# Contents

**A couple 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 for not doing 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. 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.



# What's New

## Dropbox / OneDrive / Google drive Warning!

We've encountered several instances of customers opening the Campground Master database directly from a cloud drive like DropBox, Google drive, Microsoft OneDrive, etc. It sounds like a convenient way to be able to access it from other locations, but this is a **big mistake**! For the same reasons that the database can't simply be shared across the network, this is guaranteed to cause data loss and/or corruption of the database! Changes made by one person will be overwritten by another person accessing the same file -- possibly losing days worth of information, with no possible way to retrieve it. There is no way to merge the changes when the database is shared in this way.

**Just don't do it!**

The only officially supported location for your database is in "Public Documents". If you're not sure whether you're currently using the database in the correct location, go to File / Open previous database. The first entry should start with:

**1 - C:\Users\Public\Documents\Campground Master**.

(Don't click on it, just verify that it shows the correct location.)

If it does not show that, please contact support and we can walk you through verifying the location and moving it if necessary.

If you want to keep a backup on a cloud drive, use the "Secondary backup path" option mentioned in this article.

## Version 10 rev.e released

If you're on our normal updates mailing list, you should have already received the notice last month about the new version 10.0 release. If did not get the notice, please let us know what E-mail address you would like to have notifications sent to.

Since the initial 10.0 release there have been several minor revisions released to fix some bugs affecting certain situations. If you've already installed version 10 and it doesn't show "rev.e" next to the version number, then we encourage you to go ahead and install the new revision even if you haven't noticed any issues. You can use the new "Check for Updates" feature in Campground Master to download the new version to all the computers with Campground Master -- in Campground Master go to Help / Check for Updates, and use the Download button to download and run the installation automatically (follow the prompts). By the way, feel free to use that "Check for Updates" feature any time to see if there's a new revision.

Once installed, the version in the caption bar should show "ver. 10.0 rev.e".

For a list of the changes since the initial release, see the bottom of the release notes here:
https://campgroundmaster.com/rel10/index.html

## New GMail problem sending E-mails

GMail has made yet another new security change that can cause Campground Master to fail sending E-mails. Previously there was the issue requiring "Allow less secure apps". Now the new Sign-in options of "2-step verification" or "Use your phone to sign in" will also block Campground Master. Information for solving both issues is below (and in the new online documentation for SMTP setup):

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 features of Google that blocks SMTP for a lot of people until you change a couple security options.

To solve it:

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

**New:** Also note that GMail will not allow SMTP access if you have "2-step verification" or "Use your phone to sign in" enabled for your account. So make sure these are not enabled for your GMail account.

You will likely be warned that you have "security issues" with these disabled. Unfortunately that's the only way GMail will allow SMTP access. If you don't feel comfortable with this, then we recommend using your own web host's SMTP server instead of GMail.

Of course if you ever change your GMail password, then you also need to make sure Campground Master has your new password in Maintenance / E-mail Setup / SMTP Setup (or in older versions, Maintenance / Park Setup / SMTP Setup).

## Secondary auto-backup location

A new "Secondary auto-backup path" setting has been added in version 10.0, which allows you to have Campground Master automatically make a backup each day to someplace other than the main database location. This can be used to have backups automatically go to a cloud drive, external drive, or a networked computer, for instance. Previously this required programming an Event Action (through Advanced Customizations), but now it's as simple as entering the folder location.

To use this, go to Maintenance / Program Options, and click on the "Database" tab. Enter the full path desired in Secondary auto-backup path (or use the Browse button). Do not enter a filename -- it will use the same auto-backup filename scheme, which includes the database name and date. These backups will be made at the same time as the normal auto-backups, which is generally when the program is started or the first change is made each day.

Note that it does not auto-delete older backups from this secondary location like it does the main auto-backup location. The user must manage clean-up themselves if needed. Also note that this setting is computer-specific (you can set it on one or multiple workstations, e.g. to back up to even more locations, but you must set it up again if you change computers).

# Q & A

## Finding an old receipt

**Q:** How do I quickly find an old receipt to reprint? I can find it under raw data, but it is not in a printable version.

**A:** It depends on who much information you have about it. If you have reservation or customer information, you could use Find Reservation or Find Customer, and from the Resv/Cust Details go to New/Edit Transactions.

