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

Note to User

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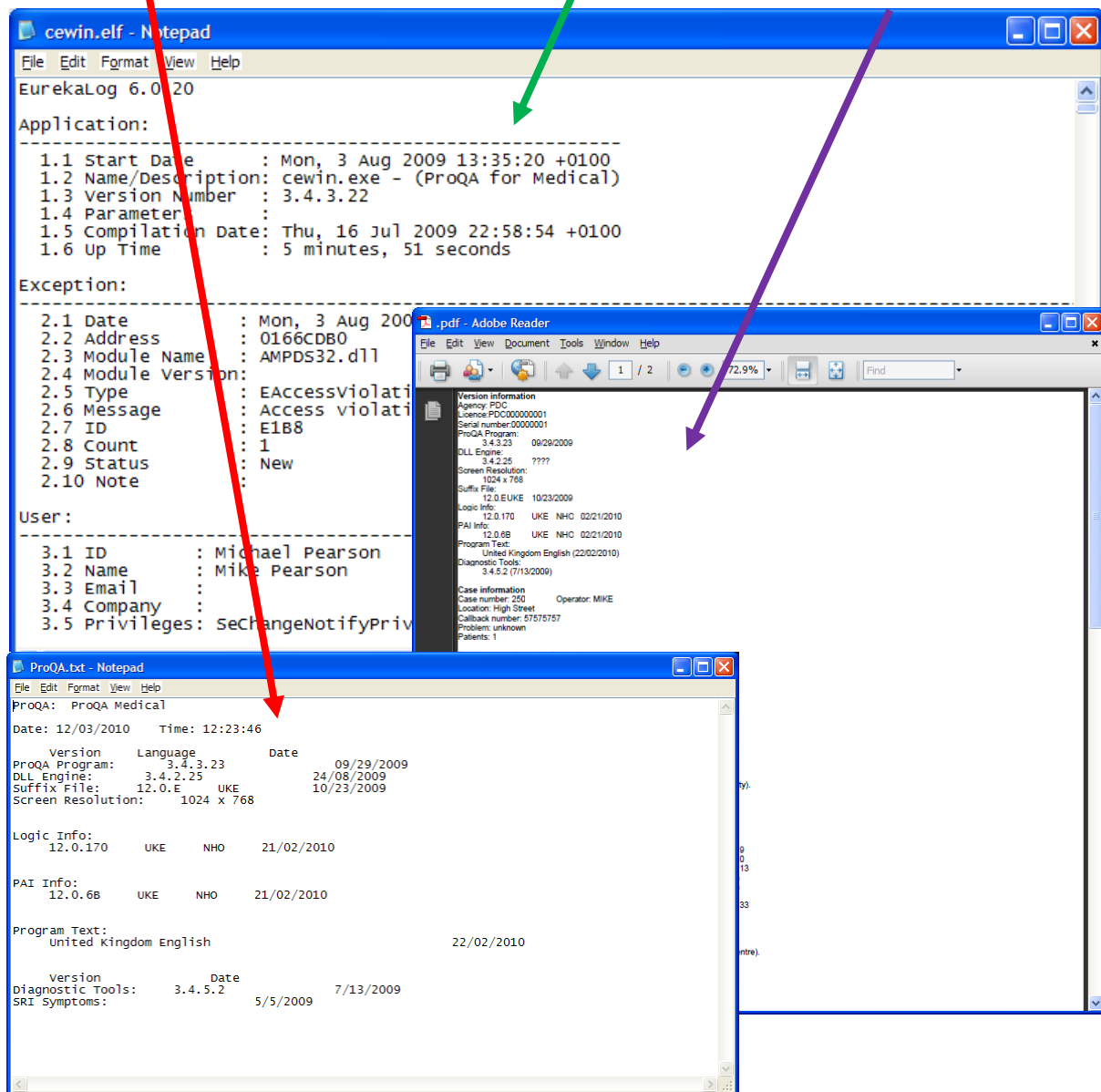
These three pieces of vital information help us to determine where to start the support process; each piece of information is described in this document for your reference in accessing it. Other information may be requested as we proceed.

The required information is:

ProQA Version Information

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**.


