



FAQ – Common Solutions to Problems Using QDMS

This FAQ documents common solutions to issues encountered while using QDMS:

1. Cannot change Company Name in Project Details

Problem: I am not able to change the Company Name from QA Software when creating a new project or even after creating a project.

Solution: The company name stored in the project details must be identical to the company name in the Registration Details. If the Company Name field was left empty when registering QDMS, QDMS will use a default company name whenever the project details are edited or a new project is created. To solve this problem, use Help→Registration and note your User Registration Key. Then use the Un-Register button to temporarily un-register the program. Then enter the correct company name and register again.

If you are still having problems in the Project Details screen, copy and paste the company name from the registration details screen to the project details screen.

2. Dialog Box appears when running the QDMS EXE

Problem: When I try to run QDMS, it comes up with a dialog box with all the fxp files in it.

Solution: This may occur because of a corrupted QDMS.exe. You will need to replace the exe from the backup or contact Technical Support at QA Software.

3. Transmittal screen won't open

Problem: When trying to open the Transmittal screen it defaults back to the main screen.

Solution: Run Files→Compact Files. It is due to corruptions in the data/index files.

4. PCLXL error when generating reports/Transmittals

Problem: I can't print report or transmittals. I'm getting a PCLXL error.

Solution: You need to uninstall the existing printer driver & re-install it using the correct Microsoft Windows CD for that pc.

5. No scroll bar when using File/Project-Select

Problem: There is no scroll bar when using Project – Select with a long list of projects.

Solution: Use File > Re-enter Password to get a scrollable list of projects.



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6. eTransmittal – some drawing attachments are not sent.

Problem: Sometimes it is not sending all the document attachments with the eTransmittal.

Solution: This may occur because the document attachments selected to send with the eTransmittal have not been found. In this case, in the eTransmittal – Select Attachments screen, such documents will be highlighted in red and there is a note advising the user to un-tick or locate the documents highlighted in red.

7. Transmittal report – Acknowledgement details are not printed sometimes.

Problem: Sometimes the acknowledgement details do not appear in a transmittal report.

Solution: This may occur because the “Acknowledgement Required” check box in Generate page tab may not have been ticked. If acknowledgement details are required to be printed on all transmittals then this must ticked at Recipient level via View > Address Book – Default Details.

8. Sending eTransmittals to some recipients is a permanent failure.

Problem: It fails to send eTransmittals to some recipients and I keep receiving failure notices via email software.

Solution: This may occur because the email addresses in the QDMS Address Book may have been entered within quotation marks. Removing the quotation marks should solve the problem.

9. It's not defaulting to the correct paper size/source when printing QDMS reports.

Problem: Each time QDMS reports are printed the printer keeps changing the default paper size/source to something different.

Solution: Contact our Technical Support Division.

Technical Notes: Clear the contents of the TAG, TAG2 and EXPR fields of the FRX files.

Further information on issue

For further information, please contact QA Software Pty Ltd.

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