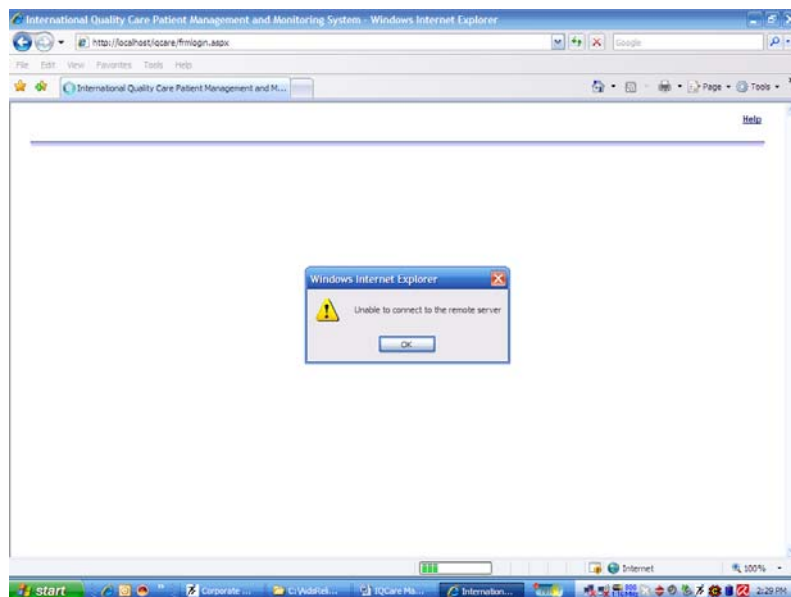


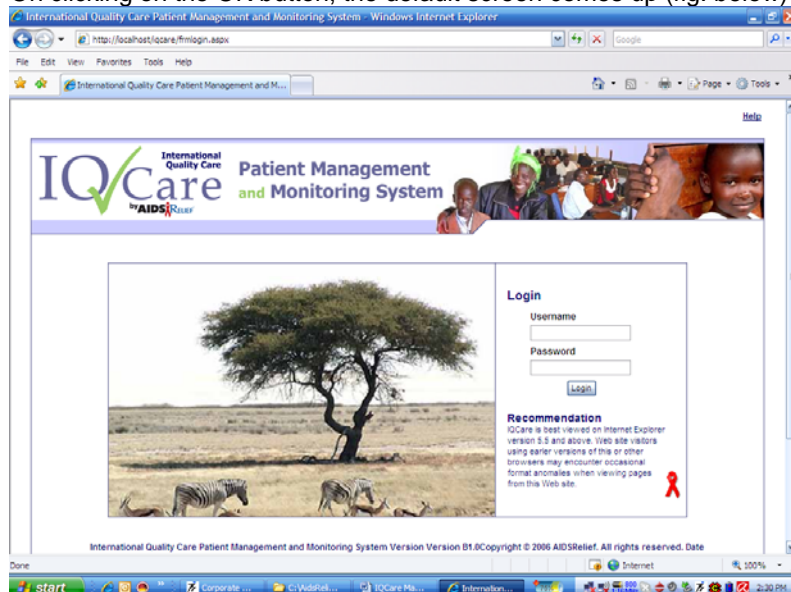
IQCare Administration & Trouble Shooting

Problem: Application not working

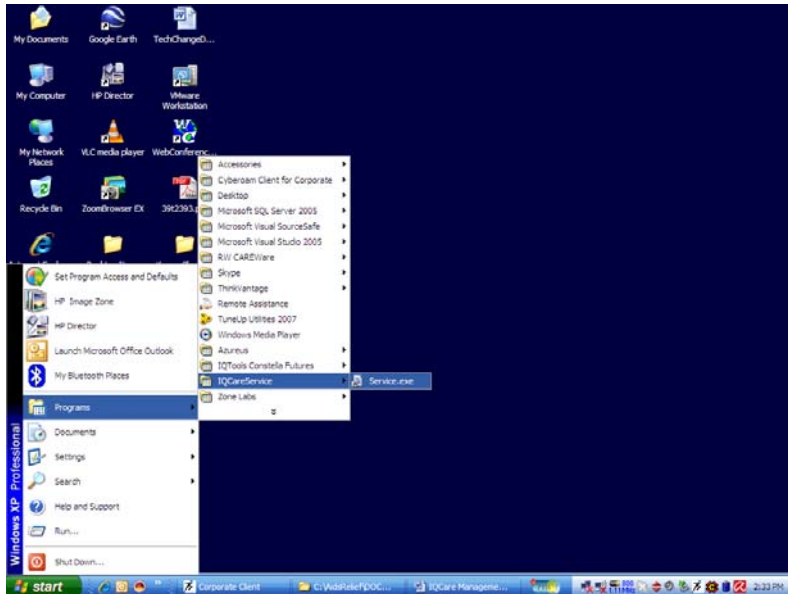
IQCare Application is not working and showing “Unable to connect to the remote server” message.



