



## ERS Problems Again!

That silly old ERS is still not working very well. Some of our clients are getting random error messages.

TEC is aware of the problems and claims to be addressing them by *"taking the time to audit and correct ALL ERS web services interfaces and ensuring the developer documentation is up to date and correct across the board."*

In the meantime look out for error codes DP0025 and DP0060. If you get these the only thing you can do at present is process the transaction via the web ERS, rather than through Nipper. Remember, though to also put through a matching manual transaction in Nipper.

Please also notify TEC. They don't seem to be able to do anything but if you don't tell them there is a problem they won't know otherwise.

## Reinstate toolbar in Access 2007

Microsoft Access is structured differently than previous versions, noticeably in the menu options. Some of our Access 2007 users may have noticed their toolbar missing in the process of migrating to 2007. Here's how to get it back:

1. In Microsoft Access, click on the Office button.
2. Click on the Access Options button.
3. Click on Current Database.



### Ribbon and Toolbar Options

Ribbon Name:

Menu Bar: **Take2**

Shortcut Menu Bar:

Allow Full Menus

Allow Default Shortcut Menus

Allow Built-in Toolbars

4. Under Ribbon and Toolbar Options ensure the Menu bar drop down box has "Take2" selected.
5. Close Access and restart Nipper.

## End of Year Housekeeping

2008 is approaching and now is a good time to do some housekeeping in preparation for next year

Links to the relevant [Tip Sheets](#) on the website are included where available.

- Record final student unit and qualification outcomes.
- [Report unit standard results to NZQA.](#)
- Request National Certificates from NZQA.
- [Print Academic Records for students.](#)
- Retire or archive old students.
- Retire or delete old units and qualifications.
- Delete old or out-of-date enrolment patterns.
- Back up the data file.
- [Check for new updates to Nipper.](#)
- [Compact and repair your data file.](#)

Not all of the above may be relevant to your particular organisation - but may serve as handy reminders of things to be thinking about.

## Helpdesk Hours

Our usual hours of operation are 8.30am to 5.00pm, Monday to Friday – excluding public holidays.

Between the 24th of December 2007 and the 7<sup>th</sup> of January 2008 the Help Desk will be operating at a reduced capacity. If no one is available to answer your call, please leave a message on the answering machine and we will get back to you with a response.

## Wellington Anniversary Weekend



Wellington Anniversary Weekend is on Monday the 21<sup>st</sup> of January 2008, which is a public holiday here. Subsequently the Help Desk will not be open on the 21<sup>st</sup>.

**UNSUBSCRIBING FROM THE NEWSLETTER:** If you no longer wish to receive the Nipper Newsletter, please send an email to [helpdesk@meta-office.com](mailto:helpdesk@meta-office.com). Include in the subject line "UNSUBSCRIBE NIPPER NEWSLETTER" and the email addresses to remove in the body of the email.

