Technotalk

PTC MYSORE TECHNOLOGY BULLETIN

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Introduction

The Department of Posts has a mighty presence all over India. Can it be transformed into an 'Anytime – Anywhere' service provider by electronically networking its operative offices? The first step in this direction is total computerization of operative offices, which is in various stages of implementation. The progress of the technology implementation has to be measured in terms of the extent of implementation of the software. The experience so far has been that either some modules are not used at all or partially used. Software successfully implemented at one place is not implemented at some other place.

The above scenario points to some gaps in implementation. If we are able to identify the gaps we would be able improve our implementation.

The objective of this Bulletin is to reduce gaps in understanding so as to enable the offices in the field to implement correctly. The PTC Mysore website is having a Message Board to facilitate clarification of doubts. This is seen to be utilized by some system administrators only. We felt the need for percolation of essential information to the level of Supervisors and Operators. Unless the personnel actually doing the operations in the field are familiar with the requirements of the computerized operations, the gap would remain. In order to fill this gap we intend to publish a series of bulletins focusing on specific software and issues. In this first issue the focus is on ePayment and SpeedNet. We provide answers on some common queries relating to the implementation of ePayment and SpeedNet applications to help in error free functioning of these applications

Frequently Asked Questions (FAQs) on e-Payment

1. Which are the websites for epayment ?

- ePayment web site: http://epayment.ptcinfo.org
- ePayment training web site: http://epmttrg.ptcinfo.org
- Help manual available at ftp://ptcinfo.org/ usermanuals/epayment
- India Post website has link to the ePayment site.

2. Whether e-payment transactions are done online?

- No. epayment is an offline/online system Transactions are done offline using Meghdoot. Once the transactions are incorporated in the **PO** account through "Account Verification" by the supervisor at the end of the day, the data is transferred to the central server through Internet. For this purpose a communi- cation module called e payment client is installed in the computer provided with Internet connectivity.
- It is possible to get data from Biller online if internet connectivity is available in counter computer in which epayment transaction is done. The disadvantage with this option is that a dedicated computer with internet connection would be required for epayment transactions.
- The access for administrators & billers is entirely online.

3. How many levels of administrative users are there?

There are 4 levels of administrative users:

- All India Level
- Circle Level
- Region Level
- Division Level

4. Who creates administrative users ?

Circle Administrator creates user for Region and Regional administrator creates user for division.

5. Who creates ePayment offices?

Divisions can only add HOs and ePayment sub offices.

Note : *a) Offices once added should not be deleted.*

b) Same office should not be added with different spelling.

6. How to obtain User name & Password ?

User name and Password for Circle Administrators are already circulated. User name and Password for concerned WCTC and PTCs are also already circulated. The user names and passwords for ePayment offices have to be obtained from the divisional administrator.

7. How registration is done ?

- EPayment office should be first registered in web site by the divisional administrator and then in respective offices with same office name, pincode, ndcode, user name and password.
- While registering ePayment client at office the user name and password given at the time of web registration should be given.

8. Where can registration details be viewed ?

- Office registration details and Registration failed details can be viewed in web site at view ⟶ registered office and view ⟶ registration failed details.
- Once an office is registered it should **not** try to register again by clicking on 'Register Me' button in ePayment client. As a safeguard, 'Register Me' button has been disabled in Meghdoot 6.4. If the office has to be registered again due to change of computer, email has to be sent to the PTC Mysore Help Desk.
- Once correct user name and password is given at client and message sent to server it may take approximately half an hour for registering and displaying the name of the office in registered offices. Please be patient and do not try to register again and again.

9. What to do if registration is not successful ?

If registration is not successful then view the 'registration failed details' and compare web registration details with client registration details. If web registration details are not available then you have to reregister in web and client. The divisional administrator has to be contacted.

10. When Re-registration is required ?

- If hardware of the ePayment client machine is changed.
- If the office is already registered and has tried to register again.