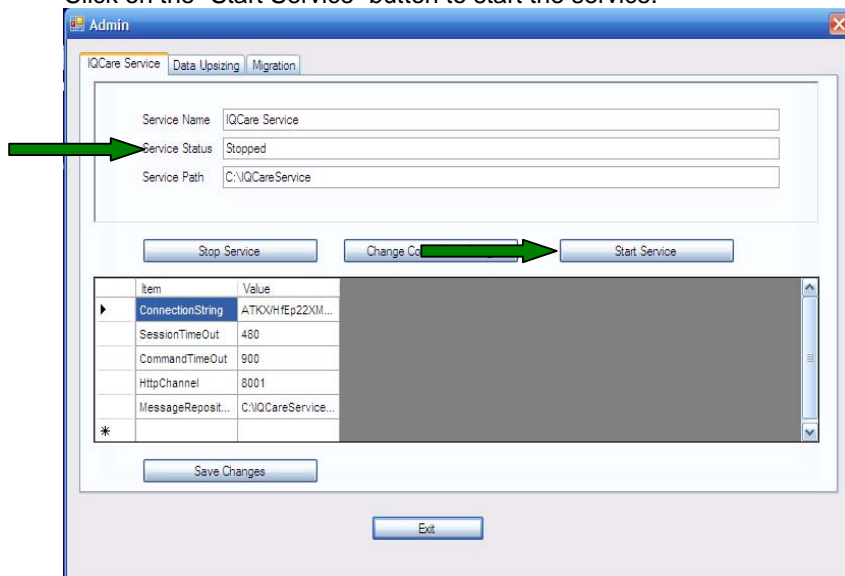
On clicking on the OK button, the default screen comes up (fig. below)



Solution: Move into the Programs option of the “Start” menu of the system, and check for the “IQCareService” program group. Now click on the “Service.exe” option

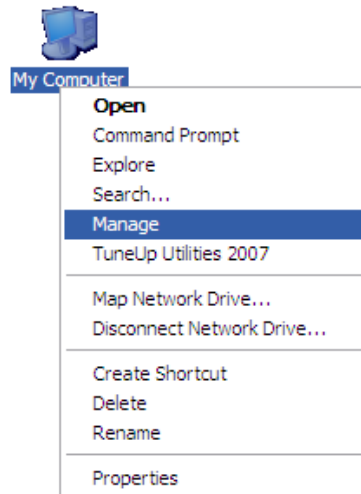


On opening of the “Service.exe” option, user will find “Stopped” as the status of the service. Click on the “Start Service” button to start the service.

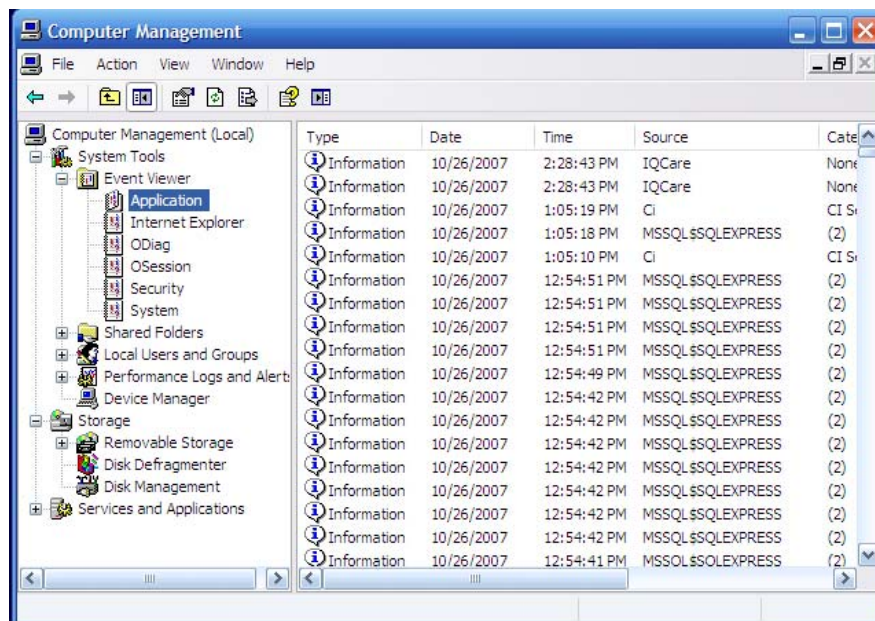


User may encounter the situation of service not starting at this point. Below are the fix for such situation.

