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TROUBLESHOOTING

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If a problem would arise, you should initially review the Validation Report Messages and Description Guide, online Windows or Browser Help, or the software and hardware manuals provided by the vendors. When possible, you should attempt to determine the nature or source of a particular problem so that you can contact the correct person for assistance. It may be helpful to write a detailed description of the problem, regardless of whether you are sending an E-mail or calling for assistance.

Hardware Problems Contact either the vendor from whom the hardware component was purchased or the manufacturer.

Example(s): The system will not boot. The modem does not respond.

Software Problems Given the various software you will be using, it may be difficult to determine the source of a software problem. If you can determine the source, you should seek assistance as follows:

- For assistance with the IRF-PAI System, you should contact the QTSO Help Desk.
- If the problem appears to be in the Windows or your browser, contact either the vendor or manufacturer of the software.

Example(s): An error message appears that doesn't have any corresponding explanation in the applicable software manual.

- If the problem appears to be in the IRF-PAI encoding software, you should contact your IRF-PAI software vendor.

Example(s): File submission is continually rejected.