11. When re-registration is not required ?

- If office is already registered.
- Application is upgraded.
- Operating System is reinstalled in the same machine

12. What is the procedure for re-registration ?

- Contact Divisional Administrator for re-registration.
- Office should be registered first in web site and then in ePayment client following the above procedures

13. What to do when you get errors ?

- For "No connectivity" error in the "Logs folder"– Please check your internet connection
- For "[Zipping] error in ErrorLogs folder" – Please check whether any file from TXD folder has 0 bytes length. Those files have to be deleted.
- Any errors regarding connections to other database servers (for eg – Schedule, Postman etc) - Please check the server name entered for those databases.
- Error message 'Your office has not been registered, please contact your system administrator' from point of sale is shown, when your office is either not registered or the office is registered more than once without contacting divisional administrator.

ePayment DOs and DON'Ts

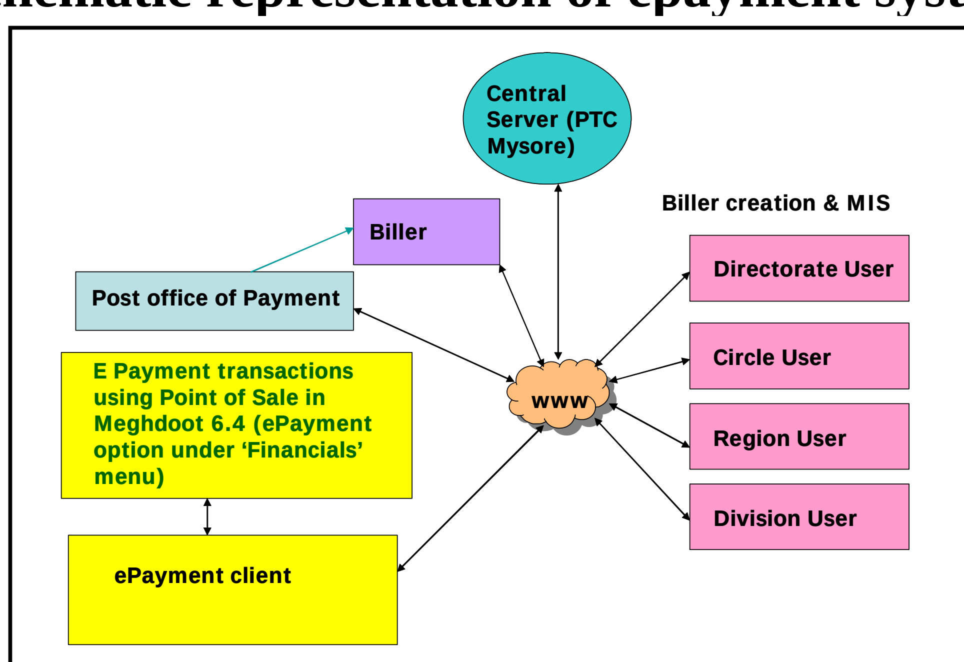
DOs:

- Ensure that every day transactions are properly reflected in ePayment MIS.
- Re-register the ePayment machine when the machine is changed or any hardware component of the machine is replaced.
- Always use the registered machine only as ePayment client, else transactions will not be authenticated in central server.
- While re-registering first do web registration and then do client registration.
- Ensure that server is called daily, once before start of transactions and once after transactions for the day are completed.
- Regularly check the errorlog and log folders in ePayment Client Installation path. If any error files found for any date, report the error to PTC Mysore.
- While reporting the errors, send ecounter database backup along with zipped TXD, RXD, errorlog, log folders and config.xml and ebillcommunication.exe.config files to ptcdesk@hotmail.com or ptcdesk@gmail.com. Specify the problem clearly while reporting the error.
- While sending ePayment files to PTC, zip entire folders as it is. Do not mix the contents of the folders. (eg. TXD folder – txd.zip)
- Take ecounter database backup regularly.
- Take the backup of TXD, RXD, Errorlog and Log folders and config.xml and ebillcommunication.exe.config files in a separate folder regularly and also before uninstalling the existing epayment client package, so that it can be restored after reinstallation.
- Once client registration is done ensure that your office is displayed as registered with the latest date and time in web site. The option is available at http://epayment.ptcinfo.org under view ⟶ registered offices
- If office is not shown as registered, verify the details in the registration failed details in web site. The option is available at http://epayment.ptcinfo.org under view registered failed details
- Call the server 3-4 times after registration so that all master files are downloaded into local machine. It may take some time depending on the speed of your internet connection. Check errorlog and log folders for any errors while database updation.
- As the ePayment module is linked to other Meghdoot modules, always keep all modules up to date by updating the patches released by PTC Mysore in www.ptcinfo.org .
- Make the ePayment client machine free from viruses by installing and updating suitable anti-virus software.
- Ensure that submit account and supervisor verification is done promptly in Meghdoot.
- Take necessary care while creating and configuring billers and biller fields.
- Ensure one NIC card is there in the machine selected for installing ePayment client. If the NIC card is disabled, it should be enabled. Even though the connection is through modem, an enabled NIC card must be present in the machine. It need not be connected to any cable.

