AccountMate
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Article # 1242

Technical Note: Running AccountMate 7 on Windows Vista

Difficulty Level: Beginner Level AccountMate User

Version(s) Affected: AccountMate 7.3 and higher for SQL and Express
AccountMate 7.1 and higher for LAN

Module(s) Affected: SM

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DESCRIPTION

AccountMate 7.3 for SQL and Express is the first AccountMate version that supports workstations running in the Windows Vista operating system. Several changes have been made in the system to meet the new Windows Vista security and operating requirements; however, there are a few limitations or issues when running this version on Windows Vista. Some issues will require computer settings to use the 'Windows Standard" theme.

This technical note discusses the limitations that exist and workaround procedures necessary to properly run AccountMate, AM SQL and Express versions (AM7.3 and higher), and LAN versions (LN701 and higher), in the Windows Vista operating system.

SOLUTION

A. Limitations and workaround procedures

(1) Menu options display at the left side *(only applicable to AM7.3)*
a. Description: The menu options will display at the left side instead at the right side.
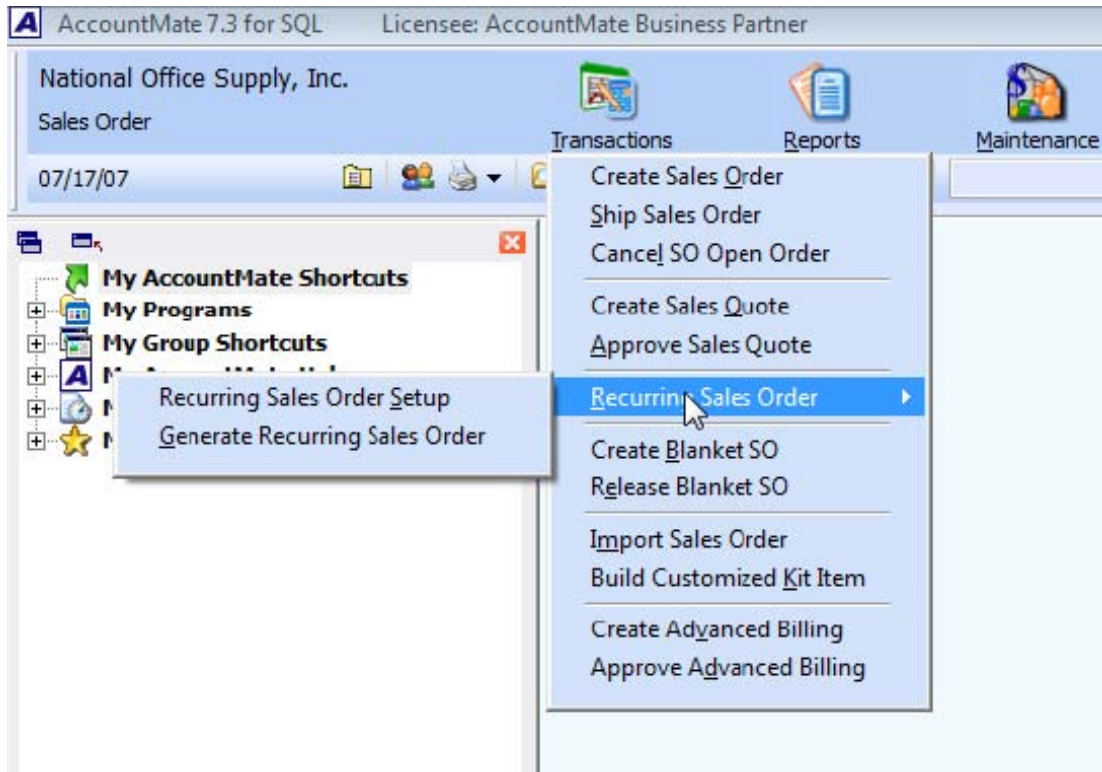
Figure 1.1 Menu options display at the left

  b. Workaround: Set the Window Color and Appearance setting to Windows
      Standard. To do this, perform the following:
      1. Go to the desktop and right-click on the screen.
      2. Select the Personalized option.
      3. Select the Window Color and Appearance option.
      4. Click the Open Classic Appearance properties.
      5. In the Appearance Settings window, select the Windows Standard option for
        the Color scheme setting.
      6. Click the OK button.