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.
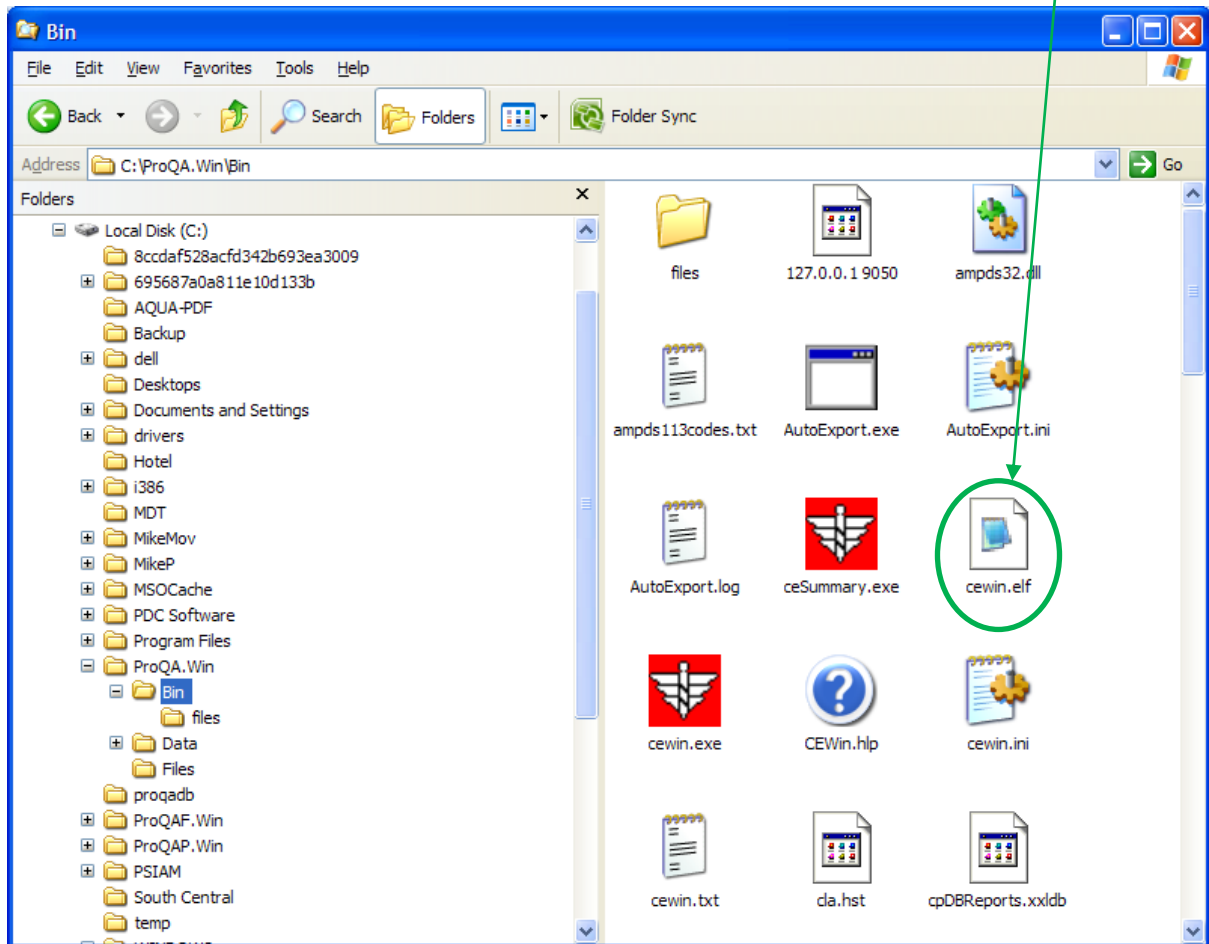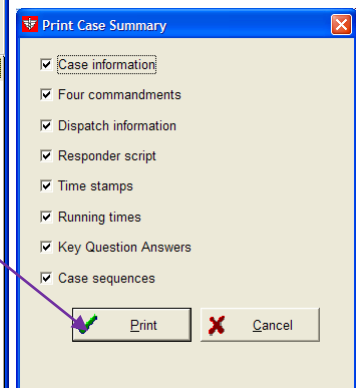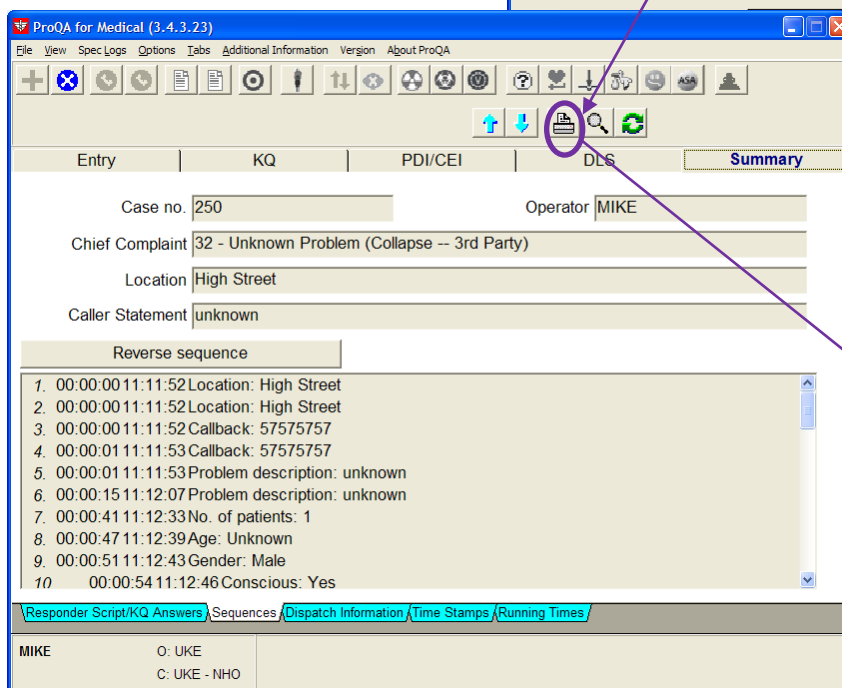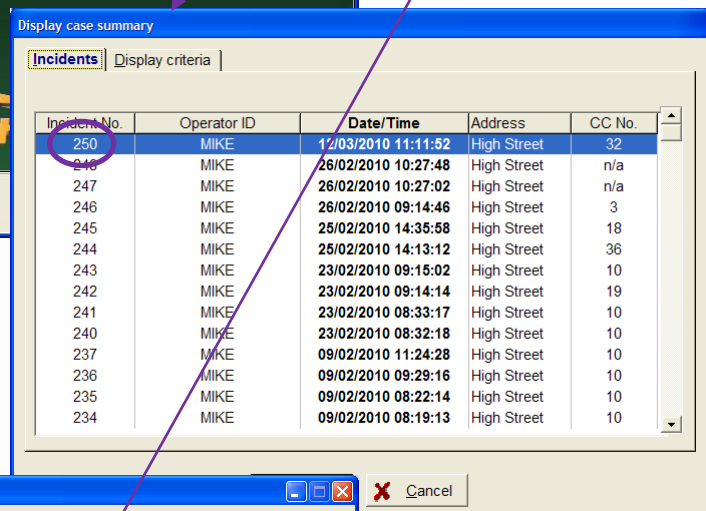
ProQA Sequence Information