DON'Ts:

- Don't delete any files from txd and rxd folders.
- Don't restore old ecounter database backup. This will cause data mismatch between your office and central server.
- Don't import or export any data to or from ecounter database.
- Don't try to register again and again from client. This will make your office as registration failed office.
- Don't modify or delete any billers or fields unnecessarily. If any modification is done ensure that all the modifications are properly reflected in all the ePayment offices.
- Don't delete any billers or fields without intimating to the epayment offices.

Schematic representation of epayment system



FAQs on SpeedNet 3.0

SpeedNet 3.0 has been released recently. The release notes are not being reproduced here. We are only trying to clear doubts in implementation based on queries received from the field.

Installation issues

1. While installing client setup, system is asked to be restarted repeatedly with the message 'Some System files are old'

- In Windows 98 systems: You have to install the latest service pack for Win 98.
- In Windows 2000: You have to install Windows SP4. If you have installed WinSP4 earlier and still this problem occurs – then you have to reinstall SP4 again to fix error.
- In Windows XP: You have to install XP SP2. If you have installed SP2 earlier and still this problem occurs – then you have to reinstall the SP2 again.

Note : Windows 98 ME edition doesn't support SpeedNet installation.

2. While installing SpeedNet Client 'Insert Disk' error is seen.

- You have a SpeedNet CAB file in the system which is to be deleted. Normally this error occurs with SpeedNet Client installation. To solve this problem - Search for the spee*.cab file in C:windows (Windows XP) or C:winnt (Windows 2000). If found in that location delete the file. Then reinstall the SpeedNet Client component.

3. At the end of SpeedNet Client installation, it gives error 'Path/File Access Error'.

- Click on 'RETRY' button which will fetch the path to solve the problem.

Configuration issues

4. Error while creating database: 'Invalid Object Name Environment'.

- This is the problem created by an old SpeedNet CAB file which existed in the system while installing the new SpeedNet client. To solve it, do the following:
- Open SQL Enterprise Manager and delete the POSPCC database.
- Use Search or Find option to search for Speed*.Cab in hard disk.
- You will find SpeedN10.Cab file. Delete the same.
- Uninstall SpeedNet 3.0 client and reinstall the same.
- Now configure the package again.

5. While configuring SpeedNet 3.0, installing office name is not found for selection.

At SPC :

- While configuring, if the SPC name is not found in the list of offices:-

At this stage, stop configuring further. Click on Back button and click on Cancel to stop the configuration. (**DO NOT** delete the newly created databases)

- Provide the details of your SPC to PTC Mysore, ie. your SPC Name, Pin code, Type of SPC (NTSPC or State SPC), Division / Region / Circle to which the SPC belongs and the linked offices. These details have to be provided by the SPC Manager, through SPC Email ID to ptcdesk@hotmail.com.
- PTC, Mysore will confirm the inclusion of new SPC at SpeedNet updation site through email reply. Username and Password to login to www.indiapost.gov.in/spc also will be intimated.
- Login to SPC site and update your SPC information. Give the Linked Office details. Add Pin Ranges of SPC.
- Download the new SPC data.
- Run the SpeedNet 3.0 Communication package. Use Tools->Update Office Data-option to Update new data with the use of downloaded SPC Data file.
- Open SpeedNet 3.0 and continue the configuration. Now, at the SPC Name selection option, you will find the newly added office. Select the office and complete the configuration.

