

Resident Pro: Troubleshooting

| Issue | Cause | Solution |
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| The Reservation Chart is frozen. | Another important screen is open in Resident Pro which prevents you from using the chart. | Use the Taskbar (or press Alt & Tab) to go to the screen (such as the Booking form) to finish what you are doing and close it. |
| Error 6 Overflow every time a booking is made or changed. | Month end has not been selected for ages. Tip: Select Month end last thing on the last day of every month, or first job on the first day of every month. | Go to Reception Screen, Financials, Period end, Month end, until it says "Month end completed". |
| Portfolio is Read Only – prevents invoice check out. | Close the Portfolio if it is being used on another computer. Otherwise, the Portfolio for that guest has got locked in Windows. | Go to the Booking form, and click on "Portfolio or Registration" - If it is locked you will get a message "The Portfolio is READ ONLY", then you can Double click on the Grey padlock (to the left of the message "The Portfolio is READ ONLY etc") and it will prompt you to unlock it. You should now be able to check out as normal etc. |
| Hidden Booking Warning. | A booking is on the chart twice in the same room – most likely a duplicate. Tip: If you use Resident Pro on more than 1 pc, turn off Online Booking Deliveries on all pcs except 1 - which should be on 247. On the other pcs, go to Chart, Options, Tick "No online delivery" and save. | Take a note of the booking no mentioned in the error message. When you restart Resident Pro, go to Reception screen, Cancellations bin icon, Show all tools, All bookings. Scroll down to the duplicated booking number so that it is highlighted on the list and select Edit & Delete. When you go to the Reservation Chart the booking is likely to be there, albeit as a different booking no. |
| Missing Email | Possibly due to your Spam Settings | Check your Junk Folder for the missing Email. |
| Error 76 File Not Found - Resident Pro won't start on a Slave pc. | Network issue – your pc cannot access the main pc, so Resident Pro cannot either. Tip: Ask your IT support to stabilise the mapped R drive. | Ensure the Master pc is switched on. On the problem pc, in Windows, click on Start, Computer, and look for the mapped drive "Resident Pro on drive R". If there is a red cross on it, then double click to try to re-establish the connection. |
| Online Booking stuck in INTRAY | The online booking needs your help to be charted - it may be a new booking, a modified booking or a cancellation. Tip: Click Next on the View Activity log to see the reason. | Go to the Intray and Tick any available room, or double click to Deactivate and deal with manually. For more information see the Roombasket Guide, Section 3. Inray & Chart. |
| Online Booking not delivered | Bookings cannot be delivered when the chart is closed, or your pc goes to sleep. Tip: You should receive an email. You can login to the Extranet of agencies to see the booking details. | Hold "Ctrl" key whilst you click the Pink tick down timer on the chart, otherwise you may need to reboot the pc. If using the "direct link to Booking.com" you can recollect by clicking on the "Booking.com Tab" in the Inray then enter the booking number in Recollect box. |

Recommendation: Restart your pc once or twice a week to keep your Windows Operating System stable

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| Error 6 Overflow during “End Of Day Z” routine. | Stock Control History has not been reset for ages. Tip: Reset every month if you are using “integrated billing”. | Go to Reception Screen, Stock History, Show More Tools, History, Reset. |
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