then it just works as normal.

The values here are remembered on the individual computers and not across the network.

## Updating Loadmaster to version 44.0.1.53 or later

(TPN) If you want to reset the VAT on non-invoiced consignments then you can use this option –
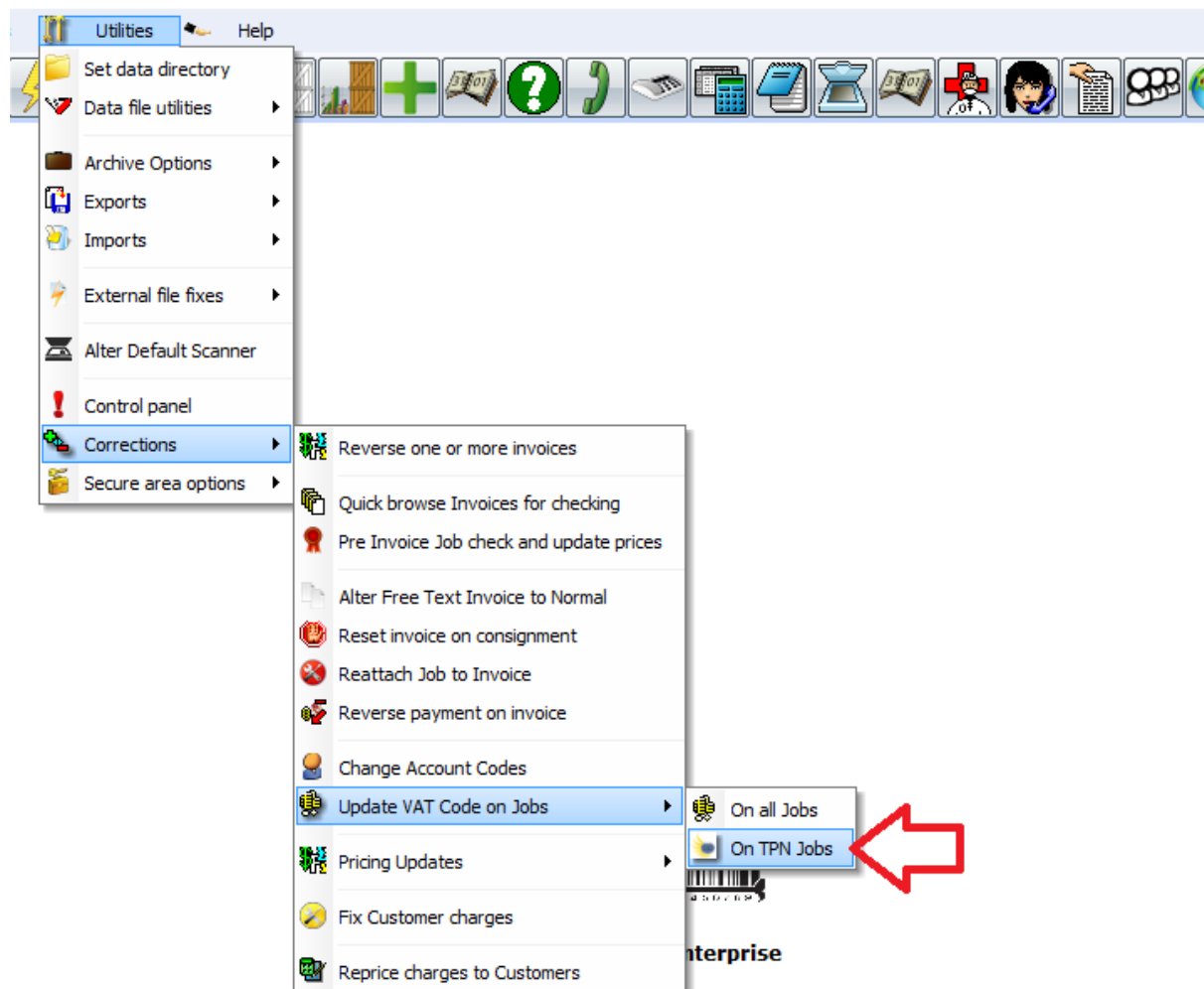