At Offices other than SPC :

- While configuring, if your office name is not found in the list of offices:

At this stage, stop configuring further. Click on Back button and click on Cancel to stop the configuration. (DO NOT delete the newly created databases)

- Then, ask your SPC System Administrator to add your office as Linked Office, give the details of linked office and configure the Pin Range.
- SPC System Administrator informs you the addition of your office and sends you the downloaded new office data file.
- Run the SpeedNet 3.0 Communication package. Use Tools->Update Office Data option to Update new data with the use of downloaded SPC Data file.
- Open SpeedNet 3.0 and continue the configuration. At the Office Name selection option, you will find the newly added office. Select the office and complete the configuration.

Operational issues

Login:

6. While clicking on 'Ok' to login this error occurs –

'Class not registered. ActiveX component cannot create object'

F **Solution 1.**

Install Pre Requisites – MDAC 2.8 which is in CD and restart the system and then login

If not solved –

F **Solution 2**

a. Open the SpeedNet Client folder (default folder is C:\Program Files\SpeedNet)
b. There are .dll files in that folder. These .dll files have to be registered.To Register do the following:
 i) Select all the .dll files
 ii) Right click
 iii) Select 'Open With' option
 iv) Click on 'Others' button
 v) Browse System or System32 folder
 vi) Select REGSVR32 file
 vii) Click on Open
 viii) Click on Ok
 ix) Registration will be confirmed.
c. Now login and check

If the problem is still not solved –

F **Solution 3**

i) After doing Solution 2, Uninstall SpeedNet Client only
ii) Install SpeedNet client again
iii) Now login and check

(you may also register the .dll files if required)

7. It takes too long time to login.

- When BNPL articles are received, their payment particulars should be promptly entered and be verified by the Supervisor. The package checks the unpaid bill data at the time of login. If there is huge data in the form of unpaid bills, then login may be slow or the system may hang.

Printer :

8. Network printing is not working.

- Under Start à Settings à Printers option, check whether network printer is installed in the system. If not, install network printer.
- Run 'Configure Printer' option under Tools menu and select the network printer as default printer.

9. Delivery Report Printing error - 'Path not found' or 'Path/ File Access error'.

- Due to non registration of some of the .dll files during installation, delivery reports may give such error or Report screen may not open. Register emsdelivery. dll and printerport.dll which are in the SpeedNet client folder and then check the reports printing.

Delivery options:

10. While using the Delivery Module, this error occurs- 'Error in Loading the dll'.

- This error occurs when there is dll File conflict with packages other than Meghdoot installed in the same system. The solution is to register all .dlls files in the SpeedNet Client folder as mentioned in the Login problem above.
- Another solution is to install SQL SP 3 and check.

11. Under Delivery Menu when options are clicked, Server Password is repeatedly asked.

- If such message comes, in the message box, there is option to give the SQL Password. Type the password and then tick the 'Trusted Connection' check box which appears therein. Thereafter such message will not be asked.

12. While selecting the Delivery Remarks of articles for Other Office, error – 'Type Mismatch' occurs.

- The article number which is entered between 3rd to 10th characters should be numbers only. If other characters are entered by mistake 'Type Mismatch' error will occur. Give the correct number.

Shift End:

13. While making 'Shift End' the package stops abruptly.

- While making the shift end, the package will check whether there are any undespatched bags. If such bags are there, a list of such bags will be shown and the supervisor has to give the reason for such undispatched bags.
- If the office is not despatching the bags through SpeedNet package the number of 'undespatched' bags increases day by day.
- When this number is too large, the package cannot do the day end.
- This problem is not on account of software or operating system error. The condition that the office has to show the dispatch of bags in the package has been put to enable the Bag Routing to be shown.

