

**1. I get Windows Error 999 at NBI Startup, how do I fix this?**

Windows Error 999 is caused by a failure to load a needed component at start up. To fix this remove the NBI system files. These files are located at WINDOWS/system32; the files that need removed are asycfilt.dll, COMCAT.DLL, comdlg32.ocx, crpe32.dll, MSCOMM32.OCX, msvbvm60.dll, p2sodbc.dll, and VB6STKIT.DLL. After this, run the NBI installer to fix the problem.

**2. On the Stage Sales order screen when I enter a sales order number, I get an error, “Error Cannot divide by zero”. How do I fix this?**

This is due to the package size of one of the products on the order being zero. To fix this go to Edit/Products find all products with a package size of zero and change the package size.

**3. Whenever I scan a barcode it comes out as junk like !!((\$(@\*, how do I fix this?**

This problem is due to the way the scanners work. The scanner scans the barcode then sends the information to Serial Monitor; Serial Monitor then puts this information in the keyboard buffer. If the shift key is pressed during the scanning the information put into the keyboard buffer is shifted to so instead of getting 1194928 you get !!((\$(@\*. This mainly happens with computers that use an onscreen keyboard.

**4. I get an error “Row cannot be located for updating. Some values may have been changed since it was last read” what does this mean?**

This error means that the information on the current window is out of date. This can happen when the information on the screen is changed in another window or by a user at a different computer. If you close out of the screen, and reopen the screen you should now be able to continue working with the updated information.

**5. Whenever I try to open a window I get an error “arqloggedinuserlocks: Cannot perform this operation on a closed dataset.” what does this mean?**

This error means the NBI is not connecting to the NBI database. This can be due to several reasons. The network connection on your computer may be down. NBI may be looking for the wrong server, or there may be problem with the server.

**6. When printing a sales order label the pallet number is printing on another label, how do I fix this?**

To fix this set the width of the label from 4 inches to 4.1 inches. To do this select the Label printer right click and select Properties the click the Printing

Preferences... button. This should bring up the page setup window. Under Stock, there should be some thing like “Stock Name (4.00 in x 8.00 in)” press the edit button. This should bring up the Edit Stock window now change the width from 4.00 in to 4.10 in. This will make the sales order label print on just one label.

- 7. At start up or when ever I try to print a report I get a message “Unable to Start Report Printing Service, only barcode labels will be available” how do I fix this?**

This error means the NBi is not connecting to the NBi print server. This can be due to several reasons. The network connection on your computer may be down. NBi may be looking for the wrong print server, or there may be problem with the print server or socket server.

- 8. At start up or when ever I try to print a report I get a message “Unable to Start Report Printing Service, only barcode labels will be available” how do I fix this?**

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- 9. I am trying to make a work order using the make unlisted Work orders on the suggested order window, but when I submit the work order I get an error “Cannot process - Please Correct Errors and try again”. I have entered the right product why am I getting this error?**

When creating an unlisted work order NBi checks to see if the product is manufactured if the product is not manufactured this error happens. To fix this going to the Edit Product screen select the product you want to manufacture and check the Is Manufactured box.

- 10. I have an order for a product but when I type in the product code in view inventory I get an error “Product Selected does not exist” what going on?**

The product on the order is inactive, to activate the product go to the Edit Product screen select the product you want to use and check the Is Active box.

- 11. How do I add a new record to an edit window (product, customer, location ect...)?**

To add a new record on an edit window press the insert record button (the + at the bottom of the screen), then fill out the required fields (the ones in bold) then press the Post edit button (the check mark). When adding or editing a record on a screen

with a control bar remember that selecting a different record or creating a new record will save the change to the current record.

**12. What are reorder point and what are that used for?**

Reorder point are used for inventory management, When ever the amount of product on hand gets below the reorder level NBI will recommend reordering enough product to fulfill exiting order and get inventory to the max on hand quantity thought the review suggested order screen.

**13. I am changing the shifts in NBI and I am getting an error “Please verify you Start and stop times” how do I fix this?**

This error means that there is a time overlap between the shift you are currently editing and an exiting shift. Check the start and stop times of the shift toy are editing to make sure they are not overlapping an exiting shift.

**14. On the security screen there is a listing of “User Errors Avoided” what does this mean?**

When ever NBI prevents a user for doing some thing this is a user error, like entering an incorrect pallet or the wrong amount of product for an order.

**15. On the build loads screen I entered a date and I get a message “Selected ship date not find” what does this mean?**

It means there are no sales orders scheduled to ship on tat date.