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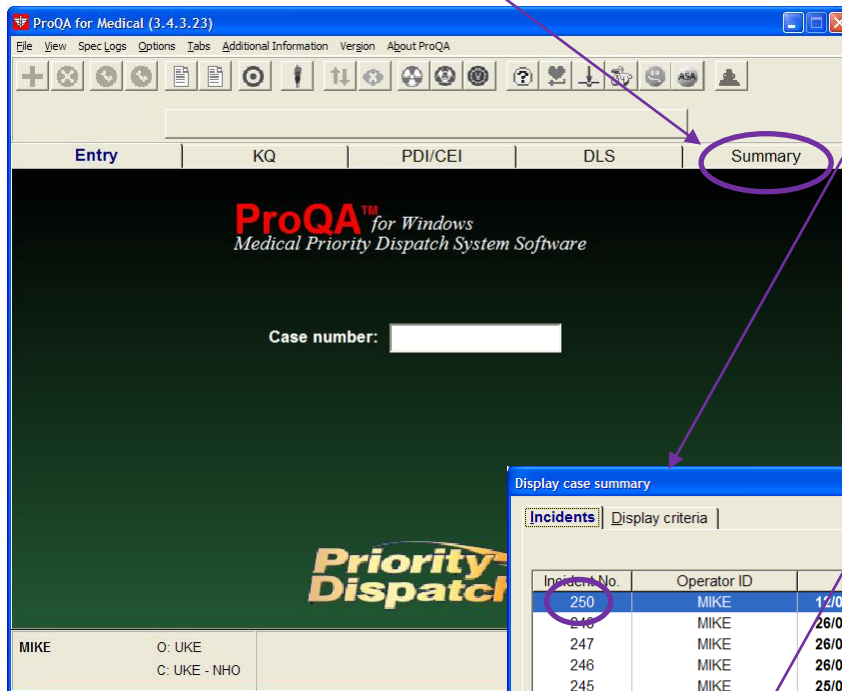
3. Finally, select the **Print icon** and make sure all boxes are checked, then select the **Print** button.

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.