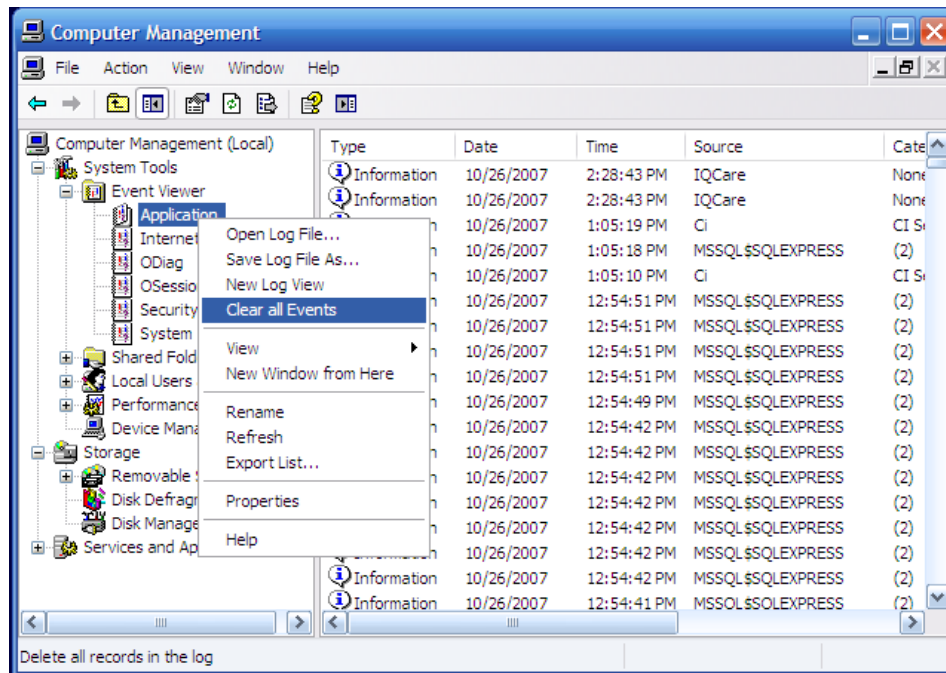
- Right click on the “My Computer” icon on the system’s desktop and move into the “Manage” option as shown in the fig.



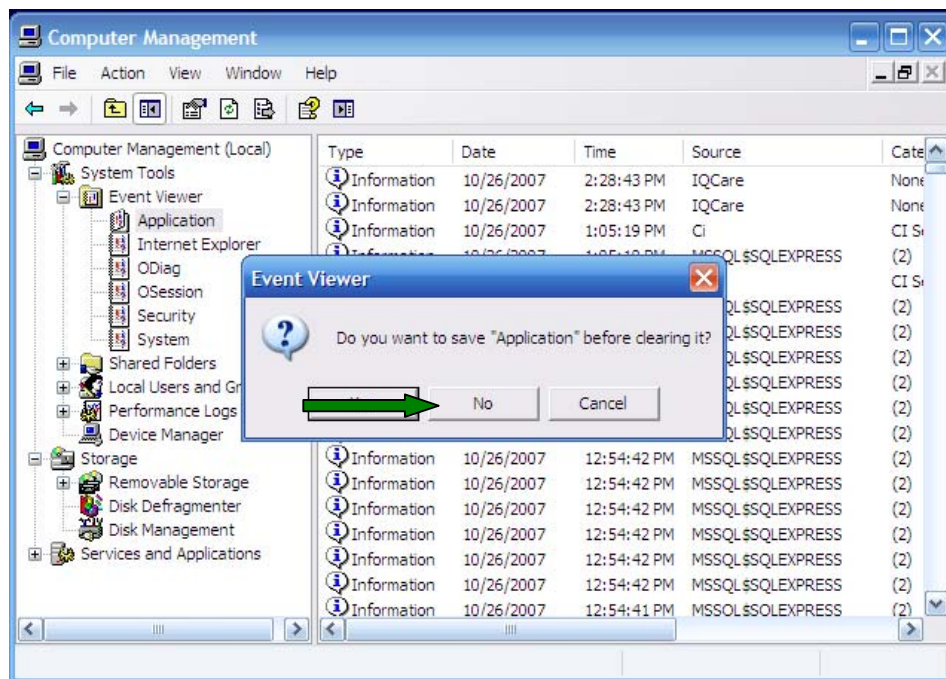
- After opening of “Computer Management” screen, expand the “Event Viewer” tree to see the options of different logs maintained by the system. Now click on the “Application” child to see the application logs.