(TPN) This works in a similar way –
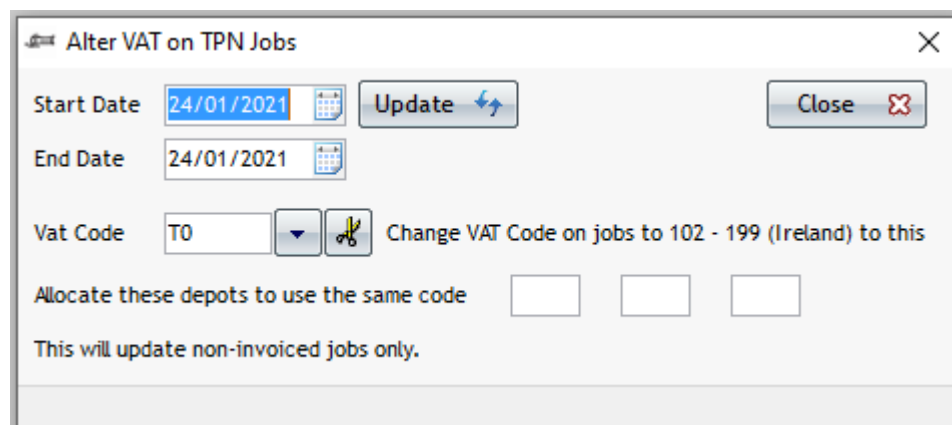


You just set the start and end dates then the code then click on Update.

# Updating Loadmaster to version 44.0.1.53 or later

Note that this option has been updated –
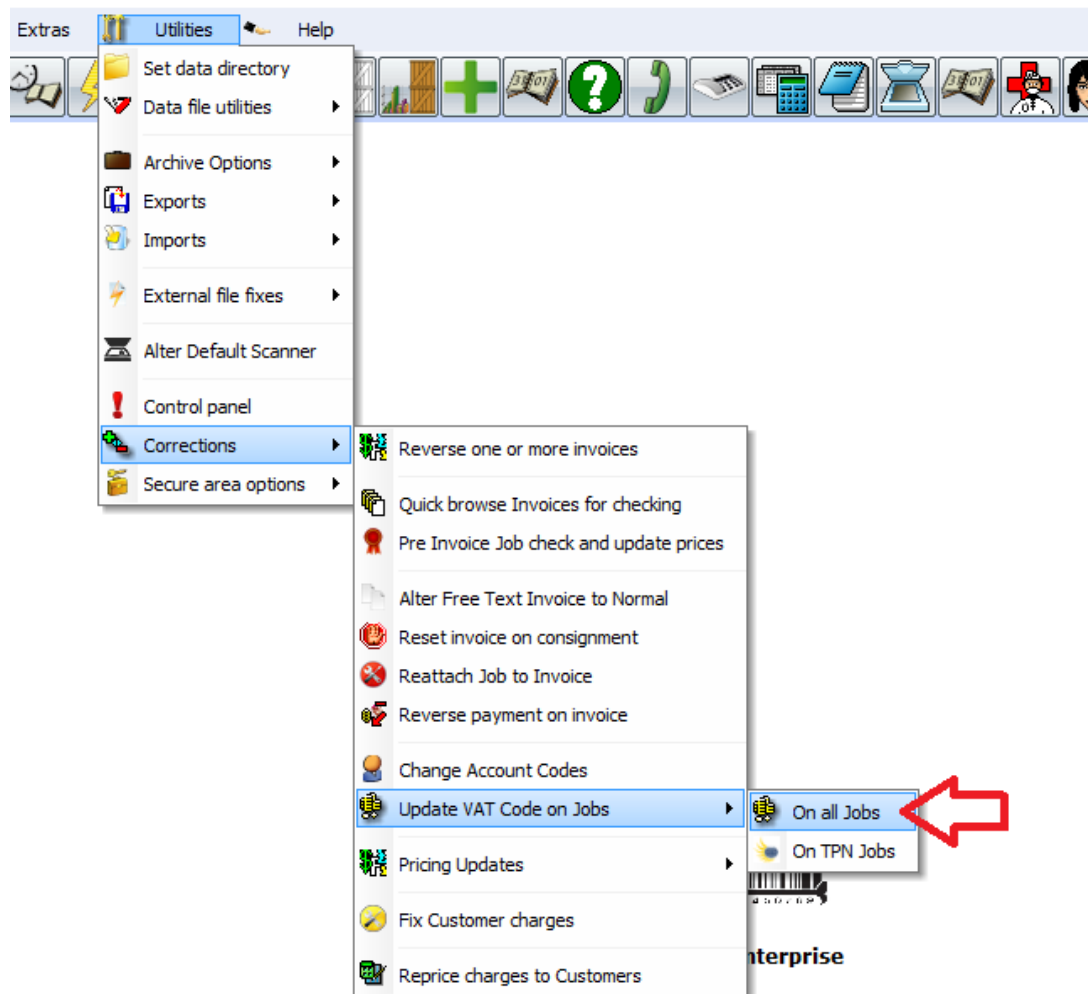


