



April Tech Tips

Service Release 3 – SR3 - 18.15.3

Service Release 3 is now available on the Church Windows website. On the [Download Current Updates](#) page are Installation Instructions, What's New documents, and SR3 download links. The opening screen of the church's software must display Version 18 in order to install SR3.



Version 16 or older

When coming from a very old version to Version 18, it may be necessary to have us update your data through the different versions and then to 18. We also have a great document – [Prior to Updating to Current Version](#) – which guides you through recommended steps to take before moving from a version prior to Version 17 into the most current Version 18.15.3.

Version 17 or newer

If the opening screen of the church's software displays Version 17, then update to v18 using your v18 install CD, and then add the SR3 Update from the website.

Did You Know?

If a **red X**  or a **red !**  displays on a screen in Church Windows, hovering over that X or ! will display a floating message will indicate what is wrong. In the visual example below, there is a **red X** on the Transfer Donations to Accounting screen. By hovering on the **red X** with the mouse, the floating message indicates that a debit and credit account must be selected. To transfer money from Donations to Accounting, the system must know where to transfer the money. Once the debit and credit accounts are filled in, then the system will allow clicking the Post button to transfer the money into the selected debit and credit accounts in Accounting. The permanent links can be entered on the Default Account Links tab.



Date Occurred	Batch Code	Total Amount	Do Not Transfer	Transfer										
04/10/2016		\$23.00	<input type="checkbox"/>	<input checked="" type="checkbox"/> Post										
<table border="1"> <thead> <tr> <th>Giving Account</th> <th>Amount</th> <th>Date Posted</th> <th colspan="2">You must select a Debit and Credit account for each transfer line item</th> </tr> </thead> <tbody> <tr> <td>111 - Easter Flowers</td> <td>23.00</td> <td>04/14/2016 9:35:45 AM</td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table>					Giving Account	Amount	Date Posted	You must select a Debit and Credit account for each transfer line item		111 - Easter Flowers	23.00	04/14/2016 9:35:45 AM	<input type="checkbox"/>	
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Below is an example of the **red !**. Because no Date Occurred was selected, the screen shows the **red !**. Once the Date Occurred is entered, the entry can be added to the batch.

The screenshot shows the "Enter Bills" window. At the top, there are fields for "Date Occurred", "Invoice #", and "Due Date". The "Date Occurred" field has a red exclamation mark icon next to it, and a tooltip message "Date Occurred must be entered" is displayed. A black arrow points to this red exclamation mark. Another black arrow points to the "Due Date" field. Below these fields is a "Select Vendor/Payee" dropdown menu set to "Ameritech". To the right, there are buttons for "Recurring Transactions" and "Show Running Balance". Below the vendor selection is a "Transaction Comments" field. At the bottom, there is a table with columns for "Expense/Income Accounts", "Amount", "CR Memo", and "*Line Item Comments". The table contains one entry: "5.10.350 - Telephone" with an amount of "42.23". At the bottom left, there is a "Clear Transaction" button. At the bottom right, there is a "Total:" field showing "\$42.23" and a "DONE - Add To Batch (Ctrl +)" button.

So, if you see a **red X** or **red !** on the screen, move your mouse and hover over the **X** or **!**. Viewing the hovering message might likely give enough information to correct the issue without a phone call or email to Support, thus saving you time and letting you move along with your day.



Windows 10

We have learned that sometimes after a batch of Microsoft Windows Updates has installed, Church Windows will not open and you may get an error that says ‘Object reference not set to an instance of an object.’ This indicates that the SQL server for Church Windows was stopped. This article guides through the steps to restart the SQL server.

[Restarting SQL Server](#)

Backing up

Remember to regularly make backups of your data. Back up often to prevent possibly having to re-enter data! [More information regarding backing up your data can be found here.](#)