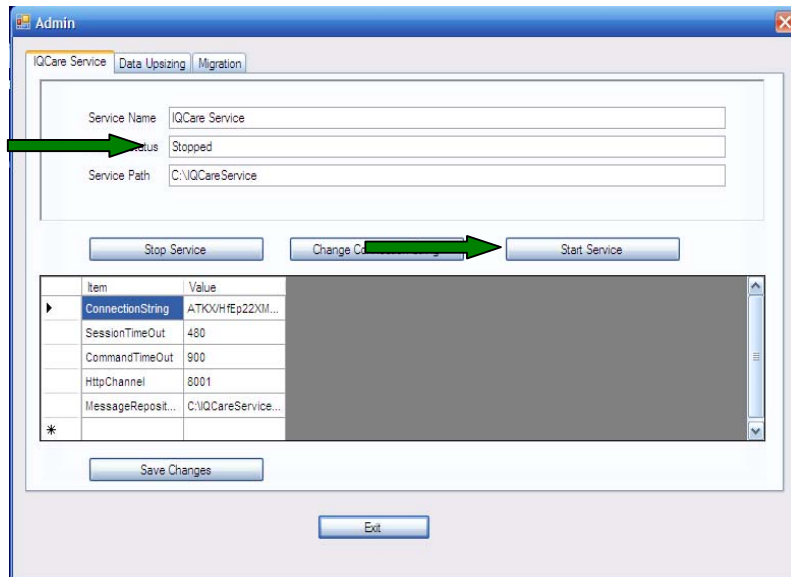
- Right click on the “Application” option and move to the “Clear all Events” option in menu.



- After clicking on “Clear all Events” option, system will verify whether user wants to save any of the log before clearing it. Click on No button and the logs will be cleared up.

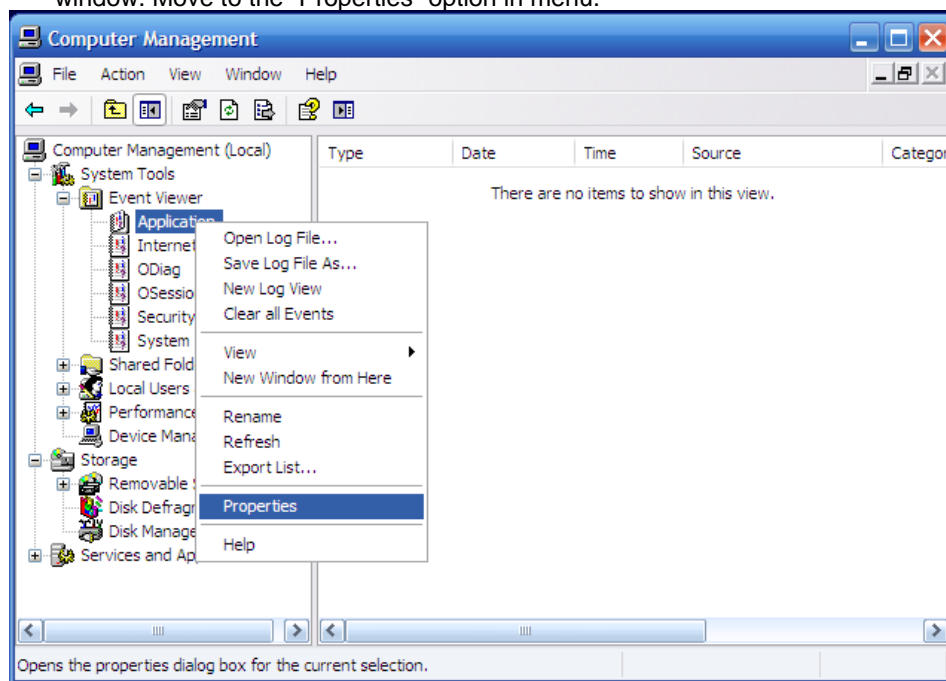


- After clearing up the logs, move into the IQCare Service Administration window again and try to start the service.