If you know only know the receipt #, use the Transactions tab in Details mode (it helps to know the date so you can show only that date, which you can get from Raw Data Tables if you've already found it there): http://campgroundmaster.com/help/detailtransactions.html

Make sure the Receipt # (or Invoice #) column is showing (see Detail Options).

Once you locate it, right-click and select Transactions to get to the transactions dialog where you can print a receipt.

Note that in versions prior to 10.0 it's not possible to exactly print an "old" receipt, e.g. for a reservation or customer, if later transactions have been added already. In 10.0 and later versions you can use "Print Only Some transactions" with the Date Range selected if you need only a particular day's transactions, for instance.

## Can't edit transactions any more

**Q:** As a Manager, I used to be able to change details of a transaction after entering it, but with version 10 I cannot.

**A:** There's another Access Level that is overriding the normal Access Levels for editing date/time/etc for current or past days (as it should, but it wasn't properly overriding in the old version) -- the Access Level "Edit manual transactions once saved" is set to Administrator by default. In order for a Manager to make ANY changes to a transaction once saved, this needs to be lowered to Manger (see Maintenance / Park Setup / Access Levels). Then it will use the more specific levels for whether they can be changed for the current day or past days.

## Can't use tabs without logging in

**Q:** In previous versions we were able to scroll the Rack view or On Site, etc. without logging in to the system. This was handy for night staff, for instance, to quickly see who should be in the park without requiring a login. Is there any way to get that back?

**A:** This was a security enhancement added in v9.2, requested by some users. (Previously it was assumed to be in a "Guest" level if nobody was logged in, which did allow some functionality.) Since this change has been an issue for some users, version 10.0 added a new access level setting "(logged out)", so you can allow access to the tabs (or in fact any function in the Access Levels settings) with nobody logged in.

To change the Tab views to allow movement (but not much else) without logging in:

1. Go to Maintenance / Advanced Customizations / Tab Views.

2. Select the tab view of interest and click "Edit tab view".

3. Change the Access required to view to "(logged out)".

4. Click Save.

Repeat for each tab view needed, and then Close when finished.

## Temporary manager override

**Q:** Sometimes when in the middle of a transaction, I need to do something like a Void or fix a transaction detail but it's says I need a higher access level. In order to do it, I have to get all the way back to the main screen so the manager can log in, then find what I was working on to continue. Is there a way to have the manager log in without getting all the way out?

**A:** A new feature was added in version 10.0 for this. It's only available on certain dialogs, but should cover any case where it's needed, like Reservation Transactions, Enter Payment, POS Sales Entry, etc.

To use it, right-click in the caption bar of the dialog (e.g. where the little camper icon is next to the dialog title like "Reservation Transactions"), and select "Temporary Operator Override". That will allow someone to log in for this function only -- after leaving this dialog, it will revert to the previous operator automatically.

## Removing details from credit card slips

**Q:** The new credit card slips have so many lines on them that don't seem necessary. Is there a way to get rid of that new stuff?

**A:** When using either X-Charge XpressLink or Cayan's Genius platform for processing EMV cards (chip cards), many additional "EMV fields" are provided in the results of the transactions. As of version 10, however, you can select which fields are actually included on the receipts. (Please contact your credit card provider to make sure you don't remove anything that will open you up to liabilities).

Access these selections by clicking the "EMV fields on receipts" button through either the XpressLink Settings or the MerchantWare Settings dialogs (through Maintenance / Creidt Cards / Processing Setup).

Some of these fields are required, and some are not strictly required but recommended. By default, all of the recommended ones are selected. Change the selections as desired by Shift-Clicking to select or deselect each item.

Custom Forms Note: If you're using custom versions of the receipts (through Advanced Customizations / Forms), the script "`RcptCCEMVInfo`" must be replaced to recognize these selections. To do this:

1. Go to Maintenance / Advanced Customizations / Forms

2. Locate the script "`RcptCCEMVInfo`" (if there are others with (copy 1), etc in the name ignore those -- in fact they should be deleted).

3. Edit that script and change the name (e.g. to "`RcptCCEMVInfo old`"), and save it.

4. Click "Import scripts", and you'll get a typical Windows file-open dialog labeled "Import Scripts".

5. You need to locate the Samples folder, which is typically C:\Program Files (x86)\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 file "Sample Scripts - New RcptCCEMVInfo", and click Open. if you get a warning that some files were renamed, then you didn't properly rename the original one in step 3 above. You'll need to make sure the original one is renamed or deleted, and make sure the new one that it added to the bottom has correct name (remove the " copy 1" from the name -- make sure there's no space left at the end of the name).

