

Glitches...Ways and Means

Humans are forgiving! Computers are not. It is very easy for a single letter in the wrong place to cause a major issue. Bill Gates Microsoft programs are issued with a continual stream of fixes! This is very sophisticated and demanding software and things do go wrong.

It may be the software

It may be your computer is border-line on resource

It may be that you don't do the maintenance

It may be a strange interaction between a number of aspects: things happen on some computers and not others.

It may be that you are trying to do too much at once or in the wrong way

It may be none of the above!

Basically it is not always easy to preempt a problem and may take time to correct it.

The following route is suggested:

1. Access the troubleshooting guide
2. If the issue is not mentioned there then
 - a. Contact your supplier (broker, distributor): if you have bought wisely they will have a good support system.
 - b. Ask another competent user: you should find the users near you to help each other.
 - c. Email onto the discussion group
 - d. Email to richard@gxsubspace.com. Richard is administration. He can not resolve the issue. He will try to get help for you.
 - e. Email to QQS: John Kelsey will try to help. He is interested in being advised of significant issues as he does link with QX in helping to improve the program stability. BUT it is not his remit, he is not a computer whiz, he may not have the time.
3. When you have a problem note the problem in DETAIL including
 - a. what you were doing in what screen
 - b. where you entered that screen from
 - c. whether it has happened before
 - d. what the exact details of the failure were

My computer keeps crashing does not cut it!

REMEMBER

To get out of a freeze use **Ctrl-Alt-Del**

OR

In as a last resort power off the computer

When you restart you will be asked if you want to restore the last patient: say Yes. Do password and calibration and you will be back with the same test scores as before.