
Newsletter #42 (May 21, 2016)

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A few quick reminders:

MAKE BACKUPS! It's so sad when we hear from someone whose computer has crashed and they have no backup of their data to restore from. It's so easy to make a backup to a thumb drive, there's really no excuse not to do it at least once per week, if not daily.

RE-INSTALLING / INSTALLING ON A NEW COMPUTER -- This is the number one support question we get, even though we've put the information everywhere we can possibly put it: in the documentation, in the Support menu on our web site, and directly on the Help menu in the program. In fact it's so easy to find if you just look and yet such an annoyance for support to have to spend time answering over and over that we're considering charging a service fee for anyone who has to ask. You'll need this information eventually, so make a note of how to find it now so you don't have to ask later. See our web site under Support / [Installing on a new computer](#).

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What's New

Upcoming new version

A new version will be available soon, and a beta release could be available as soon as tomorrow. Changes related to credit card processing for "chip" cards will be a major reason for the update, but unfortunately it's also the reason that it has been so long since we've been able to release an update. Besides the credit card changes, there will be a large number of minor changes and bug fixes.

As always, you will be notified by E-mail when the new version is released. So make sure we're kept up to date on your E-mail addresses, and make sure our E-mails are not going to your spam folder.

EMV / "Chip" credit card support

It seems like every customer has asked us about this already, but in case you're not aware of the situation, please refer to our web site for the latest information:

<http://campgroundmaster.com/emv.html>

Of course this only applies to the software if you're processing cards through Campground Master, but if you're just curious about what the EMV requirements mean to you in general then you may still want to read the notes on the web site.

Also, if you're not already processing cards through Campground Master, this would be an ideal time to start since you will need to get a new card reader anyway. See here for details:
<http://campgroundmaster.com/creditcards.html>

Windows 10 - Avoid the auto-upgrade!

We've heard from several people that Microsoft is doing an alarming thing -- they are starting to upgrade Windows 7 or 8 computers to Windows "overnight", without asking permission (it's a little more complicated than that, but basically that's what it appears to do to the unsuspecting user).

While Campground Master doesn't have specific problems with Windows 10, there are a number of side effects that can cause problems. So if it hasn't already happened to you, there are ways you can keep it from happening (as well as avoid the nagging upgrade reminders). Since we're not Windows tech support we won't tell you the details specifically, but there are some helpful sites we found on the web that show you how to avoid the prompts and/or the automatic update (without disabling Windows Updates altogether, which frankly I always do anyway to keep nasty surprises from happening).

Note: Be aware that the "free" upgrade to Windows 10 is suppose to go away in July, so keep that in mind before disabling the update.

Disclaimer: We have no connection to these sites and cannot vouch for their accuracy or safety. Have your computer expert perform any operation on your computer that you don't fully understand.

One of the simpler explanations, but requires editing the registry:
http://www.theregister.co.uk/2016/01/08/windows_10_upgrade_blocker/

Other resources:

<http://www.howtogeek.com/228551/how-to-stop-windows-7-or-8-from-downloading-windows-10-automatically/?PageSpeed=noscript>

<http://winsupersite.com/windows-10/how-stop-windows-10-upgrade-downloading-your-system>

<http://www.pcadvisor.co.uk/how-to/windows/how-stay-on-windows-7-8-forever-stop-upgrade-notifications-3614204/>

Windows 10 - Printer issues

We have had quite a few reports of printing problems after Windows 10 is installed, usually things like reports to go to the 3" receipt printer, 3" receipts going to the wrong printer, or 3" receipts not showing all of the information.

The primary issue (going to the wrong printer) is usually caused by a change in the "Windows default printer".

There is a new setting in Windows 10 to let Windows manage the default printer -- you want to turn that off because it keeps switching the default Windows printer to the most recent or most-used printer (which is often the 3" printer if you use one).

In Windows 10, go to the Start Button / Settings / Devices and TURN OFF "Let Windows manage my default printer".

Then, you want to go to the Start Button / Settings / Printers and make sure the correct printer is selected as a

default (usually you want this to be a full-size printer).

Then, go to File / Printer Setup / Receipt printer (3" paper) using a Windows driver, and select a *different* printer (e.g. your main printer), and close Campground Master.

Finally, re-open Campground Master, go to File / Printer Setup / Receipt printer (3" paper) again and select the receipt printer.

If other receipts or reports aren't printing to the right printer, repeat the last 2 steps for each of the other selections in the Printer Setup menu.

3" receipt missing numbers, etc

If the 3" receipt doesn't look right, most likely it's the paper size setting. Go to File / Printer Setup / Receipt printer (3" paper) using a Windows driver, and make sure it has the correct Paper Size selected -- usually a "Roll paper" option.

Windows 8/10 - Cash Drawer issues

If you have a cash drawer connected to a 3" receipt printer and it's not working after installing Windows 10 (or any Windows upgrade), then it's most likely the printer selection or an issue with the printer driver. In this case, refer to the previous article, Windows 10 Printer issues, to solve the problem.

