

Forms Printer



For Dynamics GP

Installation Notes

For Forms Printer Base System

Forms Printer for Project Accounting

Forms Printer Plus

Forms Printer for Web Client

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Contacting Us

Technical Support

Accountable Software Technical Support is available Monday through Friday from 9:00 am to 5:00 pm EST. Technical Support can be reached in the following ways:

610.983.3100 (voice) - support@accountable.com

When you call, or E-mail Accountable Software for support, please include the following information:

- Your name
- Your company name and phone number
- Product inquiring about and the version you are running (from the registration window)
- A brief description of the problem.

In addition, have this manual available when you are connected with Customer Support. You may be directed to various pages in the manual as you receive assistance. Please also be aware that all technical support issues are billable unless the issue you are calling about is the result of a defect in an Accountable Software product or accompanying documentation. Customers without pre-paid support incidents, will be required to provide credit card information prior to opening an incident, but will not be charged if the call is non-billable. For the latest Accountable Software Support Policies, see the "Support" section of the Accountable Software Web site at <https://www.accountable.com/Support/>.

Sales

For more information, pricing details or to schedule a demo, please contact us at:

610.983.3100 option: 1 - sales@accountable.com

Web Site

Product downloads, documentation and videos can be found on our website: www.accountable.com

Resource Center

From the Resource Center, you can access downloads, Renewals, Registration keys and support. Access to the Resource Center, our Partner and Customer portal, is available here: www.accountable.com/login

Mailing Address

70 Buckwalter Rd., Suite 900, Royersford, PA 19468



Installer Includes Forms Printer Plus

The Forms Printer installer now includes the installation of Forms Printer Plus. No additional steps or installation is required. Licensing and Setup is separate.

New Report Parameters

Many new REQUIRED parameters have been added to Forms Printer reports as of version 10.50. Please see the Upgrade Guide for additional detail.

Crystal Reports Compatibility

Beginning with the 10.50 version of Forms Printer, Accountable Software will no longer supply Crystal installation files for versions prior to version XI R2.

Version 16.00 of Forms Printer installs Crystal XI-R2 components that are 'backwards compatible' to Crystal XI, Crystal 10 and Crystal 9. This means that reports created in Crystal versions 9 through XI-R2 are capable of being used with this version of Forms Printer.

Also note that Forms Printer can print using earlier Crystal versions but you are responsible for obtaining and installing those earlier versions on client workstations.

Be aware that the installation of Forms Printer on a machine with Crystal Reports installed will no longer overwrite Crystal files. Instead, the Crystal files will be installed to a version specific folder at: <drive>:\Program Files\Business Objects\common\3.5

Microsoft SQL Server Table Creation

DO NOT use the SQL Maintenance window in Microsoft Dynamics GP to recreate tables or stored procedures for Forms Printer. This will create invalid stored procedures.

All tables and stored procedures will be recreated by the Initialize process. If the stored procedures or tables are dropped, and need to be re-created, the initialization process can be forced to re-generate them, by setting the DEX.INI setting: ASIFPINITIAL=TRUE, and logging into the Company as 'sa'.

SQL Reporting Services Installation and Use

Forms Printer DOES NOT install any of the required elements of a SQL Reporting Services environment. It is expected that a fully installed and functional SQL Reporting Services installation will be in place prior to the setup and use of Forms Printer.

Also note that SQL Reporting Services requires you to have valid Report Data Source for each Dynamics GP company Database. See the Forms Printer Documentation for more detail.