Offices

14. How to add additional offices in the package?

- In SpeedNet 3.0, under Offices option you can view all the SPCs as configured by each SPC. In addition, you can also view the linked offices of your office.
- In SpeedNet 3.0 package, there is no option available to add any new SPCs. All new SPCs will be added by PTC, Mysore and the same can be downloaded through SPC site (download New Offices data) and can be updated into your local database.
- If any new linked office (ie. any such office which is booking and delivering speed post articles under SPC jurisdiction) is to be added by an SPC, SPC has to add that office in the SPC site under Linked Offices option and then download the new office using the Download option. The downloaded file can be uploaded to local database using Communication package option. If required, give a copy of downloaded file to your linked office.
- If a Linked Office requires to close bags to any office under its SPC jurisdiction and such office cannot be found in the list of offices in the package, then the office has to request the SPC to add such office as their linked office. Thereafter, SPC can download the new offices data and give a copy to linked office which can use it and upload the data in Communication package and then close the bags.
- Another case is to close a bag to a Mail Office or TMO under another SPC. The SPC should request the SPC in whose jurisdiction that Mail Office or TMO functions to add that office as its linked office. Then the bag closing SPC will download the latest offices file and update. For example, 'xyz - a Mail Office' is an office under Srinagar SPC and Chennai SPC wants to close a direct bag to 'xyz'. If 'xyz' is not available to configure for closing the bag, then Chennai SPC will ask Srinagar SPC to add 'xyz' office as its linked office and then Chennai SPC can login to SPC site and download the latest offices file. Update the file and then Chennai will get the new office ie., 'xyz' to configure for closing bag.

15. How to add additional Offices to close the bags?

- If you want to close the bags to offices other than SPCs and to your Linked Offices, then you may select those offices under Supervisor ⟶ My OFiice ⟶ Offices option ⟶ Add Offices to Close Bag Tab. Select the required offices and then click on 'Add' button. Offices once added cannot be deleted and hence add the offices carefully. The selected offices will appear in the Closing Bag option.

Note: *The total number of offices including SPCs, RMS offices and linked offices would be in excess of 15,000. If free access is given for closing bag to any office, a large number of offices may get selected slowing down the response of your system. According to existing instructions Speed Post bags can only be closed to SPCs. If there are exceptions, ie if any SPC has to close a direct bag to offices other than SPC, Mail Office or TMO then the SPC can contact PTC with specific request for those offices.*

Abstract:

16. Minus / Wrong Opening Balance in Abstract.

- With the removal of individual article scanning for transfer of articles, a new option is provided since version 2.0 ie. Bulk Transfer. Articles received by any user in the package can be used for closure or delivery by any other operator. But these type of handling of articles have to be supported through Bulk Transfer entries. For example, if operator 'A', receives 100 articles through Bag opening and physically transfers those articles to Operator 'B'. Operator 'B' invoices those articles to Postmen. If the Abstract of 'B' is seen, it will be with minus entry if 'B' has not received those 100 articles from 'A' through Bulk Transfer. This minus balance if not set right on the same day will be carried to next day as OB.
- In the context of removing the individual article scan in transfer of articles since version 2.0, Supervisor of the Office has the role of checking the abstract of each Operator to confirm the correct accounting of articles. If this is not done, then the next day's OB for Office/Set/Operator may not be correct. This is not a Package error.
- If minus or wrong OB occurs, Supervisor has to use the Bulk Transfer option in his menu to correct the OB of the users which are appearing wrongly. Also check the correctness of the OB held by other Users of the set, so that the set OB appears correctly.
- If the OB is zero for the day, make the balance of all users as zero.
- Balance of those users who had worked on the previous day has to be made as zero or corrected on the current day as the CB of previous day appears as OB for the current day. OB of the Office is the total closing balance of all Users of previous day.

Note: *It should be noted that OB can be corrected for those users for whom the Work Allocation is made for the current day. If User 'A', who had worked on the previous day, had not tallied his abstract, his wrong balance will affect the next day's OB. And if on the next day, User 'B' works in place of 'A', then Supervisor has to make the work allocation for both 'A' and 'B', correct the OB of user 'A' and give the correct balance to User 'B'.*

17. Current Day's Abstract figure was not tallied and next day OB is appearing wrongly.

- Refer the notes above to understand why the Abstract is not tallying and how to change the OB.