(2) Missing modal forms borders side *(only applicable to AM7.3)*
  a. Description: The borders of modal forms (i.e. Search window) will disappear
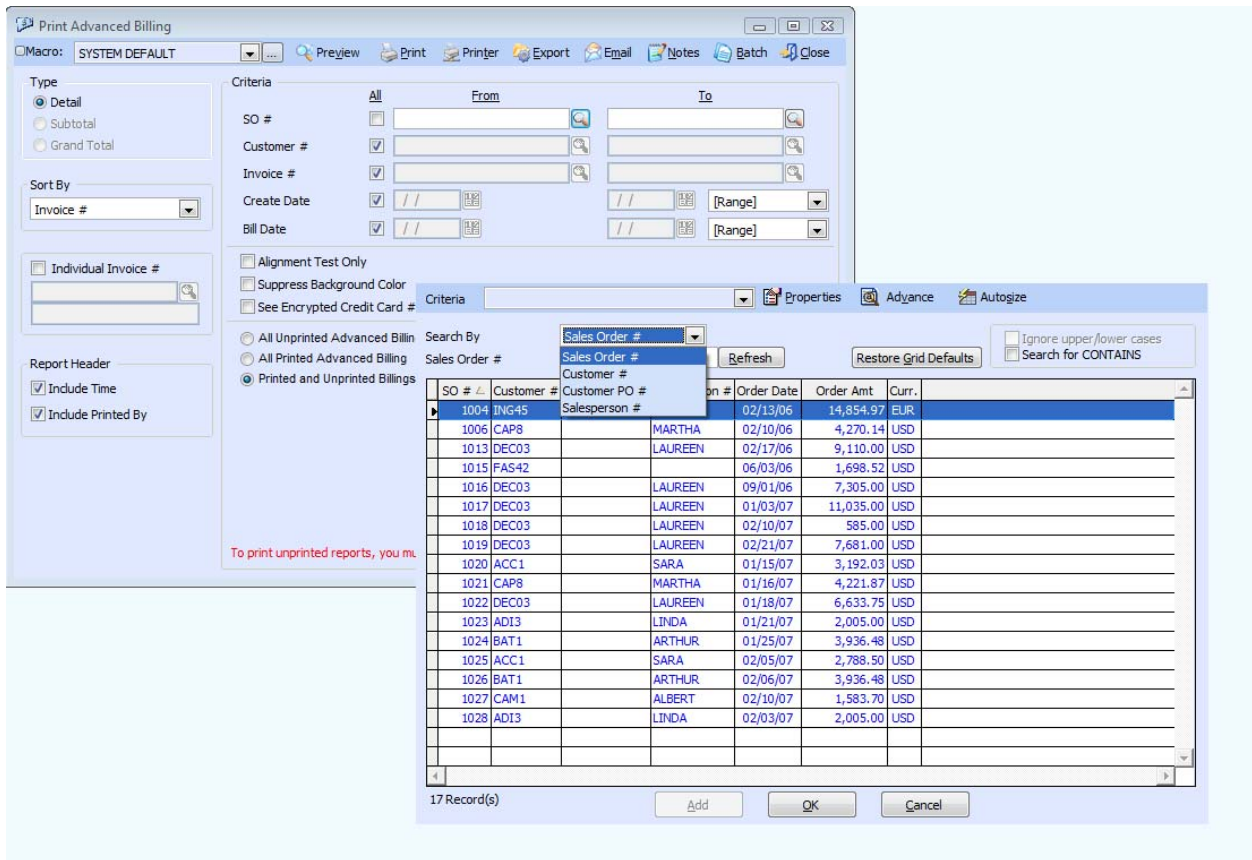   (See Figure 1.2).

Figure 1.2 Missing modal forms borders

b. Workaround: Set the Window Color and Appearance setting to Windows
Standard. To do this, perform the following:

1. Go to the desktop and right-click on the screen.
2. Select the Personalized option.
3. Select the Window Color and Appearance option.
4. Click the Open Classic Appearance properties.
5. In the Appearance Settings window, select the Windows Standard option
for the Color scheme setting.
6. Click the OK button.