If it's a USB cash drawer (APG brand) instead of a printer-driven drawer, then you need to make a change in the registry to fix a known issue with the APG driver. See "Remedy #2" in this article from APG:

<http://www.cashdrawer.com/apg-model-554a-usb-cash-drawers-windows-8-1/>

GMail problem sending E-mails

If Campground Master suddenly stops being able to send confirmation E-mails and you use a GMail account (using the GMail SMTP server), it's most likely due to the new feature of Google that blocks SMTP for a lot of people until you change a security option.

To solve it:

1. Go to <https://myaccount.google.com/>
2. Sign in if needed.
3. Click on 'Signing in'
4. Toward the bottom you will find a box/section 'Access for less secure apps'. Make sure it's "on" (click to the right end of the slider, it should turn blue).

Now E-mail should work.

Of course if you ever change your GMail password, then you also need to make sure Campground Master has your new password in Maintenance / Park Setup / SMTP Setup.

Bar code printing software for \$49

One of our customers has found a very inexpensive bar code printing package if you need to print your own bar code labels. This appears to be a better option than the package we have been selling, so now we'll be recommending it instead. It's called Code.X. Bar Code Label Designer, and can be found here:

<http://www.barcodelabeldesigner.com/>

Q & A

New credit card in Guarantee not being used

Q: I put a new card in Customer's Guarantee Info, why is it using their old one?

A: It can't tell **when** you changed the credit card guarantee info. It looks at the "Guarantee info" on the Customer record **last**, because that's usually the first credit card ever used for the customer. The Transactions (payments) are assumed to be the most recent activity on the account, so it always checks those first, followed by the Guarantee Info on the Reservation (since that's specific to this reservation), and finally the Guarantee Info on the Customer.

If you want to override any previous credit card info so it uses a new card entered, you need to first use the "Remove a customer's c.c. info" function, then put in the new card information. See details here:

<http://campgroundmaster.com/help/removeacustomerscreditcar.html>

Viewing past electric meter readings

Q: How can I see what a site's past meter readings were?

A: One way would be to look at the transactions. Use the Charges by Category quick-report, then filter by category (e.g. Electric Meter), optionally use the Site/Reservation filter to select a single site, and finally uncheck "Summarize" to see details. The Item Description field will have the readings.

Another option would be to go to Site Details, then click Audit Trail to view the audit trail:

<http://campgroundmaster.com/help/overview45.html>

Using this you may need to dig through more info since all changes to the site will be included, not just meter readings.

E-mailing receipts

Q: How can I E-mail a receipt to a customer?

A: Version 7.0 and later allows attachments to E-mail. So you can use a PDF printer to print it to a file, then you can send it via Campground Master.

You first need to install a "PDF printer driver" (look for one on Google), so you can print the invoice to a PDF file. Then use the Attach option when E-mailing to attach the PDF file.

Alternatively, in version 8.0, there's a new "E-mail receipt" sample form that you can import. It's not pretty like a PDF receipt since it's just text-based, which is why we haven't been encouraging it, but it may fit your needs. Once imported, you'll have that as another choice when you click the "E-mail confirmation" button.

1. Go to Maintenance / Advanced Customizations / Forms
2. Click the Import Form(s) button, and you'll get a typical Windows file-open dialog labeled "Import Forms".
3. You need to locate the sample Forms folder, which is typically C:\Program Files\Campground Master\Samples (most likely you just need to double-click the "Samples" folder to get there, but you may have to navigate to the C: drive first using the "Look In" drop down at the top).
4. Now select the appropriate file, for instance "Sample Forms - E-mail receipt with transactions", and click Open. That will add the new form. Close the Forms Setup.

The new E-mail form will appear as an additional selection option when you click the "E-mail confirmation" button in the Reservation's Transaction dialog.

Applying customer credit balances to reservations

Q: I have a customer with a credit balance. How can I move that to a new reservation?

A: A "credit" balance usually comes from excess Payments or Deposits. Assuming it's **just** on the customer and not due to another reservation (see below), then use Payment Transfer (or Deposit Transfer) to transfer it from the Customer to the reservation. If it's really due to another reservation, you'll need to do the transfer from one reservation to the other. See the documentation here:

<http://campgroundmaster.com/help/transferringdepositsandpaym.html>

If you're not sure whether it's on just the customer or due to another reservation, one way to check is from Customer Details, click Reservation History. It will show the balance of each reservation, so you can tell if any show an unexpected balance.

Also, before starting make sure you check for Orphaned transactions, in case the imbalance is really due to transactions not showing up where they should be, rather than a misplaced payment.

<http://campgroundmaster.com/help/reportandrepairtransactions.html>

Finally, if you just can't figure out why the customer balance isn't the same as the reservation balance, see this article:

<http://campgroundmaster.com/news/resolvingcustomerbalancesno.html>