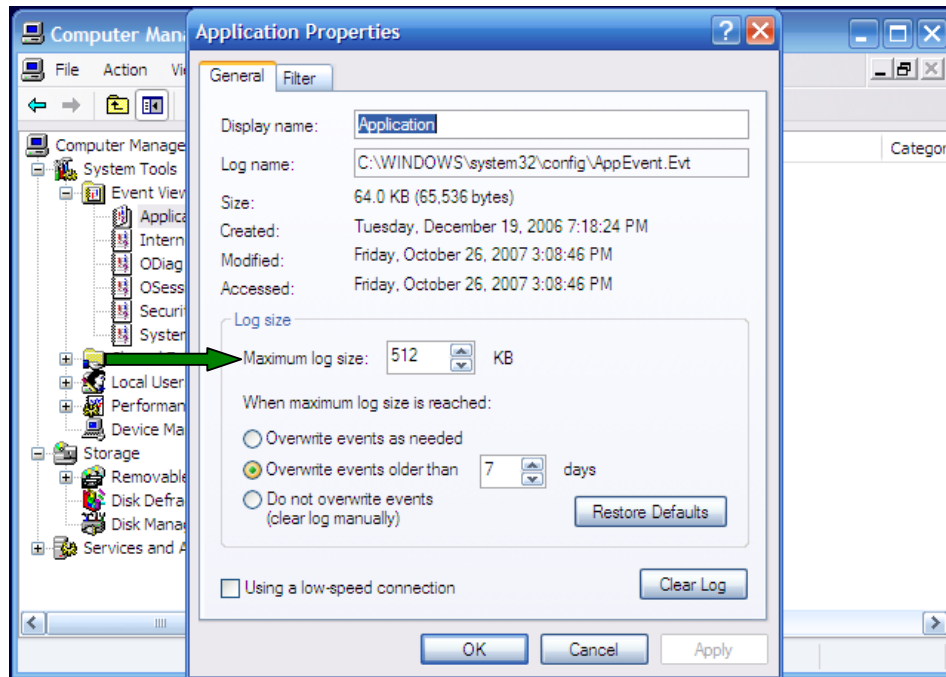
Steps to Increase the size of Application Log.

- Right click on the "Application" option under "Event Viewer" in Computer Management window. Move to the "Properties" option in menu.



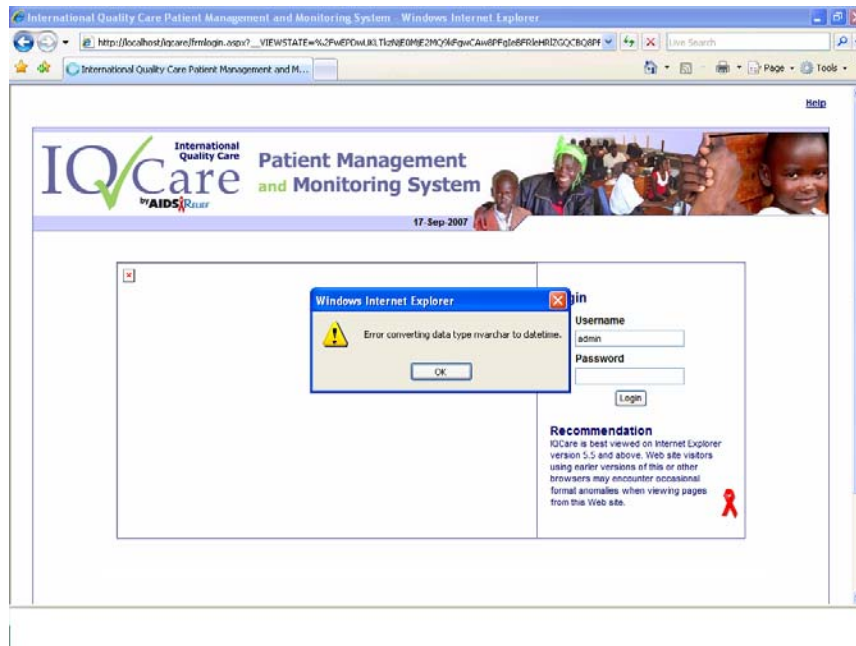


- After clicking the “Properties” option, property window will open up. Increase the size of Log to 2MB which is 512 KB by default. To know how many KB’s are there in 1 MB can be done by this simple calculation : 1MB = 1024 KB



