BOOKMARK FACT SHEET

Screen Goes Black or Can't Read Settings

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If the Bookmark main menu window suddenly goes black

or if a Can't Read Settings file message appears

of the barcodes don't work any more.

The "Settings File" contains most of the information generated in the Controls area of Bookmark. This includes the background colours of windows, the parameters used to read barcodes, the page setups for printing barcodes and spine labels, passwords, the registration code expiry date, Internet and SCIS and CPAC settings, importing borrower data settings and much more.

The Settings File is read many, many times a day so is heavily used.

If the settings file becomes unusable, many different areas can be affected.

It may mean this special file has become corrupted

Good news! The file can be recovered from a backup without losing any other data. Here's how:

Important: do not do a backup. That will only back up the problem, not fix it.
Do not restore a full backup. That results in loss of important data.

Open Bookmark.
Ignore any error messages. Just continue.
On the Main Menu, click on Utilities.
Click on Restore.
Click on Special Restores
Click on Restore General Settings
A list of backups are presented.
Click on a backup file that was made when everything was OK. The age of the file is not particularly important. It can be older.
Click OK.

Click on Yes to proceed.
The settings file is quickly restored from the backup.
Click OK to close Bookmark
Open Bookmark again.
That should do it.
If not, repeat the steps but choose an older backup.

If this does not solve then problem, call your Bookmark help desk.