Now your custom receipts should use the EMV field selections properly.

# Tips & Techniques

## Adding a Date column for transactions on E-mail receipts

The date of each transaction isn't included in the default E-mail forms because it reduces the room available for the description, unless you start using a wider format.

However you can create a custom version (modify the imported Sample) that does include the Date. See the documentation here for general instructions importing and changing the E-mail forms:
http://campgroundmaster.com/help/importingandeditingsamplef.html

Once you import an appropriate custom version, follow these steps:

Edit the form, and locate the "Transaction Table" element near the bottom of the form, Edit that element, and change the column size for Date to something other than 0 (e.g. at least 9, and may need to be larger depending on the date format you're using in Program Options / Formats).

You may also need to to increase the width of the Email form in general (# characters), as well as the table element:

1. In the Transaction Table element (Edit Form Element), where it shows Right: Relative (height/width), increase that by the number of columns you're using for the Date.

2. Back on the Edit Form Definition page, change Character columns to the same number of columns. used above.

## Reporting revenue for just online reservations

If you're using a special How-Heard or Resv Type for the online reservations, then you could use that in the Transaction Report filtering (More Filters, Site/Reservation filtering).

Otherwise, the only way to recognize online reservations is to check the Online ID to see if it has something in it. For this you have to create a Query. Rather than create a whole separate report for this, one option is to simply add Query to the On Site tab view that has an appropriate condition in it.

If you're familiar with importing sample Queries, there's already one that has this set up (as of version 10.0) : import the file "Sample Query - Has Online Resv ID".

Otherwise, you can make a simple Query yourself:

1. Go to Maintenance / Advanced Customizations / Queries. Click Add Query, and select "List Query". Enter a name, like "Has online ID". Make sure Base Table is "Reservations".

2. Click "Edit Filtering Conditions", "Add New Condition", and enter this expression:

```
Reservations:Resv_Online_Request_ID != ""
```

3. Now Save back to Edit List Query Definition, click Quick-Add Fields, and add the "Online ID" field (press F1 if you're not sure how to select a field there). Save the Query.

Now once you have that Query created or imported, go to the On Site tab view, click Options, and select the imported query for "Query to add with additional info". You'll also need to select the "Total paid" field in the Options, if that's what you're looking for.

**Important:** Remember that as long as this additional Query is selected, the On Site tab will ONLY show online reservations. To revert to normal operation, go back to Options and remove the Query selection.

## Meters - Handling different numbers of digits (revisited)

In previous versions, you had to add a separate Park record to handle sites that had different numbers of digits in their meters. As of version 10.0, there is an alternative. You can override the meter wrap-around numbers on a site-by-site basis.

(If you do not yet have version 10.0, you can view the article from Newsletter 20 here for the previous method used: Meters - Handling different numbers of digits)

Before setting different numbers, you will need to enable the appropriate fields. In Maintenance / Park Setup / Site Fields, enable "Override Meter wraps" and also the appropriate wrap fields for the meters you need to use ("Wrap Electric Meter", etc)".

Now go to Site Details for the site you need to set up and click on the "Meter Wraps" button to select the "Override" option and set the wrap numbers for this site. Tip -- put the most commonly used wraps in the Park record, to minimize the number of sites for which you have to enter individual settings (you only have to use the "Override" option on sites that are *different* than the Park Setup values).

## Different Check In and Check Out times for some Sites - revisited

In previous versions, you had to add a separate Park record to handle sites that had different Check In or Check Out times. As of version 10.0, there is an alternative. You can override the times on a site-by-site basis.

(If you do not yet have version 10.0, see the previous article from newsletter 41 here: Having 2 different check-in or check-out times)

Before setting different times, you will need to enable the appropriate fields. In Maintenance / Data Field Definitions / Site Fields, enable the fields "Override Checkin/out", "Checkin Time", "Checkout Time", and "Checkout same day".

Now go to Site Details for the site you need to set up and click on the "Check in/out times" button to select the "Override" option and set the times (and next-morning option) for this site.
Tip -- put the most commonly used times in the Park record, to minimize the number of sites for which you have to enter individual settings (you only have to use the "Override" option on sites that are *different* than the Park Setup times).

