

ProQA®

PDC Technical Support Request for Supporting Documentation

Software Patented By:

Medical Priority Consultants, Inc. d.b.a.

Priority Dispatch Corp. (PDC)

ProQA® for Fire, Medical, and Police

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Date: March 19, 2010



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Note to User

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For MPDS[®], FPDS[™], PPDS[™] Cards and ProQA[®] Software:
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The following U.S. patents may apply to portions of the MPDS or software depicted in this manual: 5,857,966; 5,989,187; 6,004,266; 6,010,451; 6,053,864; 6,076,065; 6,078,894; 6,106,459; 6,607,481; 7,106,835; 7,428,301; 7,645,234. The PPDS is protected by U.S.

patent 7,436,937. FPDS patents are pending. Other U.S. and foreign patents pending.

To enable Technical Support to respond to your support request in a prompt manner and with the priority and urgency required, we will require three separate pieces of information from your agency.

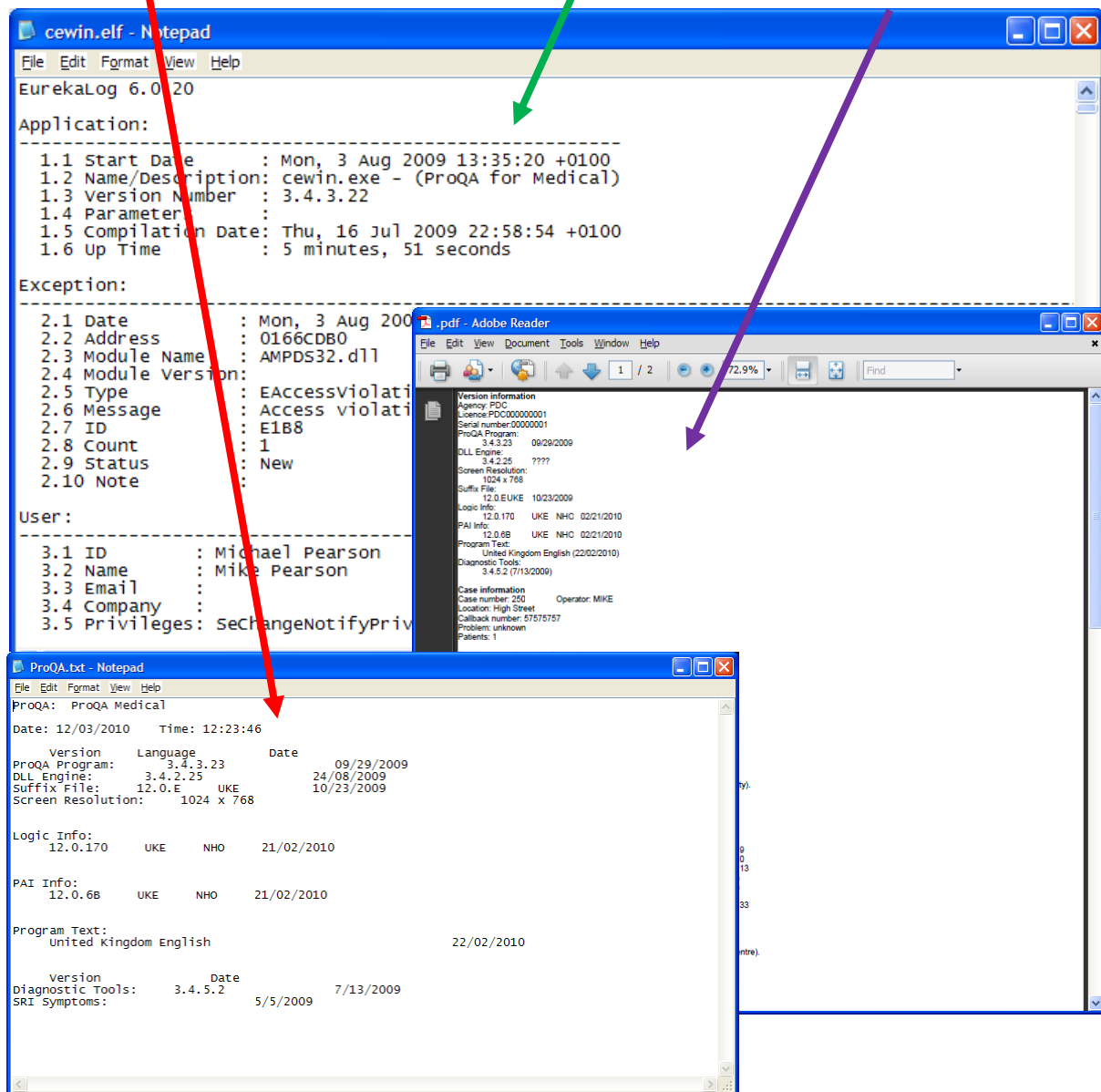
These three pieces of vital information help us to determine where to start the support process; each piece of information is described in this document for your reference in accessing it. Other information may be requested as we proceed.

