



Q-SYS Matters



Autumn 2012

Features

WELCOME

Let's hope the autumn is better than the summer!

SUPPORT CALL LOGGING

How it works

CONTACTING US

Please try to email first, and always to support

EMAIL SERVER FAILURES

What to do

CONNECTING USING WEBEX

The easiest ways to do it

SPECS WITH INACTIVE PRODUCTS

Now you can see them easily

NEW LIMS REPORT

Counts samples on a monthly basis

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WHAT TO DO IF YOUR EMAIL SERVER FAILS

In this situation, emails sent out by Q-SYS may get "lost" by your mail server and never get sent.

So how do you know what emails were generated by Q-SYS (some might be automatic) and who they were sent to?

There's an easy answer. You don't need to attempt to regenerate the emails. Just go to the Q-SYS Email Log (*Options—System-Configuration Menu - Email & Fax Log*) from any Q-SYS screen.

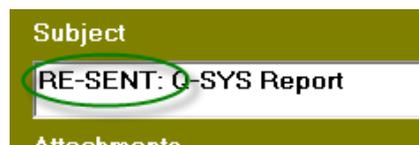
Select the email you want to send:



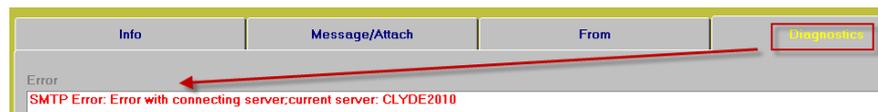
Then simply click the re-send button, top right of the screen.



You'll notice that Q-SYS automatically adds the word RE-SENT to the subject line:



If Q-SYS knew there was an error when the email was sent, you can view the error on the Diagnostics tab:



CALL LOGGING

When you email or call us with a question or issue, all calls are logged with a unique reference number.

We'll give you this if you ask for it and usually place it on any subsequent email correspondence. Don't forget to let us know when your issue is resolved.

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 than from whoever is manning the support desk.





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Did you know?

You can set up Q-SYS reports to output to an A3 printer if you have one. If you don't, then you can still create A3 reports—just output them to pdf in Q-SYS and when you print them they will be automatically scaled down to A4

If you're using Q-SYS Pack Quality Control to enter shelf life assessment, you can now flag these as missed if you are unable to carry out the check

Now, when you use Q-SYS to send emails, a new field can store a reference number, such as a sample or inspection number, along with the email

If you are using the Media Control feature in LIMS, you can now set the default for media addition, for each test, on the Test Definition database

Clyde Computing Ltd

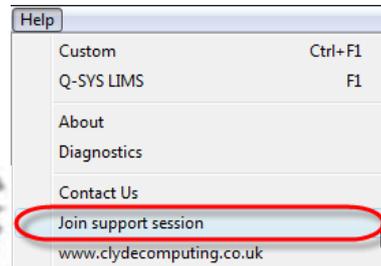
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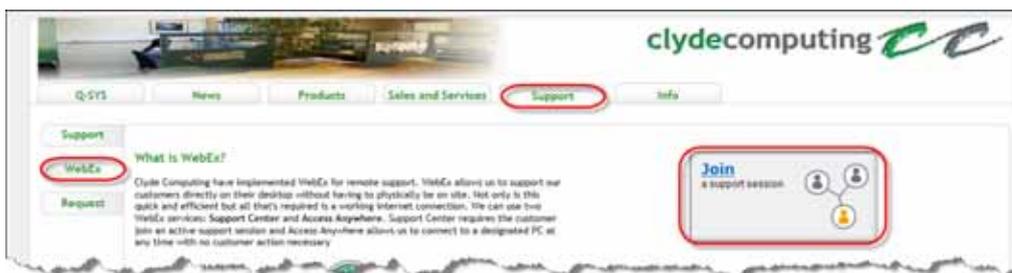
WAYS TO CONNECT USING WEBEX

The easiest way is from any Q-SYS screen, from the Help Menu. [Internet access needs to have been set up in workstation settings]



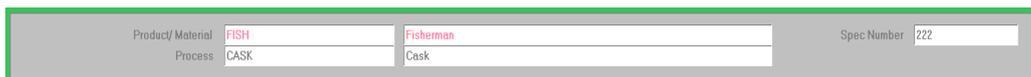
You can also do this from the main menu

Otherwise, you can always access support from our website, www.clydecomputing.co.uk Click the Support tab, WebEx and click Join...



SPECIFICATIONS FOR PRODUCTS THAT ARE INACTIVE

You can now see, at the top of the specification list, if the product itself is inactive for a particular specification



NEW STATISTICAL REPORT IN LIMS

This new report counts the number of samples, month by month over as many years as you wish.

Statistics - Samples counts by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
1996	0	0	413	259	0	0	28	3
1997	0	1	1	2	0	0	0	0
1998	19	11	59	0	23	1	2	0
1999	24	4	10	2	2	0	30	24
2000	0	13	11	6	1	36	7	0
2001	14	6	14	2	7	1	0	9
2002	4	0	1	1	4	2	12	35
2003	2	10	37	0	6	0	0	4