(3) Menu options remain highlighted side *(only applicable to AM7.3)*

a. Description: The menu options remain highlighted when you point the mouse
cursor over multiple options (see Figure 1.3).
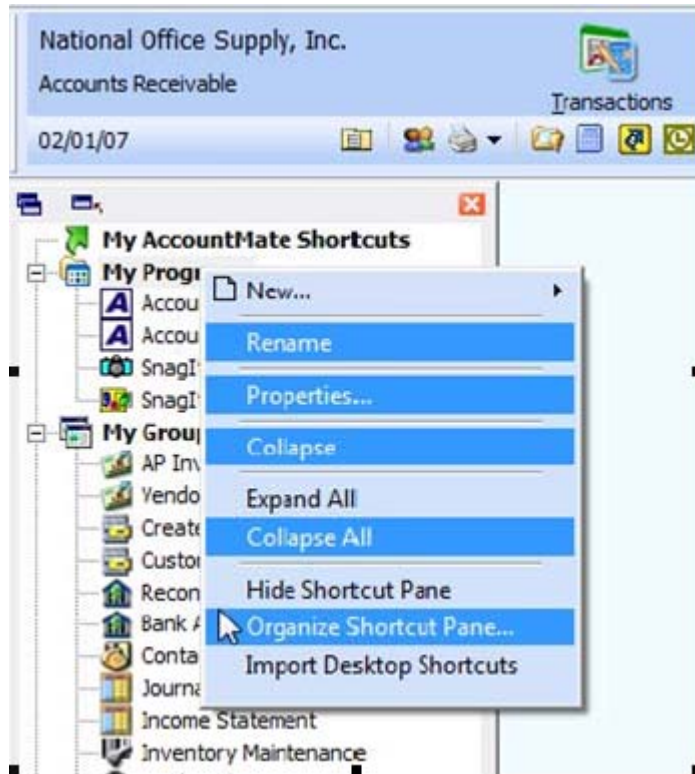
Figure 1.3 Menu options remain highlighted

    b. Workaround: Set the Window Color and Appearance to Windows Standard. To do
       this, perform the following:
          1. Go to the desktop and right-click on the screen.
          2. Select the Personalized option.
          3. Select the Window Color and Appearance option.
          4. Click the Open Classic Appearance properties.
          5. In the Appearance Settings window, select the Windows Standard option
            for the Color scheme setting.
          6. Click the OK button.

