



## FAQ - What is an E-Transmittal?

### Question

What is an E-transmittal and what is it used for?

### Answer

Rather than printing hardcopy transmittals and paper copies of the drawings, it is often convenient to be able to send documents and the accompanying transmittal information electronically. This is possible only if you have electronic copies of the drawings.

Emailing of transmittals in QDMS means that once a transmittal has been created in the normal way, it can be emailed to a recipient (with attachments) in a format that can be read at the other end as though they were reading the hard copy of the transmittal. This is achieved by QDMS generating the transmittal to a PDF file. Note that QDMS has its own PDF driver built in so there is no need to purchase additional software to use this feature.

### How to email a transmittal

1. Prepare a Transmittal via any of the Transmittal options and click OK to generate the Transmittal.
2. At the **Save Transmittal** window check the 'Send this as an eTransmittal' check box and click OK.
3. Click OK at the next screen and you will be taken directly to the eTransmittal Wizard.
4. The recipients from the transmittal will appear in the **To** window automatically (assuming they have had an email address defined in the Address Book).
5. Add any other addressees from the left hand pane to either the TO, CC or CWA windows if required.
6. Click **Next** to move to the Select Attachments page.  
The documents transmitted are listed. Any documents highlighted in red have no view or cad file associated with them.
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The documents transmitted are listed. Any documents highlighted in red have no view or cad file associated with them.
8. In this instance, click the **Locate** button against a document to locate the electronic file. The Locate button will load a file open dialog window. Click OK when you have the file selected.
9. Click **Next**.
10. At the next screen you can edit the Email Subject and / or Message that will accompany the transmittal.
11. Select either the Attachments or Hyperlinks option.

### Attachment Option:

12. You can de-select any of the following:
  - Drawings (meaning the view files)
  - PDF file (the transmittal itself)
  - XML files (used by recipients to import data if required).

If you select to send View Files as Attachments, then the associated view files will be simply zipped up and attached to the eTransmittal.

### Hyperlink Option:

13. If you select to send View Files as Hyperlinks, then the hyperlinks for the associated view files will be created on the transmittal sheet and the recipients can access the documents via the hyperlink assuming they are connected to the network where the files are located.

The Hyperlink option is ideal for internal distributions of transmittals.

**Note:** Your custom transmittal format may not be designed to actually work with hyperlinks. In this case this feature will not help you unless you get your custom transmittal further enhanced so that when you do an internal distribution, hyperlinks are created on the transmittal sheet.

### Notes:

- (a) The email message will be sent immediately provided your computer has a MAPI compliant email client.
- (b) A Default message can be defined via Tools\Options\Project Messages (project specific) or Program defaults (for all projects).
- (c) Email clients supported include MS Outlook, MS Outlook Express, Eudora, Lotus Notes, and Groupwise. For Lotus Notes, go to the Program Defaults screen to set the email client being used accordingly. Please refer to FAQ-00-035 for more details on email clients supported by QA Software applications.
- (d) The Default attachments to the **eTransmittal** can be defined via Tools\Options\Project Settings. It is possible to limit the size of the zip file that is created when sending **eTransmittal** in circumstances when you are sending the **eTransmittal** to a recipient who has a cap on the size of email attachments they may received. This is done via Tools\Options\Project Settings.
- (e) **eTransmittals** can also be sent from a previously generated transmittal by using the eTransmittal option from the Transmit menu, selecting the transmittal number to send electronically and then following the steps as described above.
- (f) Transmittals that have been sent as **eTransmittals** have a 1 in the etransmit field in the Transmittal history.

## Troubleshooting problems related to sending eTransmittals.

This section covers the common problems experienced by users when sending eTransmittals and solutions to them.

1. **An error message appears saying “Error loading printer driver” or “Error opening PDF document”.**



This error arises when the logged in user does not have windows permissions to install a printer driver. This is because QA Software products install and uninstall the inbuilt PDF printer driver each time a report is generated.

The solution to this is to permanently install the PDF printer on the users PC.

You need to do as follows to resolve the problem:

1. Login to the computer with Administrator access.
2. Open Windows Explorer and select the following folder.
3. C:\Program Files\QA Software\System
4. Double click the file Install.Bat

The printer QASPDFPrinter will be added to the users printer collection.

If you cannot find the Install.Bat file, contact QA Software who will send you a copy.

**Note:**

If you are using Windows XP/2003 Server, then you may need to "Enable installation of Kernel mode printer drivers" in the local security policy first to be able to install QASPDFPrinter successfully.

To do this:

1. Click Start, select Run and type GPEDIT.MSC and click OK to open the Group Policy Object Editor.
2. Under Local Computer Policy, expand the Computer Configuration, then expand Administrative Templates, and finally, expand Printers.
3. Right-click on the Disallow installation of printers using kernel mode drivers, and click Properties.
4. On the Setting tab, click Disabled, and then click OK.
5. Close the Group Policy Object Editor.
6. Now install QASPDFPrinter

**2. An error dialog similar to the one below is generated.**



The above error can be resolved by installing QA Software System (QASYS) Files.

If you do not have a copy of the latest QA Software CD ROM then you should download the latest QASYS files applicable for your version of QDMS.



