

Registration Flow

Step 1



Send an Email to support.hsbc@linkapitech.com in below template

Dear Team,

Customer with below details is looking for Link API Tech - Tally Plugin Solution.

Email - XXXXX

Mobile - XXXXXXXXXXXX

Company Name - XXXX

Contact Person Name - XXXXX

ERP - Tally Prime / Tally ERP 9

Customer has received the Profile ID, Client ID & Secret over his email. Customer is available for the demo on XXX_DATE_TIME_XXX

Thanks & Regards

RM Name

RM Contact

Step 2



Link API Support Team will connect with customer or reschedule the demo if required & give the demo of entire product to the customer

Customer details like ERP Serial Number will be collected during the demo. Registration mail will be sent on Email ID shared, customer will set the password & upon successful reset of password he will receive the TCP download link.

Registration Completed

Pre Requisites

- Licensed Tally ERP 9 or Tally Prime 2.0
- Access of Registered Email ID
- Access to desktop/laptop on which Tally is Installed
- Desktop admin privileges
- At least 1 hour window for demo
- Active Internet Connection
- Access to HSBCNet
- Should have access to client ID, Secret & PIC ID

Sections Covered

- Onboarding
- Issues in File Installation
- Upgrading to TCP file

For internal use only

Onboarding

1. Customer enters wrong Serial No./License No.

Kindly mail the old and the new (correct one) licence no to: suppprt.hsbc@linkapitech.com from the customer's registered Email ID. Kindly mention registered Mobile no in the email

2. Customer is asking to get his registered Email ID/Mobile no changed

Kindly mail the old and the new (correct one) licence no to: suppprt.hsbc@linkapitech.com from the customer's registered Email ID. Kindly mention registered Mobile no in the email

3. Client is unable to download TCP file, download showing failed, network error or any absurd screen comes up while downloading

Kindly intimate the support team on suppprt.hsbc@linkapitech.com. Also, use the link - <http://hsbc.linkapitech.com/tally/download/plugin.zip> to download the plugin. Still if the issue persist, team can get in touch with the support team over the email

4. Client is getting Subscription not found error or subscription is active but it is still asking to renew subscription

Kindly mail the the issue with screenshot to : suppprt.hsbc@linkapitech.com Also, mention registered Mobile no in the email

5. Customer is unable to find the Profile ID, Client ID or Client Secret

Please check old emails, spam & bin of your registered email ID with bank or get in touch with your bank RM.

6. The customer is getting an error message as Invalid Credentials.

Kindly mail the the issue with screenshot to : suppprt.hsbc@linkapitech.com Also, mention registered Mobile no in the email

Issues in File Installation

7. Customer gets “T0001” error(wrong file path) while installing plugin in “Manage local TDL” section

Error arises because file path and/or file name is incorrect. Client needs to provide the exact path and file name as present in file properties matching every case ensuring no space is there. If copy paste doesn't work enter the path manually and correctly

8. Tcp file doesn't load up in ERP 9

ERP 9 version should be updated, version 6.6.3 or beyond

9. Client has admin tally on cloud and wishes to use on systems connected to it

Will have to upload the tcp file on the cloud itself, by coordinating with their cloud service provider. They cannot integrate a plugin file on desktop with tally that is hosted on the cloud.

Alternatively

Client needs to login to customer portal on tally solutions website with admin licence no and upload the tcp file there post that there's no need of installing file on different systems all can access, just that they'll need to enable it

Step 1 - Ask to upload bank plugin Tcp file on customer portal of tally

Step 2 - Add on bank plugin in TDL configuration setting after alter setting

Step 3 - Update tally licence from licence management from tally application

10. In ERP 9 under 'Manage local TDL' section getting T0014 error

Upgrade to latest ERP 9 version. It should be equal to or greater than 6.6.3

11. ERP 9 software is crashing after installing tally plugin

Need to upgrade tally to the latest version

12. Not able to paste file path in Tally ERP 9 while loading TDL File

For tally ERP 9, the object name can be copied by using shortcut Ctrl+Alt+V not Ctrl+V

FAQ's - Tally Plugin

Version: 1.0

RM Support details

Email: support.hsbc@linkapitech.com

Mobile: 91.97163XXXXX

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