(4) Phone button feature is unavailable
       a. Description: The phone button feature is not available (see Figure 1.4).
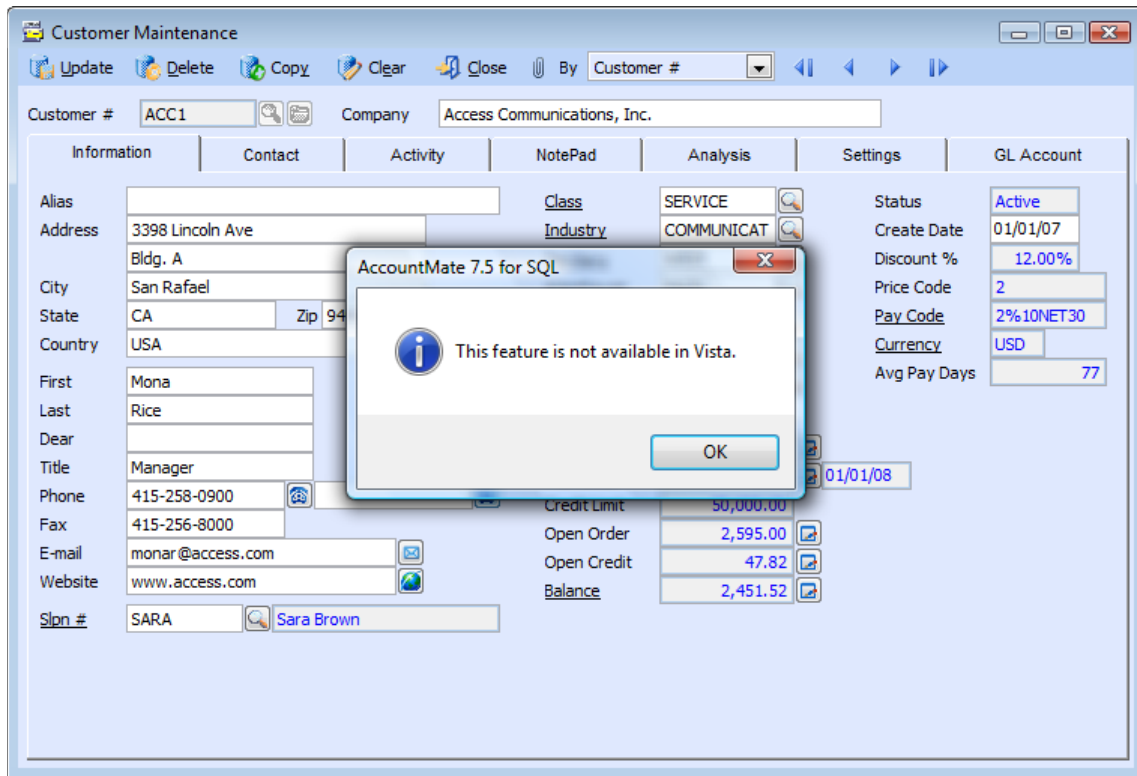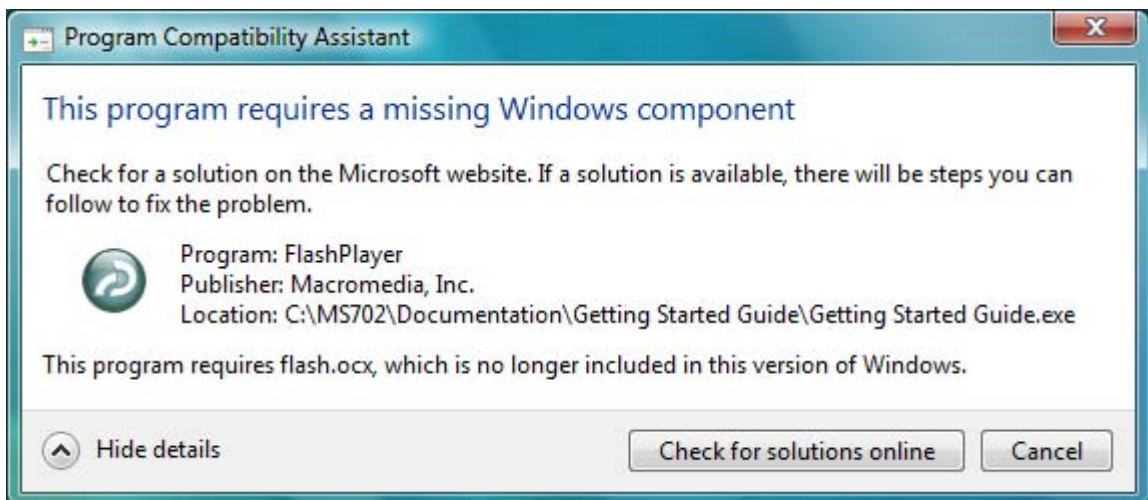
Figure 1.4 Phone button feature is unavailable

b. Workaround: There is no workaround for this limitation.

(5) Error when running Getting Started Guide
a. Description: Running Getting Started Guide returns an error due to missing flash.ocx file. This is caused by Windows Vista which no longer includes the flash runtime files.

b. Workaround: Download and install the flash.ocx file. To do this, perform the following:

    1. Click the Check for solutions online button in the Program Compatibility Assistant window that is displayed when you access the Getting Started Guide.

    2. Follow Microsoft's instruction to download and install the file.

(6) User Account Control (UAC) restricts AM7 access

a. Description: Installing AM7.3 or higher on c:\Program Files folder will require Administrator access for all users running the program from such location.

b. Workaround: Either turn-off the UAC or run the program as administrator.

    1. Turn-off the User Account Control (AUC) through the Control Panel. This option will require you to restart your computer to apply the changes. Perform this option after you save any open files and close all programs. To do this, perform the following:

    a) Access the Control Panel program.

    b) Change to Classic View display.

    c) Select the User Accounts function. (Note: If you keep your display to Control Panel Home setting, click the User Accounts function on the next window that displays after you do this step.)

    d) Click the "Turn User Account Control on or off" option.

    e) In the User Account Control window, click the Continue button.

    f) Unmark the "Use User Account Control (UAC) to help protect your computer" checkbox.

    g) Click the OK button.

    h) Click the Restart Now button. You may click the Restart Later if you are not ready to restart your computer; however, the changes will not take effect yet.

    2. Run the program as an administrator. To do this, perform the following:

    a) Right-click the amsql.exe file from the AccountMate directory.

    b) Select 'Run as administrator' option.

AccountMate 7 for SQL/Express (AM7.3 and higher) and AccountMate 7 for LAN (LN701 and higher) supports workstations that run on a Windows Vista operating system. The discussion in this Technical Note is provided to help you resolve some known issues so that you can properly run the AccountMate program on computers with Windows Vista installed.