**16. On the load carrier screen I see an order with a total pallets of zero, why is this?**

The order has had no product staged so there are no pallets to load for the order.

**17. When I try to print a sales order label I got the error “Printing error: 594 invalid parameter number” what does this mean?**

The sales order label is out of date update the label to the newest version and things should work just fine.

**18. I was gathering products for an order but the order has disappeared why is this?**

The order you are looking for may have had its order type changed. Try looking for the order in Administer orders under different order types.

**19. Is there a user manual for NBI and where if there is? Also is there a physical manual?**

There is a user manual for NBI. Just go to Help, Contents. This will open a PDF version of the manual. If you want a physical copy, you can just and print a copy of the manual.

**20. Are you able to scan in bar codes that come in on the pallets that you receive from the vendors?**

Not as of now but looking into it in the future.

**21. How do you broadcast a message to users?**

Go to Admin then to View Active Users. Next type whatever you want in the broadcast message box and when done click on the post edit button.

**22. How do you send a message to say one single user?**

Go into Admin and then to View Active Users. Next select the user from the list below and type a message into the Next Login Message Box. After your done typing click on the Post Edit button.

**23. Whenever I open NBI, I get a message “Port Number Specified [COMX] Not Valid” NBI Serial Monitor will now terminate. However, I do not have a barcode scanner. How do I fix this?**

If the computer does not have a barcode scanner just go into NBI, Edit, Machine Configuration and clear out the fields Scanner Start Command, Scanner End Command and Scanner Talk Command.

If the computer has a barcode scanner, there are to major possibilities. First the scanner cord may be disconnected form the computer, make sure the USB to Serial converter is plugged in to the computer. The second is the scanners com port is wrong. To find the correct com port go to the Control Panel, System, then the Hardware tab, select Device Manager, click on Ports (COM & LPT). Here there should be an entry with USB to Serial in it this should have the correct com port number. Now go to NBI, Edit, Machine Configuration and for Scanner Start Command enter the correct come port number and do the same for Scanner End Command and Scanner Talk Command.

**24. When I try move a pallet and I scan a location I get an error “line 1 incorrect syntax near “=”” how do I fix this?**

Close out and restart NBi this should fix the problem.

**25. On the product screen what does the Requires BOM Expansion Check Box do?**

When ever a work order for a product containing the product with the Requires BOM Expansion Check will use the mix formula for the product rather than the product it's self.

**26. Some carriers seem to be missing from the carrier list in the on the Build Loads screen, why is this?**

First, go in the Carrier screen and make sure the carrier is really gone and not just marked inactive. If the carrier is inactive just make the carrier active. If the carrier is really gone this I probably due to people messing with the carrier screen. Make sure every who needs to have access to this screen knows how to add new records and edit existing records.

**27. Whenever I try to make a work order in with the Review Suggested Orders screen the work order is for several times to amount of product I enter, why is this?**

The mixing factor for the product is wrong. NBi can add a fixed or percentage based mixing factor. Right now, it sounds like NBi is using a percentage based mixing factor. If the mixing factor should be fixed just go to Edit Master Control and check the fixed mixing factor box. If the mixing factor should be percentage, go to Edit Products and find the product change the mixing factor from some like 20 to something like .01.

**28. What are Reason Codes and what are they used for?**

The ever the inventory on a pallet is change it is required to give a reason for the change. Some of the reasons require notes for even more detailed information.

**29. Whenever I try to login I get a message saying, "You are currently already logged in from a different workstation. Multiple location login is not allowed" but I am not logged in at a different workstation. How do I fix this?**

You should still be able to login to the last workstation you where at. If you still cannot log out call 1-800-991-0089 to be logged out of NBi.

**30. I received two lots with the same lot number on the same purchase order but when it to merge the lots I get an error, why is this?**

In order to merge to lots with the same lot number 3 things must be true. The lot must be the same product, the same bag size and that must have been received on the same purchase order.

**31. I have this pallet of product with a barcode label on it but the pallet is not showing up in inventory why this is.**

Many things can make a pallet no longer show up in inventory. The lot may have been unreceived, or shipped or the pallet may be in the trash.

**32. Why does NBI not update work order information on the load mixer screen when I hit the refresh button?**

The Refresh button on the Load Mixer Screen just refreshes the Work order list not the details of the current work order. To refresh the order information just double click on the work order on the work order list.

**33. Some times on the Manufacturing screen after manufacturing a lot, I get a message “Do you want to save the # Partial” what does this message mean?**

When ever a lot is manufactured with some product left over the “Partial” product. If you click yes, the partial will be saved and move to the partial location, if no the partial will not be manufactured.