18. There is no "All Users" Abstract Report.

- There is Set Abstract and Office Abstract. Set Abstract will give the total report of all users in that set. Office Report will provide the report for all users of the entire office.

Deposit Bag

19. Deposit Bag articles when scanned under Closing Bag option, message says 'article is not received'.

- Deposit Bag is not opened in the package but the articles are scanned.
- First Open the Deposit Bag and then scan the articles for closing or delivery etc.

20. While closing the deposit bag, system gets slowed down.

- This will happen whenever deposit bag is closed in an office in which more than one set is working at the time of closing the bag.
- As deposit bag articles are checked for their disposal status, the process will access all the tables which are being used by the other sets for their operation and hence results in some wait time.
- Normally Deposit Bags are closed when the work of the set is over. Hence in offices where there are no overlapping

of set timings there will be no delay.

Receipt of bags:

21. In version 2.0 and 3.0, each bag has to be received and only then can be opened.

l Yes, else the Bag Abstract cannot be tallied.

l All Bags received may not be opened. A few may be forwarded. Unless each Bag Received entry is there, it is not possible to give the Bag Abstract.

l If the problem is to scan all the Bags while receiving and also while opening, then you may avoid the scanning of bags at Opening through Bag Opening Allocation option. Use the Supervisor ⟶ Bag Opening Allocation. Once it is configured, in the Opening of Bag option, the bags which are to be opened by a particular operator will be listed and the Bags can be opened by selecting the Bag entry from List.

Communication Folder:

22. When 'Finish' button is clicked under the 'Collection of articles' option or 'Opening of Bag' option, message says 'Communication Folder cannot be accessed'.

l Login as Supervisor and open Master ⟶ Environment ⟶ Folder Path option and provide the correct folder path of Communication folder. ie EMSClient folder.

l Exit from the program. (Don't use Login As option)

l Start the program afresh.

Point of Sale data upload:

23. While uploading the data - error- "Invalid column name EmailID".

l SpeedNet 3.0 will allow the Data Upload from Point of Sale 6.4 version only. This is because speedNet 3.0 and point of Sale 6.4 have an additional field "EmailID" to facilitate capture of email ID of sender so that automatic intimation of delivery can be given once the delivery data is uploaded.

l While uploading if the error occurs saying "Invalid column name EmailID" it means you are trying to upload data from some previous version of Point of Sale which is not possible.

l If, for some reason Point of Sale 6.4 is not installed, you have to collect the counter articles through scan under 'Collection of Articles' option.

24. While uploading it gives error - "Some Problem in Connecting Point of sale Database file(Counter.mdb)"

l Share the Point Of Sale Server folder in the server system with full permission to everyone. This will solve the problem.

Collection of articles from other offices:

25. While collecting articles of other offices - how to add offices which are not available in the list?

l All the offices listed here are the offices added as linked offices to the SPC.

l If any office is not found then SPC has to add such offices in the SPC Site as Linked Offices. If the office is not found in the Linked Offices option, then use the Additional Offices option to add. Furnish the details of Linked Office and update the pin range. Download the new offices information and update it using the Communication module Tools ⟶ Update Office Data option.

l SPC should provide this data file to other offices under its jurisdiction which use SpeedNet 3.0 package. Using the data file of new offices, other offices can update the new offices to their local database. (Normally, these other offices are closing bags to their SPC only and hence the newly added offices may not be required at those offices.)

Closing Bag:

26. While clicking on 'Finish' button to close the bag, a message says - 'invalid articles found' and shows those article.

l This is the Invalid Article Checking Process and not an error.

l In order to speed up the process of closing the bag, while scanning, existence of articles in the database is not checked for each article. This was done specifically because most offices were complaining about delay caused by search for the scanned article in the database. This check is done only at the time of closing the bag.

l While clicking on 'Finish' button to close the bag, the package will check whether all articles are actually in the database or not. If not, it will raise the error as Invalid Article number.

l Such articles have to be either deleted and then the bag closed or those articles have to be collected in the system and then the bag closed.

l If you want the checking to be done at the time of scanning itself, then you may please use the 'Scan Article' Option, wherein the checking is still done with each article scan.