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To do this, visit [www.qa-software.com](http://www.qa-software.com) and click on the **Downloads** option on the top menu list and select QDMS for Document Control. Complete the form and click **Submit**. At the next screen, download item 2.3 QASYS (QA Software System Files) (For Multi-user installations of QDMS versions 5.2 and above) or 2.4 QASYS (QA Software System Files) (For Multi-user installations of QDMS versions 4.xx.xx to 5.19.xx)

To Install the QASYS files (using the QA Software CD ROM):

- a) Close any open applications.
- b) Click on the **Start** button and select **Run**.
- c) Insert the QA Software CD in your CD drive.
- d) Click on the **Browse** button and locate the QASYS folder on the CD.
- e) Select the **Setup.exe** file in this folder and click OK.
- f) At the Run window, click the OK button to start the setup process.

Note that if you have downloaded the QASYS files, simply run the QASYS.MSI file downloaded in lieu of the steps a)-f) above.

### Important:

You also need to ensure that Default Email Program has been set correctly via both QDMS and Internet Options.

- 1) Setting up Default Email Program via QDMS

To do this, select Tools\Options – Program Defaults page tab and define **Email Client** field as required. **Email Client** specifies the email software system that you use. Leave this field as Other if Outlook, Outlook Express or any Microsoft Exchange based system is being used. Change to Lotus Notes if using Lotus.

- 2) Setting up Default Email Program via Internet Options

To do this, use Internet Explorer Browser and select Tools\Internet Options – Programs page tab and define **Email** field as required. **Email** specifies the Internet email program you want to use with Internet Explorer.

### 3. Getting the following error message when sending eTransmittals using Lotus notes.

***“Allowed DO nesting or expression evaluation level exceeded.”***

In most cases this can be resolved by deleting and re-creating the User Login details for Lotus Notes.

Sending eTransmittals to some recipients is a permanent failure.

**Problem:** It fails to send eTransmittals to some recipients and keep receiving failure notices via email software.

This may occur because the email addresses in QDMS Address Book may have been entered within quotation marks. Removing the quotation marks should solve the problem.

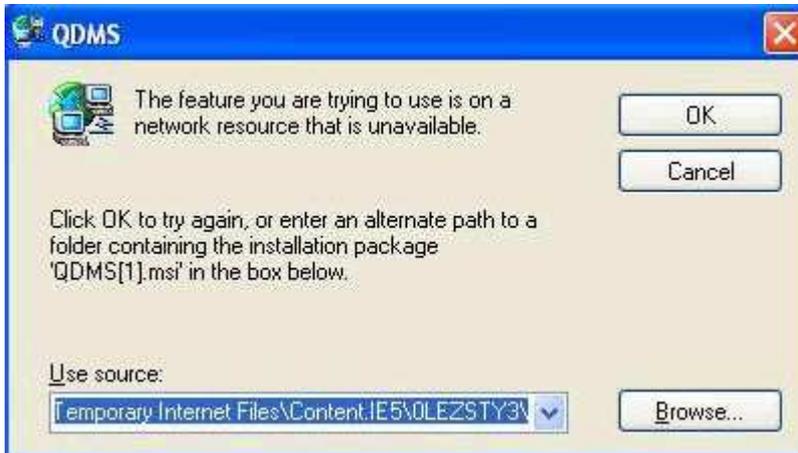
### 4. Some drawing attachments are not sent.

**Problem:** Sometimes it is not sending all the document attachments with the eTransmittal.

This may occur because the document attachments selected to send with the eTransmittal have not been found. In this case such documents will be highlighted in red in eTransmittal – Select Attachments screen.



6. An error dialog similar to the one below is generated.



The above error can be resolved by installing QA Software System (QASYS) Files.

If you do not have a copy of the latest QA Software CD ROM then you should download the latest QASYS files applicable for your version of QDMS.

To do this:

1. Visit [www.qa-software.com](http://www.qa-software.com) and click on the **Downloads** option on the top menu list and select QDMS for Document Control.
2. Complete the form and click **Submit**.
3. At the QDMS Installation Files screen, click on the link under **Other Downloads** to *More - ad-ons, upgrades and multi user utilities*.
4. At the Add-ons screen, download the QASYS files according to your version of QDMS. I.e. Download QASYS5.MSI for QDMS version 5.20.00 and above, QASYS4.MSI for QDMS version 4.50.00 to 5.19.99 or QASYS5V.MSI for Windows Vista and QDMS version 5.21.33 and above

To Install the QASYS files (using the QA Software CD ROM):

- a) Close any open applications.
- b) Click on the **Start** button and select **Run**.
- c) Insert the QA Software CD in your CD drive.
- d) Click on the **Browse** button and locate the QASYS folder on the CD.
- e) Select the **Setup.exe** file in this folder and click OK.
- f) At the Run window, click the OK button to start the setup process.

Note that if you have downloaded the QASYS files, simply run the QASYS.MSI file downloaded in lieu of the steps a)-f) above.

### Further information on issue

For further information, please contact QA Software Pty Ltd.

Ph: +613 8379 0000

Email: [support@qa-software.com](mailto:support@qa-software.com)