**34. On the Stage sales order screen Ship To says “SAME” why is this?**

This means the order is being shipped to the same place as the customer.

**35. How can I find out the lot was manufactured from a work order?**

Go into Tools Administer Orders, then enter the work order number. This should bring up the summary of the work order. In the middle of the summary screen there is a field called MFG Lot Number this is the lot number of the manufactured lot.

**36. How can I find what ship order a sales order shipped on?**

Go into Tools Administer Orders, then enter the sales order number. This should bring up the summary of the sales order. In the middle of the summary screen there is a box called shipped this is the ship order number of the ship order(s) used to ship the sales order.

**37. Why is it on some of the Suggested purchases order on the Suggested Order window have a Suggested Vender and others do not?**

If the product on the purchase order has a reorder, point with a preferred vender that the suggested purchase order will have a Suggested vender.

**38. How can I switch from working with bags to working with weight?**

Go to View Switch to Weight. If you are going to need to work in weight for a long period, it may be a good idea to go to Edit Security and uncheck enter quantity in bags for your account.

**39. Can I do just part of an inventory audit for a location and just finish the rest later with out zeroing the products on the uninventoried pallets?**

Yes I can do just part of the location with out zeroing the uninventoried pallets. When you post the audit just do not check the Zero All unrecognized pallets box, and NBI will the only update the entered inventory.

**40. When I try to stage, a pallet for an order I get a message “Must use lot #” why is this?**

There is a lot of the product you are picking that is marked “Forced Pick” to see all the lots of the product that are marked forced picked just double click on the product to bring up a list of all pallet of the product this has a check box telling is a pallet’s lot in marked forced picked.

**41. When I went in to load a sales order I could not find the sales order. Administer orders says the order has already shipped. Why is this?**

Some NBI users has already shipped the sales order to find out who, look at the order history.

**42. When I try to print out an Inventory Audit Reconciliation Report for a location, I get inventory from several locations. Why is this?**

When NBI prints, an Inventory Audit Reconciliation Report NBI will find all find all the location starting with what was entered. So if you do a report for IN10 it will do inventory for IN101 too.

**43. On the Prioritize Manufacturing Window, what does the currently in Process list show?**

This is a list of all work orders for the selected mixer, which have been loaded in the mixer but have not yet had manufacturing information entered.

**44. A Lot I manufactured was marked pending why was that?**

If one or more of the ingredients was out side of weight tolerances or if the amount of final product was out side of the expected yield the manufactured lot will be marked pending. Medicated and VFD Feeds will be mark as pending by default.

**45. When I try to build a load I get a message “Maximum Shipping Weight of at least one product has been exceeded” why is this?**

On the orders for that carrier on the selected, date the Maximum Shipping Weight of at least one product has been exceeded. To correct this reschedule some of the orders so that less the maximum shipping weight is on the carrier for that day.

**46. I trying to set up a scale with NBi but when I try to enter data NBi just tabs over with out entering the data, why is this?**

There is some thing wrong with the Scale Start Command. Here is an example “weighmonitor.exe port{5} brate{2400} startstring1{VOLUME DISPENSED} endstring1{LBS}”. Port{ } is the com port the scale is connected to, brate{ } is the speed of the scales transition, startstring1{ } this tells weight monitor when to start to start looking for weight date from the scale, endstring1{ } this tells weight monitor when to stop looking for weight data from the scale. Therefore, in this case VOLUME DISPENSED100LBS would appear in NBi as just 100.

**47. I just received a purchase order but the carrier that I received the order from is not on the carrier list. What should I do?**

To create a new carrier you can ether go to the Edit Carriers screen and enter a new carrier or you can select <Unlisted Carrier> from the carrier list. This will pop up the Create New Carrier list, and then you can just fill out the information.

**48. I scanned a pallet of product A and NBi shows that it is product B, how do I fix this?**

First, you need to find the pallet’s Lot number. To find this go to View Pallet Contents, the type in the pallet number this will show you the lot number. Then go in to adjust lots and enter the lot number, and then just select the correct product from the Product code drop down.

**49. I have a couple of gather pallets here for an order and I need to see what products are on one of the pallets how can I do this?**

To see the product on a pallet you can go to Select Gathering Pallet on the order the select a pallet and right click.

**50. When I try to login to NBi I get a message “You are currently logged in from a different station. Do you wish to forcibly log in?” but I am not logged in to a different workstation, why did I get this message?**

When you last logged out of a some thing went wrong during log out and you user name is still marked as being logged in. Just select yes and NBi will log you out of the other workstation, and log you in the new workstation.