Note: 'Scan article' is a provision to bag the articles as and when they arrive. 'Close bag' option, is to close the bag finally. Hence these two options have to be used optimally.

Despatch of Bag:

27. While dispatching the Bags, each and every bag has to be scanned which is not possible in bigger offices.

l Use Tools ⟶ Mail List Configuration option and configure the bags for their Mail Lists. This is a one time operation.

l While dispatching the bags, select the destination and click on Fetch.

l All the Bags closed to that destination will be displayed which can be checked and then shown as dispatched in the package.

l You may then generate the Mail List through the package.

28. Once the dispatch is made in the Package to a particular Time schedule, package doesn't allow to add additional bags into the same dispatch. Hence last minute inclusions of bags cannot be made.

l In Version 3.0, provision is made to add additional bags to the dispatch which is already made in the package and to print the revised Mail List.

Virtual Scanning:

29. While Opening a bag at the Destination, Articles are not available even when Virtual Scanning option is selected.

l The reason for not getting the article details could be that Bag Message is not received from the Central Server. Since the SPC is not always connected to the central Server, before receiving the bags, the Central Server needs to be called once for updating the bag messages. If the Bag Messages are not received, virtual scanning will not happen.

l Under View ⟶ Bags Received option, View the Bag Messages Received Report and confirm whether Bag Messages are received or not.

l If the Bag Messages are not received the reason could be one of the following:

l The offices from where the bags are received have not closed the bag through SpeedNet package

l The bag message of their office is not transmitted to central server due to some connectivity problem.

l Bag Bar code is changed due to loss of barcode during the transmission.

Flush Data:

30. Whether 'Flush Data' is optional? If so, which offices need to choose this option?

l 'Flush Data' is related to the process of checking genuineness of the articles included at the time of closing bags. If the POSPCC database is too large the time taken for verification will be too high, which may result in time out error. When 'Flush Data' option is selected, the old data relating to articles already dispatched, gets pushed to the backup database.

l From the above, it is apparent that all SPCCs and post offices handling large number of articles need to flush their database frequently.

l Other offices need to delete their old data periodically; say once in 3 months.

l Flushing of data is important especially in respect of BNPL articles, since the billing data is picked up from the backed up data.

BNPL Related:

31. Monthly Bill is not getting generated.

l In Supervisor ⟶ My Office Details menu option, select the check box 'BNPL

Billing is done in this Office'. Only then Billing can be done.

32. While booking Express Parcel, Tariff appears as *.

- This means that the city to which the Express Parcel is booked, is not having the correct Distance Slab. Supervisor has to configure the Distance Slab under BNPL ⟶ BNPL Configuration option.

33. BNPL Report is not showing correct data or no data.

- While Installing SpeedNet Server component, you will be asked whether you want to install 'Flush Data' Option. This option clears the POSPCC database of the old data and pushes it into the backup database.
- If it is selected, you will need to Flush Data before taking any Report. Else the Report shown will not be correct.

34. Whether Service tax and Education cess is calculated for BNPL articles?

- Firstly, Service Tax and Education Cess Rates are to be configured by the Supervisor under Master ⟶ Environment⟶My Office option. (SPCs in J & K state should not add the rates as Service Tax is not applicable in the state.)
- Thereafter Flush Data has to be done.
- Service Tax will be calculated on the Bill Amount and not on each article.
- After adding the Service Tax and Education Cess to Bill Amount, the amount will be rounded to NEXT rupee. The fraction amount which is added to total for rounding the amount will be credited under UCR. For example, if the total amount to be paid by the customer is Rs 250.40 it will be rounded to Rs 251/-. Rs. O.60 will be accounted under UCR.
- BNPL Monthly Bill Report has an additional Report Account Head-wise Report which will show the breakup of Service Tax & Education Cess.

