Q-SYS Matters

Spring 2011

Features

- **WELCOME**

  Spring has arrived!

- **CONTACTING US**

  Please try to email first, and always to support

- **NEW PHONE SYSTEM**

  Special dreary music if we ever put you on hold!

- **MEDIA CONTROL IN LIMS**

  Read about the further enhancements and think about implementing in your organisation

- **TECHNICAL TIPS**

  For IT Managers implementing Server 2008 or Windows 7

- **WINDOWS 7 COMPATIBILITY**

  Read what you need to do if you are considering upgrading client PCs to 64 bit Windows

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WELCOME TO SPRING!

With the first day of Spring officially occurring on 20th March, it's good to see the weather reflecting this, at least in the South.

Over the winter period we've made quite a few changes at Clyde. Adam Bright left us at Christmas with our best wishes—after six years, he joined us as a graduate straight from University.

We also welcome back Sasi after the birth of her beautiful daughter Kayu earlier this year. Some of you may know that Sasi is a mathematician and statistician by training and is helping us out on all those difficult things no-one else understands!

We've also invested in new equipment and systems with a brand new computer controlled phone system (yes, the music on hold is back but hopefully you will not often have to listen to it!). A feature of the system is that it can re-direct incoming calls to our mobiles when necessary, making it easier and faster to provide you with support even if away from the office.

We've also replaced our main server so, like many of you, we are now running Windows Server 2008, a 64 bit operating system with the latest version of Exchange Server for email.

NEW PHONE SYSTEM

Fully programmable!

CONTACTING US

Please try to email your enquiries in to us first. Even out of hours, emails are forwarded to our mobiles.

This means that we can prioritise our response according to the urgency of your issue, and get the right person in touch with you.

If you do have an urgent issue, don't forget to include a contact phone number, which could be a mobile number, so we can reach you quickly and easily.

Another tip, always email to:

support@clydecomputing.co.uk

rather than to one of us personally—you will receive a faster response then from whoever is manning the support desk.

![clydecomputing CC]

Q-SYS Matters

Did you know?

In Windows 7 the *Show Desktop* taskbar icon has changed—now it's a rather inconspicuous grey rectangle in the extreme bottom right of your screen

If you purchase the Q-SYS Graphics module, you can instantly create any graph from your Q-SYS data without further manipulation in Excel and you can print, pdf and email directly

You can use the built-in Q-SYS Event Scheduler to automatically perform tasks each day. This could include running reports, emailing warnings or carrying out system checks such as if last night's backup was successful.

You can now set up Q-SYS to automatically send faxes to your customers or suppliers. This works in a similar way to emailing, and a complete audit record is kept of all faxes sent.

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MEDIA CONTROL IN LIMS

By popular request, we are continuing to enhance this module which is included free of charge if you have an up to date version of Q-SYS installed. Recent improvements have included additional customisable fields for recording batch-related information, an auditable batch note, and new management reports.

Managing media and reagents is an important laboratory function that you can completely automate using Q-SYS... why not think about implementing it this year?

TECHNICAL TIP—WINDOWS SERVER 2008

On Windows Server 2008, having set *Regional and Language* formats to UK, you may also need to copy these settings to "reserved accounts", such as the system account.

Otherwise system logs, including the Q-SYS Backup Log, will have dates appearing in US formats, which may cause erroneous errors to be displayed.

TECHNICAL TIP— WINDOWS 7

A bug in the regional date-time settings may mean that Q-SYS date dialogues don't work correctly.

To fix this, Open *Regional and Language Options*, Under *Format* pick anything else (such as English (United States)), click *Apply*.

Then click *Format* again, pick English (United Kingdom), Click OK.

WINDOWS 7

Perhaps Windows XP is now finally on the way out now that Microsoft have announced the termination date of April 2014. Many of you skipped Vista altogether, and even fewer seemed to use Vista 64 bit but we notice an increasing trend for Windows 7 64 bit to be used for replacing client PCs.

Don't forget that if are planning this you first need to upgrade Q-SYS to the latest database version (Equinox 5) to ensure compatibility. If you already have Equinox 5 installed, we can install a free of charge upgrade to the latest database build if this is necessary.

LARGER PICTURES

If you use the Q-SYS Pack Quality Control module you can now add pictures of multiple visual defects to the system.

A larger space is now devoted to showing these pictures, so QA staff can choose the one that applies more readily.

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