## Reservation restriction - 3-day minimum stay

A commonly desired restriction is something like a 3-day minimum stay on a weekend, or in particular on certain holiday weekends. Prior to version 10.0, this required some variation of Dialog or Event Actions to show a warning, or Rates to make sure it charged for 3 days anyway, but to absolutely prevent it was nearly impossible.

Version 10.0 added Reservation Restrictions, making it very easy to add such restrictions. Here are a couple quick examples.

To set up a 3-day minimum stay on weekends:

1. Go to Maintenance / Park Setup / Reservation Restrictions.

2. Click Add restriction.

3. Enter an appropriate Description, e.g. "3-day weekends".

4. For Restriction type, select "Minimum days long".

5. For Minimum # days, enter "3".

6. Uncheck the days of the week at the bottom except Fri and Sat (presumably those nights are the ones to be restricted, requiring either a Thursday-Saturday stay or Friday-Sunday stay).

That's all that's required, unless there are other conditions, e.g. certain sites, certain dates, operator access levels, etc. See the documentation for more details on the rest of the options.

Now let's say that instead of all weekends, you're just requiring a 3-day stay for Memorial weekend (in this case, the nights of Fri May 24th to Sunday May 26th, 2019, leaving Monday May 27th). For step 6, you can leave all days of the week checked. Instead, enter "5/24/19 to 5/26/19" in Season Dates Applicable. This will ensure that if they stay any one of those days, then at least 3 days must be reserved (which would allow a stay of Sunday 5/26 through Wednesday 5/29, instead of starting Friday, since it's still more than 3 days).

What if you want to be even more restrictive, for instance if they stay any one of those weekend dates then all 3 must be reserved? In that case, a different type of restriction is needed. Here's the process (skipping the common steps 1-3 above):

4. For Restriction type, select "Must include a minimum # of certain dates".

5. For Min # days needed, enter "3".

6. For ...on these dates, enter "5/24/19 to 5/26/19".

7. Also enter "5/24/19 to 5/26/19" in Season Dates Applicable.

Now it will require all 3 of those days if any one is reserved (allowing any additional days as well, of course).

## Color-coding reservation restriction violations

The new version 10.0 Reservation Restrictions feature is handy for catching problems with new reservations, for instance 3-day minimum holiday stays. However it can be even better to be able to notice any issues with reservations already added, either because they were added before the restrictions were implemented, or because the restriction was bypassed with a higher access level.

You can add a Color Scheme rule for this, so for instance they will show up in Red on the Rack or other tab views.

1. Go to Maintenance / Advanced Customizations / Color Schemes.

2. If you already have a custom Color Scheme set up for reservations, select it and click "Edit scheme definition". Otherwise, click "Add scheme definition", and give it a name like "Reservations override". Note that only one Color Scheme can be used to override the normal reservations colors, so if you have multiple types, etc. then the rules for all of them need to be defined in this one scheme.

3. Select the Default scheme "Reservations".

4. Click "Add Color Rule", or if editing an existing scheme then select the first rule and click "Insert Rule" to put the new one at the top.

5. Enter a Color Rule Name, e.g. "Fails Restrictions".

6. In the expression editing area (big white box), enter this expression exactly:

```
!ResvCheckRestrictions(Resv(), 0, .F., .T., .T., .T., .F.)
```

Don't worry about what all of this means for now -- basically this is telling it to use the color if the reservation fails any restriction or warning for any operator, but not actually pop up a message about it. Just make sure you enter it exactly as shown -- don't forget the exclamation at the front, don't insert any spaces before the parenthesis, and make sure all periods and commas are exactly as shown.

7. Use the Change Text Color and/or Change Background Color buttons to set an appropriate color for these (e.g. red background, black text).

8. Now once the scheme is complete and you Save it, there's one more thing you need to do -- make this scheme the default for reservations. Go to Maintenance / Advanced Customizations / Select Global Color Schemes, and select the scheme you just created in the drop-down list after "Override reservation names with color scheme:".

Now your new colors should be used on the Rack and other tab views, wherever a reservation name is normally colored. The Color Key will also show your new definitions along with the default ones, in case the operators need a reference. You can also edit the new colors directly from the Color Key.