35. Whether government offices are exempted from service tax and education cess?

- Government offices booking at the counter do not have any exemption.
- Government Offices that are configured under BNPL can be exempted from service tax. For this the customer category should have been selected as Government; only then this exemption will be effected.

36. While making the detailed data entry for BNPL articles, tariff is shown as zero.

- Check whether Pre Paid Amount is entered. If not entered, type 0. Now it will calculate the tariff.

Communication Module:

37. While connecting to central server error - 'could not connect to server'.

- Check if Java Runtime Environment is Installed (JRE) (Click on Start ⟶Programs to find out the JRE in the list). Without JRE Communication will not work. Sometimes JRE may be corrupted. Hence reinstallation of JRE may solve the problem.
- If the Communication module could not connect to Internet and in turn to contact the Central Server. then -
- In case of Dial up connection,
- Check if the password is saved.
- Check if the specified connection is made as the Default Connection.
- Check if the option "Always dial my Default Connection" is selected in the Internet Properties à Connection option.
- In case of Leased Line and Broadband connection select the mode of connection to Internet in the Communication Configuration screen as "Leased Line"
- In spite of the above actions, if the message still persists, provide your IP Address information in the specified format to NIC. (Please write email to ptcdesk@hotmail.com for guidance in this regard)

38. What is Key Value and why has it been introduced in SpeedNet 3.0?

- Key Value is similar to password. It should have minimum of 5 characters and maximum of 15 characters.
- Each Office installing SpeedNet will require a Key Value which will be saved in the Central Server. Eg. When SpeedNet is installed in SPC Srinagar the key value can be "Sri#m6ra8j"

39. Why Key Value is important:

- It ensures authenticity of the office registering. Once an office registers with a Key Value, others cannot register as the same Office.
- When an Office requires to reinstall SpeedNet 3.0,the same Key Value should be provided in the Communication Module for Re-Registration.
- Only those Offices who are registered with the Central Server will have their Booking and Delivery information reflected in the MIS Pages.

40. When new offices are added as SPC or linked offices, the office data file in local database has to be updated after downloading from the SPC data updation site. How to update the downloaded office data file?

- The file which you have downloaded from SPC site should be saved in C drive or any other location, as you desire.
- Run the Communication package and select the - Update Office Data from Server - option.
- It will ask you to select the file path. Here you have to browse the location where you have saved the downloaded file and select that file.
- Click on Update Button.
- This updation will refresh your database with the latest data you have downloaded.

Database Upgrade:

41. While Upgrading POSPCC Database with Database Workshop 6.4, error of 'SQL DMO' occurs.

- Install the Database Workshop Program in a system from the SpeedNet 3.0 CD and then run that application to upgrade the database.

SpeedNet 3.0 Patch1

The patch is now available for download in PTC website alongwith guidelines on upgrading (ftp://ptcinfo.org/Speednetsolutions). This patch provides the following solutions

- Office registration problem is fixed
- Bags received without barcodes can now be received in SpeedNet. The application will auto generate numbers for such bags
- New communication setup takes care of registration of linked offices
- Customer data to central server – message problem fixed
- Virtual scanning option for BNPL articles provided
- Virtual scanning for BNPL articles – Data entry form modified to clear captured data
- Date and time actually entered for delivered articles while taking returns will only be available for tracking; Default date and time display is removed
- Provision is made to select the article through serial number in the invoice for entering remarks on articles sent to other offices
- Rounding off problem in BNPL monthly bill amount solved
- Incomplete data problem in track articles is solved
- Tariff problem in Corporate Customer package solved

Contact Info:

PTC runs a help desk to provide solutions on problems being faced in using software developed by PTC Mysore. The contact details are given below

Contact details of help desk

Email id:

ptcdesk@hotmail.com; ptcdesk@gmail.com; ptchelpdesk@rediffmail.com

Telephone number: 0821 – 2449015

Responses to this Bulletin may be sent to srk65in@gmail.com