

This support biased FAQ page includes questions frequently asked by people who are already using Antiquity software. For sales related FAQ, please click [here](#).

This section is new and will be built up over time as our customers ask more questions :)

General

I've forgotten my password. How can I get into Antiquity in order to reset my password?

If you have more than one user profile set up in Antiquity and one of the other users has 'Admin' privileges, then just ask them to log in with their user name and password. Then they can go to the **Admin** module > click the **Users** tab, click on **your** name on the list on the left and finally click the **green arrow** on the right next to the password field so that you can type in a new password. See note below*.

However, if there are no other user profiles in your copy of Antiquity, e.g. you're a one-person business and you're the only person who can log in, then you'll need to call us. We'll log in remotely to your PC and help you get to the stage where you can reset your password. Please note that we cannot recover the forgotten password, we can only help you to reset it. See note below*.

*Note: Please use a password that includes a combination of upper and lower case characters and at least one number and one other non-alphanumeric character, e.g. Br82ppY. Do not use easily guess-able passwords like your name, yourname1, password, password1 as these are the most easily hacked. Your copy of Antiquity holds a lot of valuable customer data which you would not want any thief to gain easy access to should your computers be stolen!

How do I make a backup?

To make a backup of Antiquity, please follow these instructions.

NOTE: It is important to ensure that you always keep a recent backup off-site. Should the worst happen and you experience a theft, fire, flood or the like, chances are that any backup left on your PC or premises will also be stolen or damaged. Therefore, we recommend making a backup onto a USB memory stick, CD, external disk drive or similar, such that it can be taken home. Ideally you should always rename and date each backup file so that you can keep a series of backups on the same backup media.

How Often Should I Make a Backup?

In Antiquity you keep important information about your customers, stock, invoices, website, tasks and many other things. How much of this information are you prepared to lose? An insurance company might pay for the replacement of computer hardware, but your policy is unlikely to cover you for the time required to re-enter your data, nor for loss of data. Therefore we recommend making a backup at least once per week, possibly even daily, depending on how often existing data gets amended and how many new customers/stock/invoices are added each day.

Server Version:

If you have the server hosted version of Antiquity, then the main elements of the backup are performed automatically. All you need to do is copy the backups to an external media source. Please contact us for a reminder about making backups for your installation of Antiquity.

Non-Server Version - Instructions:

The following instructions are for customers running Antiquity without a dedicated server.

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1. Important: **Exit/Quit** Antiquity on all computers - *you should never make a backup while Antiquity is running!*
2. On the host computer, locate and open the Antiquity database folder.
3. Locate the six files beginning "AN_" and also the one called "Antiquity".
 - Depending on how your computer is configured, you may or may not see a suffix ".fp7" on each file.
4. Select all the required files by click-hold-dragging your mouse over them all or clicking the first one and then pressing the SHIFT key while clicking on the last one.
5. On Windows right click and select **Send to > Compressed (zipped) Folder**. On Mac, right click and select **Compress 7 Items**.
6. This will make a compressed file which will be located in the same folder as the files that you've just compressed.
 - On Windows this file will be named after the file that you right-clicked on, e.g. **Antiquity.zip** or possibly **AN_Web.zip**.
 - On Mac this file will be named **Archive.zip**.
7. Rename the compressed file to **Antiquity backup yyyy.mm.dd.zip** (If you did not see the **.zip** suffix on the file before renaming, then do not add it. If you did see it, then ensure it remains), e.g. **Antiquity backup 2009.12.30.zip**.
8. You now need to copy the renamed file to your external media, e.g. a USB memory stick, CD, external drive or similar.
9. Because each backup file is renamed, you can keep multiple backups on your external media.

Suggestion:

If you're using a USB memory stick or re-writable CD as your media, please ensure to use a set of media, not just one. For example, if you backup weekly then have a set of 4 USB memory sticks, one for each week of the month and always backup to the appropriate one. Doing this ensures that if one of the media turns out to be defective, you still have the other ones.

Future backups:

In the future, we will add a feature to Antiquity to make backups and automatically upload them to a reserved folder on your web server.

Printing - Where's my default printer?

The default printer is usually picked up by Antiquity when Antiquity is installed. However if you have to re-install your printer driver or want to set a different printer as the default, Antiquity may not pick up on this change automatically. Simply go into Antiquity **Admin**, then from the **File Options...** menu select **Print Setup / Page Setup** and select your printer. Click **OK** and your new default printer for Antiquity has been set.

Contacts

How do I find a contact?

- If you are already in the Contacts module, then click the Find button.
- If you are not in the Contacts module, press SHIFT while clicking Contacts button. This will take you there and put you straight into Find mode.

Enter the search criteria in the appropriate field, e.g. 'Smith' in the Last Name field.

TIP: If you don't know the exact spelling then just type a few of the letters that you do know, e.g. 'sm' would find 'Smith', 'Smyth' and 'Smout'.

TIP: You can also enter additional search criteria in another field, e.g. 'pa' in the First Name field. This would find 'Paul Smith' and 'Patrick Smout'

When you've finished entering your search criteria, click the Find button at the top or click the 'Continue' button on the far left of the screen or press the Enter key. If only one record matches

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your criteria, then that record will be shown. If two or more records match, a list will be shown and you can click the green arrow button on the left to view the main page for the selected person.