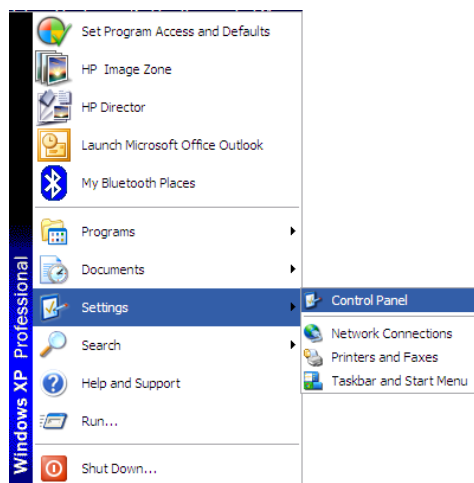
Problem: Date-Time conversion Problem

IQCare Application is not working and showing “Error converting data type nvarchar to datetime” message.

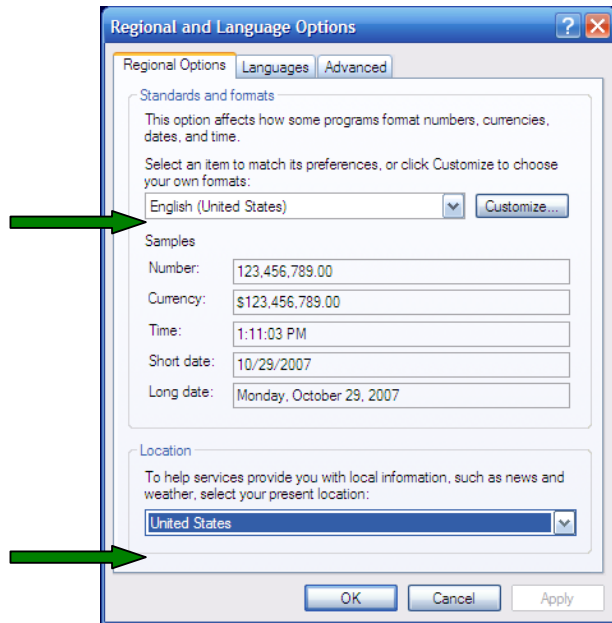


Solution: User encounters this kind of situation when the regional settings of the system on which IQCare is installed, are not done in desired way (US Formats). Below are the steps for correcting this error.

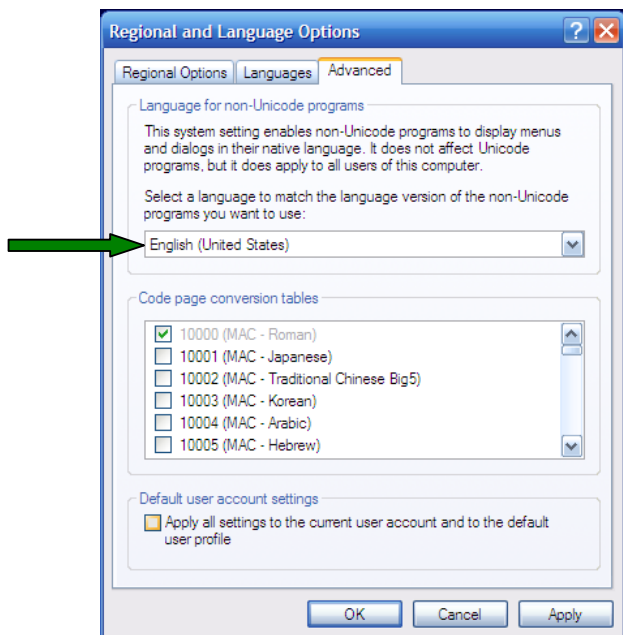
- Click on the Start menu of the windows and move into the “Settings” option. Now again move into the “Control Panel” to see the “Regional and Language Options”



- After clicking the “Regional and Language Options”, user will find the below screen. Make sure that both the “Standards and formats” and “Location” sections of the “Regional Options” tab have the United States Parameters (See fig below)



- Move to “Advanced” tab on “Regional and Language Options” screen. Make sure that United States parameters are selected in “Language for non-Unicode programs” section.





- Check on “Apply all settings to current user account and to the default user profile” option in “Default user account settings” section. Message box like in fig. will appear. Click Ok button on message box and click on Apply button in the main screen. System may ask user to provide the path of “I386” which is the windows installation folder. Make sure that you have the copy of it.

