

Frequently Asked Questions

SEASONAL REQUIREMENTS

Which season will this summer's leagues be part of?

Leagues beginning after March 14, 2004 and before August 1, 2004 are part of the Summer 2003/04 season. The bowling year begins August 1 and runs through the following July 31. The season of a league (and its averages) is determined by the starting date of the league. Need current dates here—what are they? (Gianmarc's Note)

What does the Start New Season menu option do?

The Start New Season program removes the existing inactive leagues and league bowlers (not the person's record, just the role) before it makes a second pass and deactivates last year's active leagues and league bowlers. This action provides a new list of inactive leagues and members that can be re-activated in the upcoming season.

When should I run Start New Season?

This program can be run twice a year, once in preparation for summer leagues and again for winter leagues. (If your association does not have summer leagues, you will run this program only one time each year.)

How do I know if I need to run Start New Season?

The best way to determine when you need to run start new season is to check the status of the leagues in the season you are getting ready for. For example, if you are getting ready for summer, take a look at where last summer's leagues are listing. If they are active, you should run Start New Season for summer. If these leagues are inactive or if you have no summer leagues, you do not need to run Start New Season for summer.

The same holds true for winter. If last season's winter leagues are active, you should run Start New Season in preparation for your winter season. Note: When you run start New Season for Summer, your winter leagues will not be affected and vice versa.

What do I need to do to run Start New Season?

The purpose of this check-off guide is to take you through the Start New Season Process by directing you to specific chapters of the WinLABS User Guide for instruction, as well as providing additional information about the process itself.

When running Start New Season, if, for some reason, you do not receive the message "The new season has been started", please contact Bowling HQ Helpdesk for assistance before proceeding. Do not attempt to run the utility a second time for the same season!

Remember, you can start a new season for winter even though the summer season is still active!

Preparing for Start New Season - WINTER

- Make sure all of your league registers contain a zero balance, unless you wish to carry it forward. You can do this by running the Open Receivables Report. Any remaining register balances will be carried over to the following session as a single register entry. (Chapter 3 Maintaining Memberships, League Accounting)
- Change the default average year in Setup, Options.
- Enter all of your averages using the shortcut in the Bowlers in Current League Tab (Chapter 5 Miscellaneous Processes, Entering Averages)
- Create and print a Yearbook (Chapter 6 Reports, Average Reports, Yearbook)
- If a dues change has occurred, change Membership Products to reflect the new cost of membership. (Chapter 2 Setting Up Your Database, Setup Membership Products)
- Update the Association Properties and Officials information. As soon as your elections are held, this information can be updated. (Chapter 2 Setting Up Your Database, Local Association Properties)
- Print out all your transmittal confirmations and mark them as printed. Process all your national data changes. (Chapter 3 Maintaining Memberships, Creating and Sending New Transmittals)
- Create and send a New Transmittal. (Chapter 3 Maintaining Memberships, Creating and Sending New Transmittals)
- Make a good backup of your database. (Chapter 8 Backup & Maintenance, Backup Procedures)

Running Start New Season WINTER

1. From the Tools menu, select Start New Season.
2. Confirm the season displayed in the new season field is the season you want to start. The system will default to the correct season based on your system date, if you are running this program between 8/1 and 3/1, the season will default to winter.
3. Place a checkmark next to any of the following options in the Delete Old Data Options section. Remove the checkmark from any options you do not want to utilize. Deleting people is time consuming, and can be run at a later date on its own.
4. Click OK.
5. Click YES to Are you sure you want to begin a new season?
6. If you receive a message stating the program can not perform a task, such as deleting transmittals or national data changes, click OK until the message does not reappear. You may have to click numerous times, once for each item the program can not remove. Do not abort the process when you see this message, if you keep clicking OK, the program will continue.
7. The program will begin to process, and may appear locked up, ***do not interrupt the procedure manually!***
8. If you chose to delete people, a report will be generated showing a list of the people about to be removed completely from WinLABS on your screen. This process can take a very long time; your screen will appear as a blank report page while data is collected. You may send it to the printer if you wish.
9. Click on the "X" in the upper right corner to proceed.
10. The program will then prompt to remove the bowlers if desired. If you say yes, they are out of your database permanently.
11. Upon completion, the program will display the message "The new season has been started". ***If, for some reason, you do not receive this message, please contact Bowling HQ Helpdesk for assistance before proceeding. Do not attempt to run the utility a second time for the same season!***

NOTE: This procedure does not start a new season for year-round leagues.

How do I change my Local Association address, phone, and email information?

Click on Association, then Properties and make any required changes. Then create and send a new transmittal, which will send any changes up to Bowling Headquarters.

When do I enter the results of our associations election of officers? Should I wait until they take office?

No, enter them immediately after your election has been completed in the Association Officials of your Association Properties screen. Then do a new transmittal, which will send any changes up to Bowling Headquarters.

Entering them immediately lets Bowling Headquarters know who the new officials are before they take office. This provides immediate contact information the day the change takes effect.

Note: If an official is being replaced, do not remove them. Enter the new individual with their respective term of office. WinLABS allows you to view only current officials which helps eliminate the confusion of seeing more than one at a time.

When printing my rosters, the ages are not correct. What do I do to correct them?

Update your system defaults in the Setup Options. YABA associations should change the date used to determine the bowler's age here annually.

What do I do if my Local/State dues change?

When you have a local dues change, each product should be updated for state and local dues.

Click on Setup, Membership Products, and review all of your membership products to ensure the dues are correct, and update the necessary products.

