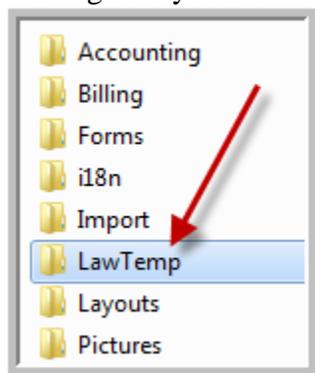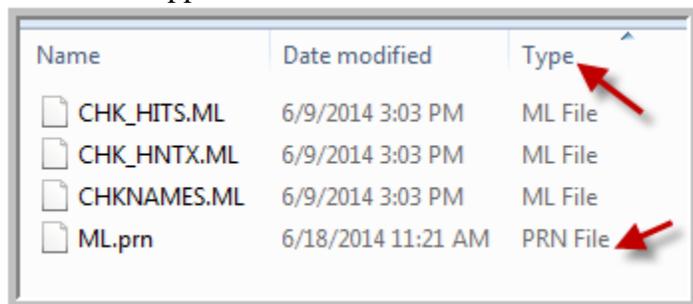# LOG OUT PROBLEMS IN ABACUS

In order to do certain tasks in Abacus (e.g., Backup) everyone must be logged out of Abacus. Also, BEFORE you do STEP 2, make sure that everyone is logged out of Accounting and Message Slips if you use either of these programs
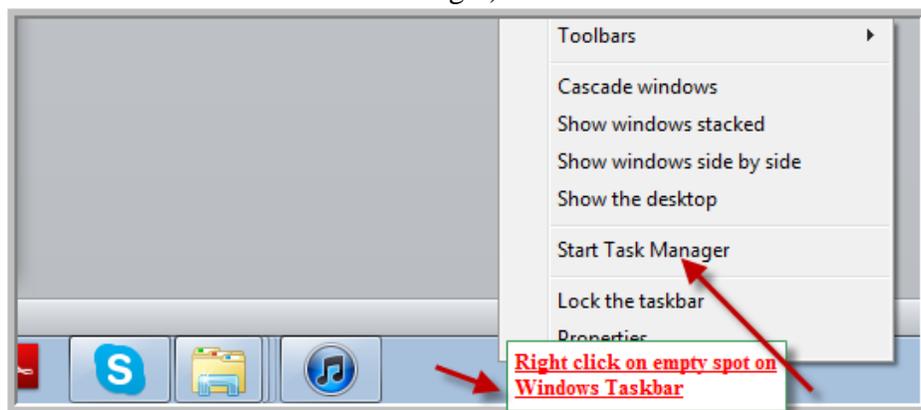
1) CHECK TO SEE IF "PRN" FILE IS OPEN (but even if there are no PRN files open and you still cannot do a backup, go to step 2)
   a. Click on Computer
   b. Browse to drive or folder where Abacus is (if you are not sure, look in top left corner of Abacus. You will see something like "S:\Abacus\V22\Data01")
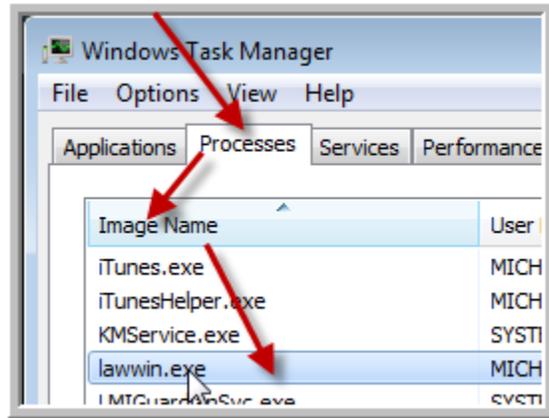   c. Making sure you are in the V22 folder, double click on LAWTEMP.

   d. Sort by type so that you can easily see if there are any PRN files open (this is the file that is supposed to be deleted when the user exits Abacus)

   e. Try to delete that file. If it cannot be deleted, go to the person's computer and go to Task Manager (CTRL-ALT-DELETE or right click on empty spot on Windows Taskbar and click Start Task Manager)
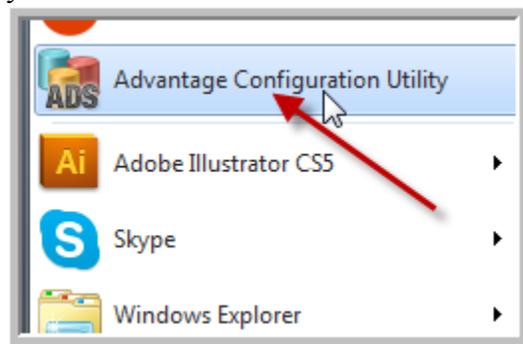
f. Click on the PROCESSES tab and click on IMAGE to sort in alpha order. Then look for a file called LAWWIN.EXE. If it's there, highlight it and click on END PROCESS

g. If the PRN file does not disappear, or you cannot now delete it, go to the next step

2) GO TO THE SERVER
   a. Open Advantage Configuration Utility (you'll either find it on the start menu or you'll have to search for it.

   b. If the Total Users is not zero, click on STOP SERVICE. Wait until the STOP SERVICE button says START SERVICE (this may take a few minutes), then click START SERVICE. Wait until you see the zeroes, then click EXIT. Your PRN files should either be gone or you can now delete them.