The required information is:

ProQA Version Information

ProQA cewin.elf Error File

ProQA Sequence Information



ProQA Version Information

This critical piece of information tells us not only the version of your agency's software, but it also provides us with the Logic, PAI Info, Program Text, and Diagnostic Tools, all of which help us ensure your agency is on the current version, or which allows us to help you on the version you currently have installed.

1. From the ProQA main screen select **Version** from the top menu bar.
2. **On the Version Information screen**, select **Display in Notepad for Printing**.

The screenshot shows the ProQA for Medical (3.4.3.23) interface. The 'Version' menu item is circled in red. The 'ProQA Version Information' dialog box is open, displaying the following data:

	Version	Language	Date	
ProQA Program:	3.4.3.23		09/29/2009	
DLL Engine:	3.4.2.25		24/08/2009	
Suffix File:	12.0.E	UKE	10/23/2009	
Screen Resolution:	1024 x 768			
Logic Info:	12.0.170	UKE	NHO	21/02/2010
PAI Info:	12.0.6B	UKE	NHO	21/02/2010
Program Text:	United Kingdom English		22/02/2010	
Diagnostic Tools:	3.4.5.2		7/13/2009	
SRI Symptoms:			5/5/2009	

The 'Display in Notepad for Printing' button is circled in red. Below it, a Notepad window titled 'ProQA.txt - Notepad' shows the following text:

```
ProQA: ProQA Medical
Date: 12/03/2010 Time: 12:23:46
Version Language Date
ProQA Program: 3.4.3.23 09/29/2009
DLL Engine: 3.4.2.25 24/08/2009
Suffix File: 12.0.E UKE 10/23/2009
Screen Resolution: 1024 x 768

Logic Info:
12.0.170 UKE NHO 21/02/2010

PAI Info:
12.0.6B UKE NHO 21/02/2010

Program Text:
United Kingdom English 22/02/2010

Diagnostic Tools:
Version Date
3.4.5.2 7/13/2009
SRI Symptoms:
5/5/2009
```

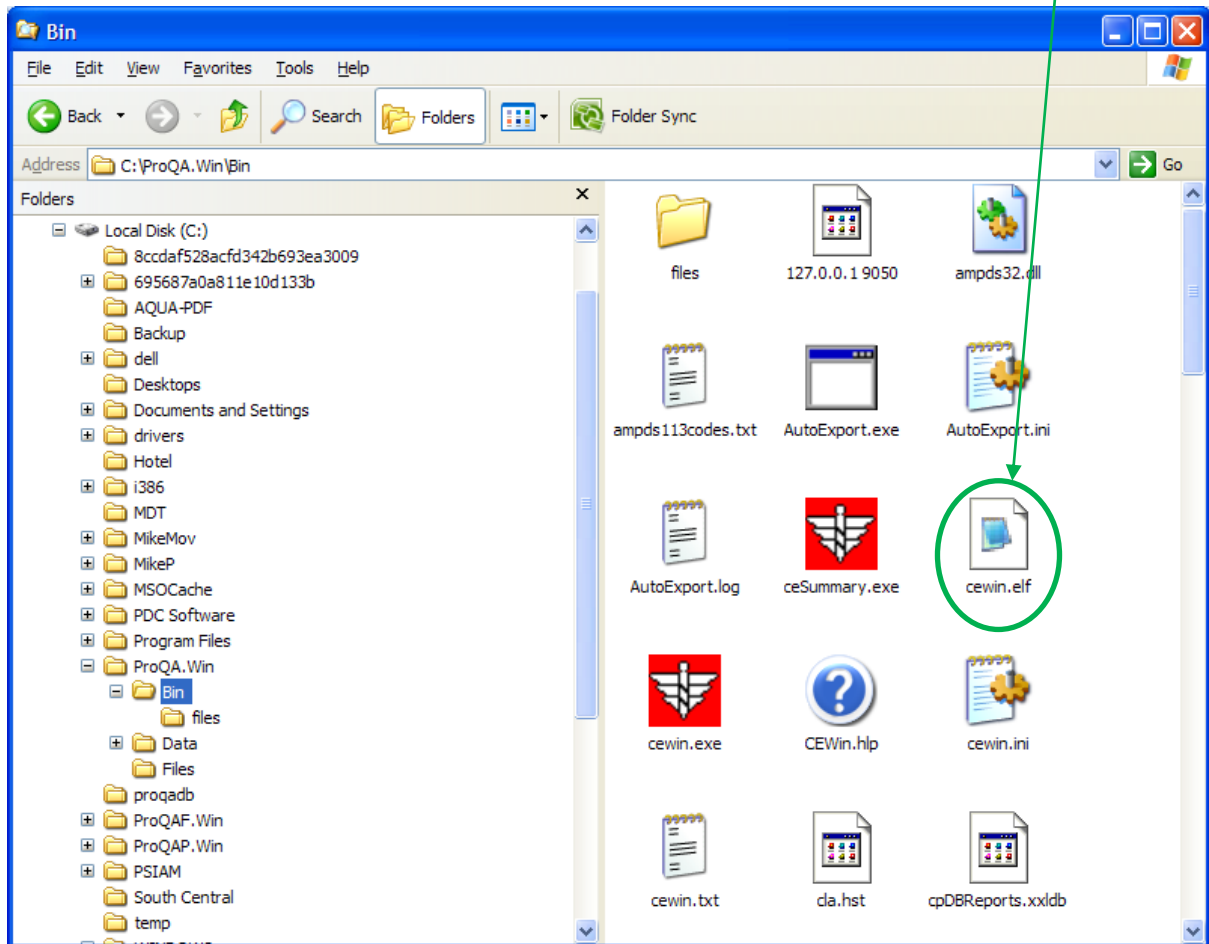
3. Save the Notepad file (File > Save As) and e-mail this file to technical.support@prioritydispatch.net.

