

Common MyBusiness Issues

As with any piece of software there are common issues that customers encounter, here at MyBusiness we offer free support to all of our customers so that these issues can be resolved and resolved in a suitable amount of time so that you can continue with your accounts.

Windows Vista & Windows 7 Permissions:

One of the common issues that our customers come across with MyBusiness is that when the software is installed on a machine running Windows Vista or Windows 7 the permissions change so that you can effectively view the software but any information saved will not be saved to the machines hard drive.

To resolve this issue is simple, go to your Local Disk C then within here you will find Program Files, then within this folder you will find a list of all of your installed software and you will find MyBusiness. Right click this folder and under the tab of Security select all of the users within the list and set them to Full Control, this will resolve the issue.

Windows timing out:

This is a common issue that some customers encounter when they have been viewing a window for too long or have left their MyBusiness open for long periods of time.

To resolve this issue simply click the back button on the browser or click refresh (or F5).

When previewing an invoice but it does not appear:

This a common issue when a customer has moved their MyBusiness to another machine, the issue is caused by having a customised invoice template set to your invoices and you have not copied your invoice templates from your old machine to your new one.

To resolve this issue simply go back to your old machine and copy the entire Webapps folder within MyBusiness and then paste this into the MyBusiness folder on your new machine.

If you encounter the same issue it is most likely that the software has encountered an error when you created the template and you will need to delete the template and remake it.

MyBusiness I asking for a serial key:

You may encounter this error when you have moved the MyBusiness software from one machine to another.

To resolve this issue simply go back to your old machine, copy a file named User.chf which can found in the Data folder within MyBusiness and then paste this file into the same folder on your new machine.

It is highly recommended that if you encounter any issues listed on this document or which are not listed to contact our support team via email or telephone and one of our trained technicians will be happy to help you.