The following are frequently asked questions about ABCXYZ application.

1. What User Mode should I be selecting to use ABCXYZ application?

ABCXYZ has 3 user modes as explained below:

Submit to Branch / Support Person: If you want to send the application to "Branch/Support Person" then select this user mode.

Branch/Support Person - Submit to H/O: If you are a branch support person and want to submit the application to XYZABC, then select this user mode.

Submit to ABCXYZ H/O: If you want to submit the application directly to ABCXYZ, then select this user mode.

2. My ABCXYZ was updated today. Why are my previous quotes greyed out?

All the cases from previous version will be blocked in the newer version of ABCXYZ, as there are changes in the application.

3. How do I clean the cache memory of ABCXYZ?

Please follow the below steps:

Delete "XYZABC" folder from path "c:\users\[userid folder]\appdata\local"

Delete "temp" folder from path "c:\users\[userid folder]\appdata\local"

4. My ABCXYZ is not opening even after clicking on the ABCXYZ icon on the desktop. What should I do?

Kindly check if ABCXYZ is running in the background. You can check this by opening "Task Manager" and search for "XYZABC ABCXYZ". If you find it in "Task Manager" select it and click on "End Task" button.

If you cannot find it in "Task Manager" then please follow the below steps:

Delete "XYZABC" folder from "c:\users\[userid folder]\appdata\local".

Delete "temp" folder from "c:\users\[userid folder]\appdata\local".

Open ABCXYZ application.

If that too doesn't work, uninstall ABCXYZ, follow step 1 and 2, then delete the "XYZABC" folder from

C:\Program files(x86) and please re-install the ABCXYZ application.

5. How do I delete the database created by ABCXYZ?

Delete "XYZABC" folder from C:\Users\Public\Documents to delete ABCXYZ database. Whenever you open the application after deleting database, it will create a new database for you.

6. I am trying to submit my X-final but getting error message "application not submitted". What should I do?

OR

I am getting failure message after submitting the X-final. What should I do?

Please follow the below steps:

Close the ABCXYZ application.

Go to path C:\Program Files (x86)\XYZABC\ABCXYZ\Misc.

Run "RegX-IMAPupdate.exe".

Then open ABCXYZ application. You will be able to successfully submit the case.

7. ABCXYZ is giving me error "Relationship to the contracting party" where it wants me to give the relationship to the contracting party. What should I do?

Please refer to the workaround below:

Click on "Clients" node in X-final.

Remove the Benefit Recipient role from the Life Covered.

Once this has been done go back and re-add the Benefit Recipient role to the Life Covered.

Complete the rest of the questions in X-final.

8. I am getting "root element is missing" error. What should I do?

To resolve this issue, kindly delete the folder "XYZABC" from "C:\Users\[userid folder]\AppData\Local".

9. I am getting the "Catastrophic failure" error. What should I do?

Please follow the below steps:

Open the "Task Manager".

Click on ABCXYZ and "End task".

Open ABCXYZ application.

If this doesn't help kindly restart your machine.

10. I am getting the below error:

TITLE: .Net SqlClient Data Provider.

Invalid object name 'Version'. What should I do?

Please follow the below steps:

Please go to services and scroll down to "SQL Server(SQLEXPRESS)" and check if it's running.

Please change the service to run under "Local System account".

After changing these setting, please restart your machine and try opening ABCXYZ application.

11. I have created an X-interm and want to change the X-interm code. What should I do?

You can't change X-interm code once it is created.

You can create new X-interm with correct code.

12. Some sections of my ABCXYZ are grayed out and it is giving errors when submitting a case. What should I do?

OR

Fields are grayed out in X-final and ABCXYZ is not submitting. What should I do?

Please follow the below steps:

Close the ABCXYZ application and open again.

On Login Screen click on "More" button.

Now select "Submit to XYZABC H/O" or "Submit to Branch / Support Person" option from User Mode dropdown.

Then login to the application. You will be able to successfully submit the case.

13. I have created X-interm, but my X-interm details are not showing on logon screen. What should I do?

OR

I have an existing X-interm but I am still getting new X-interm creation screen.What should I do?

Please follow the below steps:

Open ABCXYZ and choose another X-interm to logon.

Otherwise create the new dummy X-interm.

Login to the application and go to "Intermediaries" option.

Select the X-interm which you want to use to login.

Change "Type of X-interm" to "Selling X-interm" from X-interm details.

Save the changes.

14. I am unable to pull retirement plan data from X-ABC in ABCXYZ. What should I do?

Please refer to the workaround below:

Close the ABCXYZ application.

Go to "Settings >> Time & Language >> Region"

Change Country or region to "United States"

And change the Regional format to "English (United States)"

15. I am unable to complete Max Income case as I am getting "Invalid X-Ann Code" error message. What Should I do?

Please follow the below steps:

Click on ABCXYZ Icon.

Go to "Options>>Codes"

Click on Update button and choose "Internet or File" option.

16. I am unable to X-final the case as "X-final now" button is grayed out. What should I do?

Please follow the below steps:

Go to Intermediaries.

Click on your X-interm.

Enable "Electronic Submission via X-final" checkbox.

And save the changes.

17. I am getting "Resolution dependency failed" error and application failed to launch. What should I do?

Please follow the below steps:

Uninstall ABCXYZ.

Go to location "C:\Users\[userid folder]\AppData\Local\Microsoft\Microsoft SQL Server Data\SQLEXPRESS"

Delete all files inside this folder. (Note- If you are unable to delete all the files then restart the system and try deleting all files)

Restart the system and install ABCXYZ again.

18. I am unable to fetch X-ABC scenarios in ABCXYZ. What should I do?

Create the scenarios in “My Tool Set Summary (Touch)” category in X-ABC and then fetch in ABCXYZ.