ProQA cewin.elf Error File

Each time something unexpected happens on a ProQA workstation, an error file is either created—if not already present—or added to—if it is already there.

This error is on the local machine that runs ProQA and is unique on each machine that has ProQA installed.

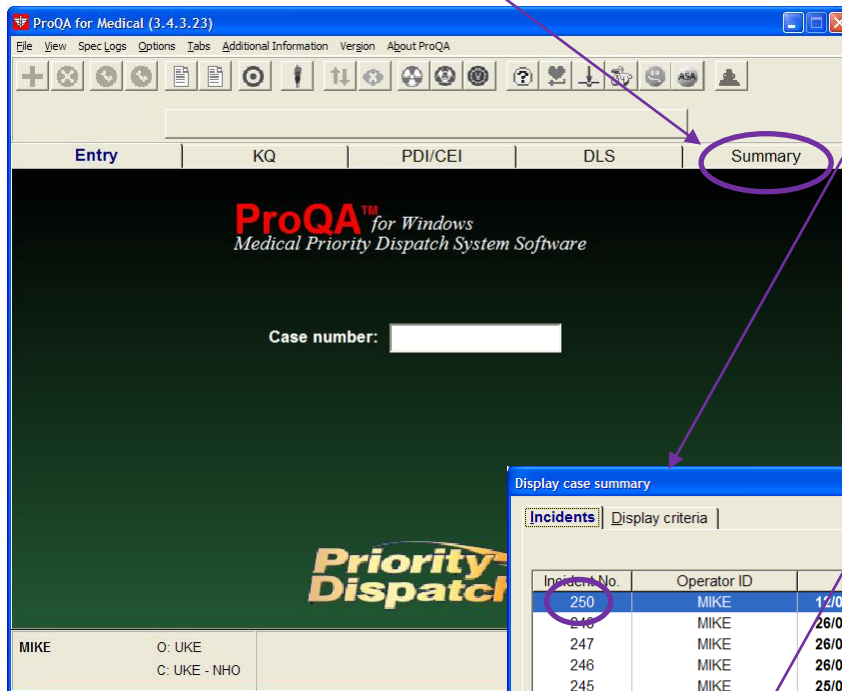
This error file is created the first time an error is encountered on that station. This file can be found next to the executable that caused the error. The default location is C:\ProQA.Win\Bin. E-mail this file to technical.support@prioritydispatch.net.