Title		Source of
First Name	pa	
Last Name	sm	
Position		Notes
Company		
Tel Work		
Tel Home		
Tel Mobile		
Fax		
Email		
Web		

People Addresses Looking For Remir

Contacts Stock Invoices Purchases Remi

Find Sh

	A/C #	Mr.	Name	Compan
➤	5253	Mr	Paul Smith	Imagen
➤	3911	Mr.	Patrick Smout	Front Co

TIP: To search for a 'range', e.g. from xx to yy, then use the syntax xx...yy (with three dots in-between).

TIP: You can also search in the other fields, e.g. the Date field (top right) is the date that a contact was entered into Antiquity.

TIP: If you know that you entered someone last week, but can't remember their name, then just search for 2/11/2009...8/11/2009 in the Date field (replace dates as appropriate). You do not need to type the year if the dates you're searching for are this year. However if searching for dates in another year, then you must enter the appropriate year.

Entered By Date

Share Partner DNC email DNC Mail Attention

Type Client Supplier Dealer Staff Other

Stock

How do I get a supplier's name to appear in the Supplier pop up list on the Purchase Details tab in the stock module?

If the supplier does not have a record in the Contacts module then:

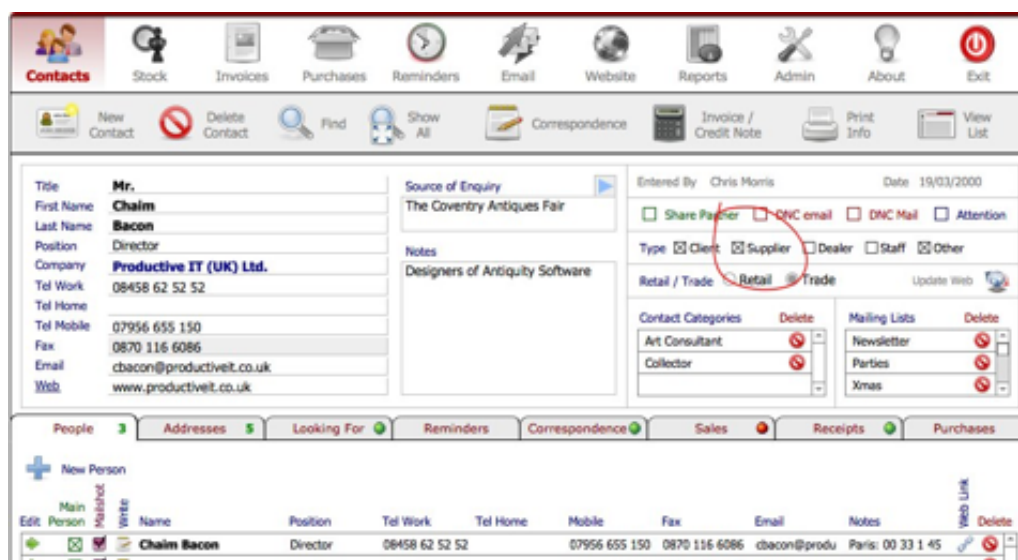
1. Go to the Contacts module and create a new record.
2. Check the 'Supplier' option in the 'Type' field (see screen-shot).
3. If the supplier is not also a client, then deselect that option in the 'Type' field.

If the supplier already has a record in the Contacts module but is still not showing in the purchase details pop up list then:

1. Find the supplier's record in the Contacts module.
2. If the 'Supplier' option in the 'Type' field (see screen-shot) is not selected, then select it. or if the 'Supplier' option in the 'Type' field is already selected, then deselect it and select it again

Note: In the pop up list, suppliers with a company name will be listed under the company name, otherwise under the surname.

If you're still having a problem getting the supplier's name to appear, try deleting one character from the company name and then typing it again, e.g. change 'Smith Limited' to 'Smith Limite' and then back to 'Smith Limited'. If the supplier has no company name, then type something in and then delete it again.



Images

Importing images

I'm having a problem importing TIFFs... the copies that Antiquity makes have not been reduced in size as expected (like JPEG images are reduced). Does Antiquity support TIFFs or am I doing something wrong?

No you're probably not doing anything wrong. Antiquity supports 8-bit TIFF images but not 16-bit ones. It's possible that your TIFF images are 16-bit and this is the most likely culprit. We recommend that you convert them to 8-bit TIFFs or to JPEGs (which are always 8-bit) before importing into Antiquity.

Emails

Are Emails CC'd or BCC'd for a mailshot?

When you do a mail-merge or email-merge in Antiquity, each recipient receives their own individual personalised email, i.e. people are not CC'd or BCC'd. So each recipient only sees their own name/email in the TO box because their email was only sent to them. Furthermore, each communication will be addressed to the individual, e.g. 'Dear James' or 'Dear Mr. Mountbatten', as per the formal/informal settings for that individual.

Can Antiquity send HTML emails?

Yes. Antiquity can send plain text and HTML formatted emails. We've created a sophisticated but easy to use template system where you will rarely ever need to re-visit your original HTML code. We also supply your copy of Antiquity with a number of basic HTML templates, including one for your standard letter head.
