

ALL-Ways 10.0 Standard and Professional Edition FAQ

General Problems associated with first time users: Almost all problems during the first run of the program are due to failure to follow all the necessary steps to prepare ALL-Ways. Skipping any steps will lead to problems. It should take about 10 minutes to do a full install and preparation. If you followed all of the above steps, check the following situations below for further information.

Q. I cannot unzip a file I downloaded.

A. Make sure you downloaded the data file into your **Fradata** folder. If you did not do so, you can find the file and move it to the Fradata folder.

Q. I cannot translate an ALW file.

A. You must first UNZIP the data file. You can do this by using the ALL-Ways Toolbox.

Q. I cannot use a Flash Results file I downloaded from BRISnet

A. You should use the ZIPPED format for the Flash Results which you can specify when you download the Flash Results file. You must download the file into your Fradata folder and then UNZIP the file in the ALL-Ways Toolbox Module.

- Alternatives include using the XRD file for only \$0.25 or manually inputting results.

Q. I get an "Invalid Property Value" error when I attempt to handicap.

A. You most likely have an active driver for your printer that does not support the Courier New type font. This is a standard Windows type font. A Generic Text print driver does not support the Courier New font. Any modern print driver for ink jet or laser printers will work fine.

Q. After selecting the reports I want, I cannot view them on screen.

A. The only on-screen report available is the "On-Screen" report. All other reports must be printed.

Q. I attempt to select the Handicap Module, but I get a printer error.

A. You most likely have an active driver for your printer that does not support the Courier New type font. This is a standard Windows type font. A Generic Text print driver does not support the Courier New font. Any modern print driver for ink jet or laser printers will work fine.

Q. What does an asterisk indicate on the printed or on-screen report?

A. This indicates a dangerous horse. Please refer to the manual for a full explanation of this situation.