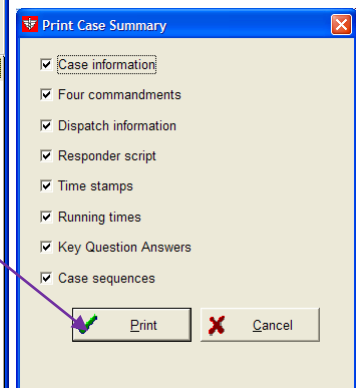
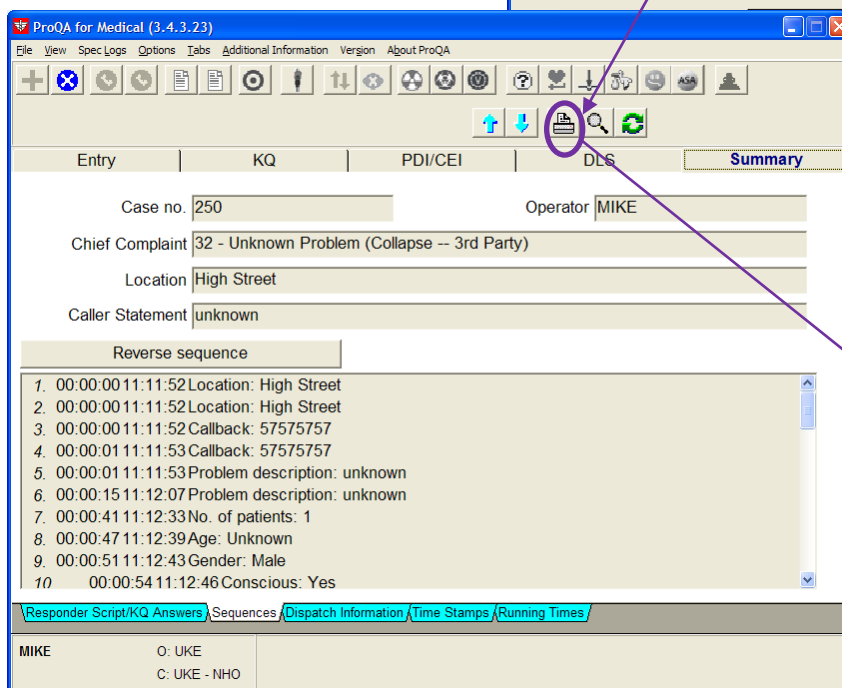
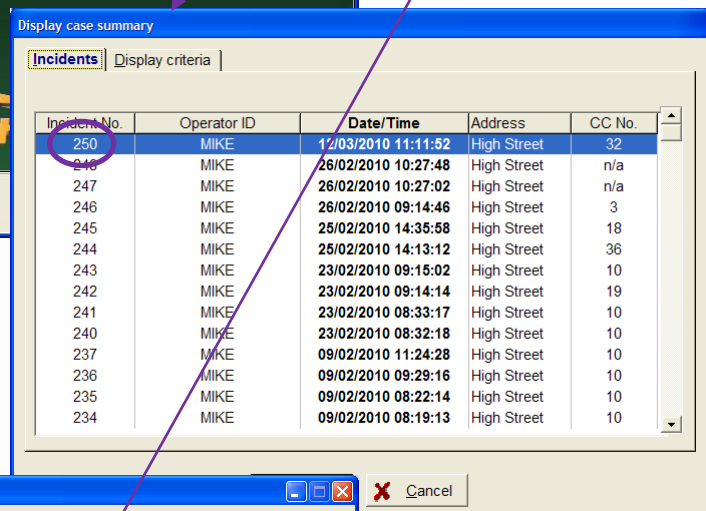
ProQA Sequence Information

For every ProQA case that is created, a sequence of events (or an audit trail) is produced. This information helps us follow the exact sequence of events so we can attempt to duplicate what has happened.

1. Select the **Summary** tab from the ProQA main screen.
2. Select the case/incident number you require by either double clicking on it, or highlighting it and selecting **OK**.



3. Finally, select the **Print icon** and make sure all boxes are checked, then select the **Print** button.



The Sequence information is a vital tool in our process to answer your support question. So it is important we get the sequence data in the right format. The best way is as a PDF document.

If you do not have the ability to print to a PDF document, there is a free software program we use called PrimoPDF, which can be downloaded from the Web site:
<http://www.primopdf.com/download.aspx>.

When installed, the PDF converter is set up in your “Printers and Faxes” as a printer; however, PrimoPDF does not print output, but creates a PDF document that can be saved and e-mailed to PDC Support. Remember to save the .PDF somewhere (we recommend your desktop) so you can add it as an attachment in your e-mail and send it to technical.support@prioritydispatch.net.

The image shows two overlapping screenshots. The top screenshot is the Windows 'Printers and Faxes' control panel. It lists several printers: 'Dell B&W Printer 1720 on pdcuk1', 'Dell Color Printer Copier on pdcuk1', 'Microsoft XPS Document Writer', and 'Send To OneNote 2007'. The 'PrimoPDF' printer is highlighted with a purple circle. The bottom screenshot is the PrimoPDF software interface. It has a menu bar with 'Screen', 'Print', 'eBook', 'Prepress', and 'Custom'. Below the menu bar are settings for 'Document Properties' (Empty), 'PDF Security' (None), and 'Save As' (P:\PDC Golden Software & Presentation\Pres). The 'Save As' field is highlighted with a purple circle. A purple arrow points from the PrimoPDF printer in the top screenshot to the 'Save As' field in the bottom screenshot. The PrimoPDF interface also includes a 'Create PDF' button and a 'Cancel' button. On the right side of the PrimoPDF window, there is a promotional banner for 'Need more than just basic PDF creation?' and 'Compare the features of Primo PDF against Nitro PDF Professional'.