This alters the VAT code on jobs that have not been invoiced –
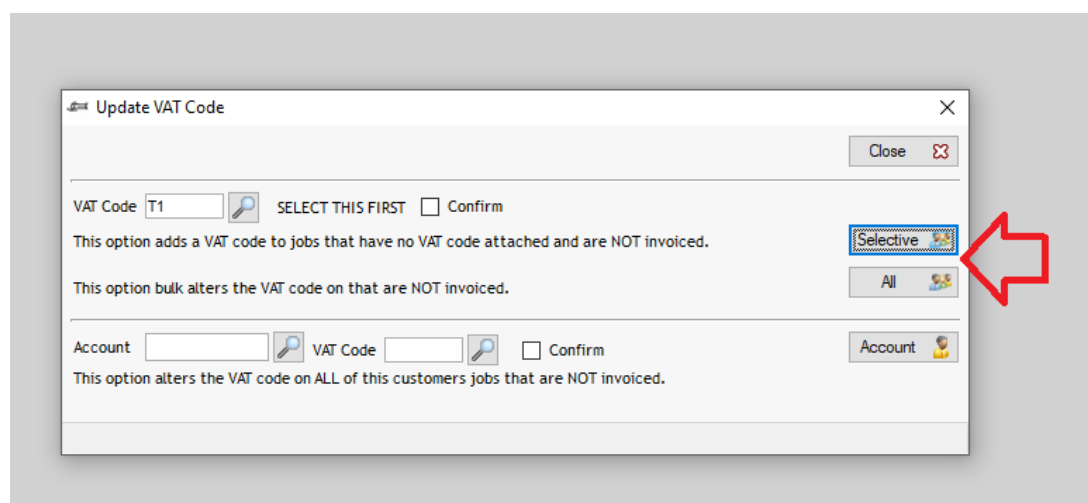


Selective puts a VAT code on jobs with no code at all that are not invoiced. ALL ignores the current value and substitutes a new one on jobs not invoiced.

## Updating Loadmaster to version 44.0.1.53 or later

Exporting to Sage has an extra option –



This simply breaks the Vatable and Non-Vatable into distinct postings.

Using the Sage button creates this TRANS.CSV file –

## Updating Loadmaster to version 44.0.1.53 or later

While the Sage EU creates this file –



```
trans.csv - Notepad
File  Edit  Format  View  Help
SI,ZIP001,4000,,27/08/2021,16628,,200.00,T1,40.00
SI,ZIP001,4000,,27/08/2021,16628,,50.00,T0,0.00
SI,ZIP002,4000,,27/08/2021,16629,,100.00,T1,20.00
SI,ZIP001,4000,,27/08/2021,16630,,100.00,T1,20.00
SI,ZIP001,4000,,27/08/2021,16630,,75.00,T0,0.00
SI,ZIP002,4000,,27/08/2021,16631,,20.00,T1,4.00
SI,ZIP002,4000,,27/08/2021,16631,,100.00,T0,0.00
```

Note: You can only create Vatable and Non-Vatable outputs. You cannot mix T0, T1 and T9.

This is the setup for standard Sage –

# Updating Loadmaster to version 44.0.1.53 or later

And for Sage Cloud –