

## ***Frequently Asked Questions (FAQ)***

**1. How many computers can access a 2 Users Gestix license?**

Doesn't matter the number of computers, what counts is the number of users that are to be accessing the program simultaneously. With a two-seat license it is possible to have two users working with Gestix no matter what computer they use.

**2. I've installed a lifetime Gestix license in my Mac. Now I bought a PC. What to do?**

Simply connect the PC to the network your Mac is in, and you don't need to install further software. Just start using Gestix on the PC too..

**3. Do I need to perform any Year-Closing operations on Gestix**

No. You don't need to perform any year-closing procedures on Gestix. Simply get on entering the invoicing documents for the new year without worries regarding previous months. All accounts will be kept up to date automatically.

**4. What should I do before getting accounts and debt age reports?**

You don't need to do any operation before getting up to date balance sheets and any other reports. All information is kept up to date with data from all financial records done.

**5. How do I reset the numbering of the invoices and other documents?**

Go to the Admin / Customers Documents menu, edit the invoice definitions and set the "Next Number" field to the number you want, for example, 2009-000001.

**6. What is the "Disallow modifying printed sales documents" option for?**

This option will prevent printed sales to be later changed by editing the documents.

**7. How can I discriminate the sales rebate/discount?**

Go to the Admin / Configuration menu and set the Number of Discounts in Sales Documents to 1, 2, or 3, as needed. You can control that parameter independently for sale and for purchase documents.

**8. My country has sales taxes and my item prices include the sales tax**

To enable Tax-Included behavior for the invoice or sale receipt, simply edit that document in the Admin / Customers Documents menu and set the desired Tax Behavior.

**9. When I print an invoice there is unwanted information in the page header/footer**

You should disable the header/footer in our web browser. Please check the manuals in the Support page of the Gestix.com web site for details on how to do it.

**10. The invoice print differs quietly from what it looks on the screen**

Check the page print settings of your web browser: print shadows and background images.

**11. How can I create backup copies of the data stored into the Gestix database?**

It's easy. Go to the Admin / Backup menu and choose the Create Backup Copy option. Then simply save the backup file in a safe place outside the computer. In case you use customized versions of the invoice layouts you should also perform a backup copy of the Documents folder of the Gestix installation folder (please contact us for details regarding this operation).

**12. How to ensure the accuracy of Weighted Mean Cost prices?**

WMC prices are sensitive to the order by which the purchases and other stock receipt/release are entered into the system. To ensure the accuracy of these data simply perform the Consistency Check option of the Admin menu.

**13. How to update the statistics shown in the Invoicing menu?**

The statistics are calculated automatically in the beginning of the day. Click the Calculate button whenever needed to force the update of the statistics information.

**14. Can I print more than 2 copies by Document?**

Yes. Go to the Customers Documents option in the Admin menu and set the desired number of copies by editing the document you want to change.

**15. How to calculate the Sales Price from the Cost Price Gross Margin**

The Sales Price is given by the Cost Price divided by one minus the Gross Margin. In a worksheet file, placing the Cost Price in A1 and the Gross Margin (between 0 and 0.99) in B1, the formula to get the Sales Price on C1 would be:

=A1/(1-B1)

**16. What is an 'Internal Server Error'?**

This error comes up when the Apache server isn't able to answer a request. It could be that Gestix is running a longer task and the Apache server quits waiting. In order to disable this behavior, in the Windows Start menu, in Programs, in Apache HTTP Server, in Configure Apache Server, select 'Edit the Apache http.conf Configuration File' and, in a black line, add the following text: 'Timeout 36000'. Save that file and select 'Start>Programs>Apache>Control Apache>Restart'.

**17. It is not possible to issue Invoices because there are documents out of order.**

The numbering of documents marked with "Numbered" ( menu Admin / Customer Documents / Invoice / Numbered (Y/N)) is controled within each year in a way that, if there is an Invoice nr. 201001 issued in January 12<sup>th</sup>, it will not be possible to register an Invoice with nr. 202 issued in January 15<sup>th</sup>. Why? Because 202 is less than 2010001 and January 15<sup>th</sup> is greater than January 12<sup>th</sup>.