How long can I use the same backup disks?

Your backup media (diskettes, tapes, or zip disks) should be replaced at least once per year. Just as important is to be sure that you have at least three sets of backups that are rotated.

SYSTEM REQUIREMENTS/MAINTENANCE

Will WinLABS run on my system?

Unless you are inheriting used equipment, minimum requirements are not an issue. If you are obtaining older equipment, the following is applicable. Minimum system requirements now include systems with Windows 98, 2000, ME, or XP and a minimum of 32MB RAM and 150 MB free space on the hard drive. Additional memory and hard disk space is desirable. (Associations working with state databases should have at least 256 MB RAM for improved performance.) Does this need to be updated—what about systems with Vista, for instance?

Can two or more computers be networked together to use WinLABS?

Yes. Many associations use WinLABS on a local area network. (Wide-area dial-up networking is not feasible.) The larger the number of users, the more capable your server and network must be.

Can I process another associations data in addition to mine?

Yes. You will need to create a new association for each database you'll be working with, and restore the other associations existing database into it. You need to be certain that any backup that you are restoring includes the most recent transmittal.

Double-clicking the WinLABS icon will display a list of associations from which you can select the one you'd like to work on.

Note: it is very important to back up each association you are processing - especially after transmitting.

I am a new association secretary. What should I do to use WinLABS on my system?

With the exception of a few YABA associations, there will not be any secretaries that will have to start from scratch in WinLABS. If you do not inherit the associations computer and you will be using your own pc, you need to get a recent backup from the former/outgoing secretary. A current database includes all transmittals sent to Bowling HQ. If there is any doubt regarding whether or not your data is current, please contact the WinLABS Help Desk to avoid possible loss of data and/or extra work on your part. Please print out the [Database Transfer Checkoff Guide](#) (*Adobe Acrobat Format, .PDF*) for more assistance.

I have lost all of my WinLABS data. Can I just start over?

No. Once anyone in your association has transmitted data, you cannot start over.

Please contact the WinLABS Help Desk at Bowling Headquarters so we can verify whether your data has truly been lost, or if the program has just lost track of the data. We then can assist you in evaluating whether or not your database and/or backup is current and ensure that your future processing is successful.

TRANSMITTALS**Why havent I received a confirmation for my transmittal?**

Transmittal confirmations are normally available for pickup within one working day of the date your transmittal is received. You will need to connect through WinLABS once again to pick them up.

Click on Tools/Send and Receive Data/Send and Receive Now and then on Connect. If you connect after the next business day, and still have not received confirmation, contact the WinLABS Help Desk as soon as possible before entering any additional data.

Why do I need a password to transmit?

You dont need a password to transmit. Once you start seeing the More than 30 days has passed since you last transmitted . . . message, a transmittal is required. Once a new transmittal is created and successfully sent, the message will no longer appear.

What do I need to do when I get a message stating that I can not connect to the FTP server?

This message can display for a number of reasons. Continue to try, and if you are unsuccessful, please contact the WinLABS Help Desk for assistance.

Can I order my supplies through WinLABS?

If you processed through WinLABS last year, click on Tools and then on Order Supplies Online. This is actually a link to an Internet site. (All associations should now be able to order supplies through WinLABS.)

BACKUP/RESTORE

Can I back up my WinLABS data to a CD?

Yes. You may find it easier to create the backup folder on your hard drive and copy it to the CD rather than browsing to the CD during the backup process. If you are using Windows XP, please print out the [Backing Up to CD Instructions](#) (*Adobe Acrobat Format, .PDF*) for additional assistance.

When I try to restore my backup, why am I getting a message that my backup file does not exist?

Clicking the Browse button will help you determine if a file is really on your diskette/cd and if it has a slightly different name on the diskette than what is listing on your system. If you need help restoring your backup, please contact the WinLABS Help Desk at Bowling Headquarters for assistance.

I need to reformat my hard drive, how do I protect my WinLABS data from being lost?

Contact the WinLABS Help Desk at Bowling Headquarters for assistance in backing up your database to floppy disk, zip disk, or CD before the format. As an additional precaution, you can click Upload Backup in Tools, Send/Receive Data, to send a backup to Bowling Headquarters. We then can assist you in the reinstall/restore process to ensure that there is no loss of data and that you are able to process successfully.

When I start WinLABS, the program is asking for the activation code that is on the CD sleeve, but my sleeve does not have one listed. How do I obtain an activation code?

The activation code is like a "key" to let you use the software. This key is only required once, when your association begins to use WinLABS.

Please contact the WinLABS Help Desk for assistance, so that we can determine how to get you going, and provide the activation code if necessary.

Why am I getting a DynaZip UnZIP Error: Error creating output file (Problem extracting file(s)) while trying to update WinLABS?

You are seeing this message because you are attempting to run the update program with WinLabs open. The program will run successfully after you exit WinLABS and try the update again.

GENERAL**How do I print labels in WinLABS?**

You can request labels on the Output Options tab in the Report Wizard from any coordinating reports.

In WinLABS, can I request a replacement card for a bowler?

You will need to refill this from your desktop. Highlight the bowler on the all people tab and click the membership ID button. Click on the refill card button. The next time you transmit a new card will be generated, and the bowler should receive their card in 7 - 10 days.

My bowler needs a replacement card right away, how can I get them a card now?

Go to Reports, Bowler, and run the Bowler Verification letter, which you can sign. This can be used as proof of membership and average at sanctioned tournaments.