



## TERMS Software Release - Frequently Asked Questions:

### Installation Questions:

Software releases often elicit a significant number of questions from our customers, many related to common issues. This year, we've compiled a handy list of answers to common technical support questions in order to help your software update proceed as smoothly as possible.

#### **What is the Lan Installation Password (Applicable to Lan Versions Only)?**

The Lan Installation password changes with each product update and is listed within the installation guide on the CD Rom you received. Insert the CD-Rom and when the auto-run menu appears, choose the View and Print Installation Instructions.

#### **Do I need to un-install my previous version of TERMS?**

If you are using Version 1.8 or lower, it is recommended that after converting your data to Version 2.x that you remove the WT folder. Do not install the Latest Version of TERMS over an existing version of 1.8.

#### **I am Using Version 2.x, can I update directly to Version 2.11.0 or do I have to install previous versions first?**

You may move directly from Version 2.x to Version 2.11.0 without the need to install the incremental revisions. However, you must follow use the following install options from the CD-Rom auto-install menu:

For Versions 2.0 through 2.3	Conduct a <b>Full Installation</b> to Version 2.11
For Version 2.4 – Version 2.10	Conduct the <b>Update Installation</b> to Version 2.11

#### **What does the following message mean?**

**"The program is expecting an earlier msds.mdb (tier2.mdb) please run DBUpdate. The system was not completely initialized".**

You need to run **DBUpdate**, which is a utility under the MCT MSDS Software Group. Open the utility and when *Ready* appears, select **File** then **Update Databases for Program Update (Formerly Update MSDS Standard)**. When *Ready* appears again, select **File** then **Exit**. You should be able to open TERMS.

#### **I ran DBUpdate however, when I go into TERMS, it does not appear that the DBUpdate worked?**

First, verify that you have selected in DBUpdate, the items, File, then Update MSDS Standard. If you have, then go to File and then Open database. Find the msds.mdb on your network or local drive (the one you are trying to update), and select it. Then go to File and Update MSDS Standard. If this does not work, then call 800-524-7096 for technical support.

#### **I installed the program and now I see test information and not my MSDSs. Why (Lan Version)?**

You used the PC installation instead of LAN/ WAN. You can reinstall TERMS or go into the WT32 folder and find a file called WT32.INI and open in Notepad. Change the DataPath= Statement from c:\wt32) to <your Network Location> and save the file and retry the TERMS program.

#### **If I install Version 2.11 on one user's machine, do I have to install to all (Lan Version only)?**

Yes, once the DBUpdate utility is ran (mentioned above), all users who have the previous version will receive an error that they do not have the most recent version of the software. You will need to update all the users' pcs first, then run DBUpdate. To speed the process of installation for a large number of pcs, we support deployment agents such as SMS (Microsoft System Management ). Our installation program is created by Installshield and has an MSI file. For more details please see Section 7.0 of the Adminguide.pdf regarding Silent Installation.

### Product Usage Questions:

**Errors 3027 (Cannot modify <table>), 75 (Path/File Access), 3086 (Can't delete from specified tables), and -2030 (File Open Failed – when scanning):**

The user must have read/write/delete/modify permissions on the local drive WT32 folder and our databases (if they are located on a Lan drive) regardless of the user's TERMS permissions. If you need to protect your data from accidental editing or deleting of MSDSs, please see the User's Guide Section 7.0 Regarding Security to add this feature, which is included in your TERMS program.

#### **Where is the Scanning Module Icon or How do I Scan my MSDSs ?**

For Version 2.x of TERMS® or MSDS Standard™ integrates scanning within the program under MSDS and Add. Please see Help and Contents and search for Scanning for more information or see our User's Guide.

#### **How do I print out the index I see when I open the program? Or Does TERMS have summary reports?**

Go to the drop-down menu option **Reports** then **MSDS Report Lists**. Pick the "Product List Report". Change the filter settings as desired and then select the **PRINT** button on the bottom of the screen.

#### **I want to use Tier II Submit 2006 from the EPA. What version of TERMS do I need to import data into Tier II Submit?**

You need to be on Version 2.10. Make sure all inventory is entered for 2006 and if using Transactions, Recalculate Transactions Totals under the Inventory Menu should be completed. See the Tier II Submit 2006 help file for more information or the Tier II section of our user's guide. Please note that not all fields for Tier II Submit 2006 are available in the TERMS program. If you intend to create an electronic file from this program, please fill in any fields that are not in TERMS including chemical related fields. **Do not use Version 2.10 if you are reporting for Tier II Submit 2007! Version 2.12 will be released in January 2008.**

#### **I want to use TRI-ME 2006 from the EPA. What version of TERMS to I need to import data into TRI-ME(Cameo)?**

You need to be on Version 2.11.0. If you use anything lower than 2.10, the media that is generated will fail. Make sure all inventory is entered for 2006 and if using Transactions, Recalculate Transactions Totals under the Inventory Menu should be completed. See the TRI-ME 2006 help file for more information or the Form R section of our user's guide. **Please note that Version 2.11 is not updated for use with TRI-ME 2007 (next year's TRI Reporting). The TERMS release will not be available until the end of May 2008. This release will be version 2.13.**

### General Questions:

#### **What is your E-Mail address for technical support?**

Our technical support E-Mail address is [tech@maxcomonline.com](mailto:tech@maxcomonline.com). You can easily e-mail technical support within TERMS by going to the drop down menu Help > E-mail Technical Support. We also have 24/7 support within the help file from our customer support website by selecting Help>Technical Help or [Http://www.maxcomonline.com/cs/errors/finding\\_solutions.htm](http://www.maxcomonline.com/cs/errors/finding_solutions.htm)