

## Troubleshooting the QIS DCT

Problem/Error Message	Cause	Fix
<p>The Survey Delete process takes a long time to delete the survey(s) selected for deletion.</p>	<p>Your tablet PC may not have sufficient memory or disk space to process the deletion of large amounts of QIS data. When the QIS database (QIS Field Data) is too large, Microsoft Access may not be able to process the request.</p>	<p>There are several options to fix this problem:</p> <ol style="list-style-type: none"> <li>1. Give the process ample time to complete. (It could take as long as an hour to delete three surveys.)</li> <li>2. If the delete process is taking too long, you may elect to end the process by using <b>Ctrl + Alt + Del/End Task</b>. After ending the task, launch the QIS DCT from ASE – Citation Manager and only select <i>one</i> survey for deletion when the <b>Survey Delete</b> screen displays.</li> <li>3. Call the Help Desk. Alpine Technology will be able to assist you in the deletion of your survey data.</li> <li>4. Run the <b>restore QIS Field Data</b> utility located on your C drive at <b>C:\Program Files\QIS</b>. <b>This utility will delete <i>all</i> QIS surveys from your QIS database.</b> Do not run this utility if you need to retain any of your QIS survey data. If you have any concerns while running this utility, call the Help Desk or your state's IT support contact for assistance.</li> </ol>

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<p>After importing a revised Stage I Sample on a secondary tablet PC, previously answered Resident Interview questions display in gray italics on the <b>Stage I – Data Entry</b> screen. You cannot change or enter any of the Resident Interview responses.</p>	<p>The QIS DCT does not properly display Resident Interview questions and responses after importing a revised Stage I Sample on a secondary tablet PC. A software bug is the cause of this problem.</p>	<p>On the <b>Stage I – Data Entry</b> screen:</p> <ul style="list-style-type: none"> <li>▪ Click <b>Census</b></li> <li>▪ Click the resident name</li> <li>▪ Click <b>Resident Interview</b></li> <li>▪ Click <b>Cognitive Status</b></li> <li>▪ Click <b>Clear Response</b> on question A1)</li> <li>▪ Click the appropriate response (e.g., Interviewable)</li> </ul> <p>All previously entered Resident Interview responses will display in black. Any incomplete responses will display in red. You should now be able to enter Resident Interview responses.</p>
<p>The Community Discharge questions are alternately either improperly skipped or made available on the <b>Stage I – Data Entry</b> screen for Admission residents.</p>	<p>When you change a response to a question that activates a skip such as “Has the resident remained in the facility without a discharge since the admission date?” the QIS DCT does not consistently manage the skips. Sometimes the old response(s) continue to display or control the skip patterns.</p> <p>A software bug is the cause of this problem.</p>	<p>Use the <b>Clear Response</b> button to clear all Community Discharge responses. After clearing all applicable responses, enter the new response(s).</p>

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Handwriting Recognition is not working.	Handwriting Recognition does not work on either the <b>Weights</b> or <b>Drugs</b> screens. If you attempt to use Handwriting Recognition on these screens, it will no longer work on other screens.	Close the QIS DCT and reopen the QIS Tool from ASE – Citation Manager.  Do not use Handwriting Recognition on either the <b>Weights</b> or <b>Drugs</b> screen in the QIS DCT.
The Resident Identifier (ID) is missing or truncated on the Stage II Report.	The Resident Name is longer than the space provided on the Stage II Report.	Refer to one of the following QIS DCT reports or screens for the correct Resident ID: <ul style="list-style-type: none"> <li>▪ Stage II Sample Report</li> <li>▪ <b>Stage II – Sample</b> screen</li> <li>▪ <b>Stage II – Assignment</b> screen</li> <li>▪ <b>Stage II – Critical Elements</b> screen</li> </ul>
After importing a revised Stage II Sample, a resident/care area initiated on a secondary tablet PC no longer displays on the <b>Stage II Critical Elements</b> screen.	A software bug is the cause of this problem.	Open the <b>Stage II – Assignment</b> screen. If the survey initiated resident/care area displays, open the <b>Stage II – Critical Elements</b> screen. The initiated resident/care area should display after opening the <b>Stage II – Assignment</b> screen.
Cannot export QIS data to a flash drive.	The flash drive is encrypted or set to read only.	If the flash drive is encrypted, and more than one flash drive is already inserted into the tablet PC, remove the other flash drive(s). Export the QIS data.  Ensure the flash drive is not set to read only. Some flash drives have a read/write switch that needs to be reset.

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<p>"Splash Screen.Form Timer 3130:Syntax error in DELETE statement Source:DAO. Database"</p>	<p>The QIS Field Tool is corrupt.</p>	<p>Contact the Help Desk.</p> <p>The Help Desk may ask you to double click on the <b>restore QIS Field Tool</b> file located in <b>C:\Program Files\QIS</b>.</p>
<p>"Microsoft Access for Windows has encountered a problem and needs to close."</p>	<p>You tried to <u>enter</u> a drug on the <b>Drugs</b> screen rather than <u>select</u> a drug from the drop-down list.</p>	<p>Click the <b>Don't Send</b> button. The QIS DCT will close.</p> <p>Do not enter a drug on the <b>Drugs</b> screen. Select a drug from the list provided by the QIS DCT.</p>
<p>"You can't save this record at this time. QIS Field Tool may have encountered an error while trying to save a record. If you close this object now, the data changes you made will be lost. Do you want to close the database object anyway?"</p>	<p>MS Access database error.</p>	<p>Click <b>Yes</b> to close the QIS DCT. Open the QIS DCT from ASE – Citation Manager and return to the QIS DCT screen that you were using when the error occurred. Verify whether you lost data. Often the data is present, but sometimes you may need to re-enter data.</p>