

Cantax FormMaster

Troubleshooting

2017 Versions

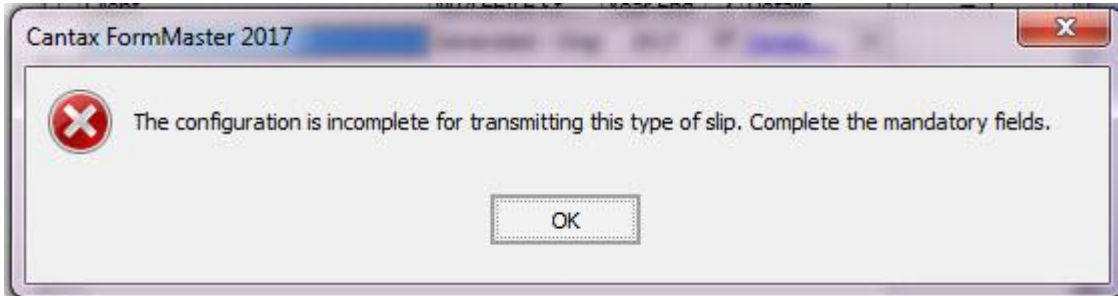
Publication	Problem	Affected Version	Corrected Version
Week of June 17, 2018	The network version of the Cantax Help has not been displaying since the last Windows 7 and Windows 10 updates	Network versions	Version 2018 1.0
Week of January 14, 2018	Transmission - Display of error message "The configuration is incomplete for transmitting this type of slip. Complete the mandatory fields."	Versions 2017 1.0 and 2017 1.1	Version 2017 2.0

Electronic transmission

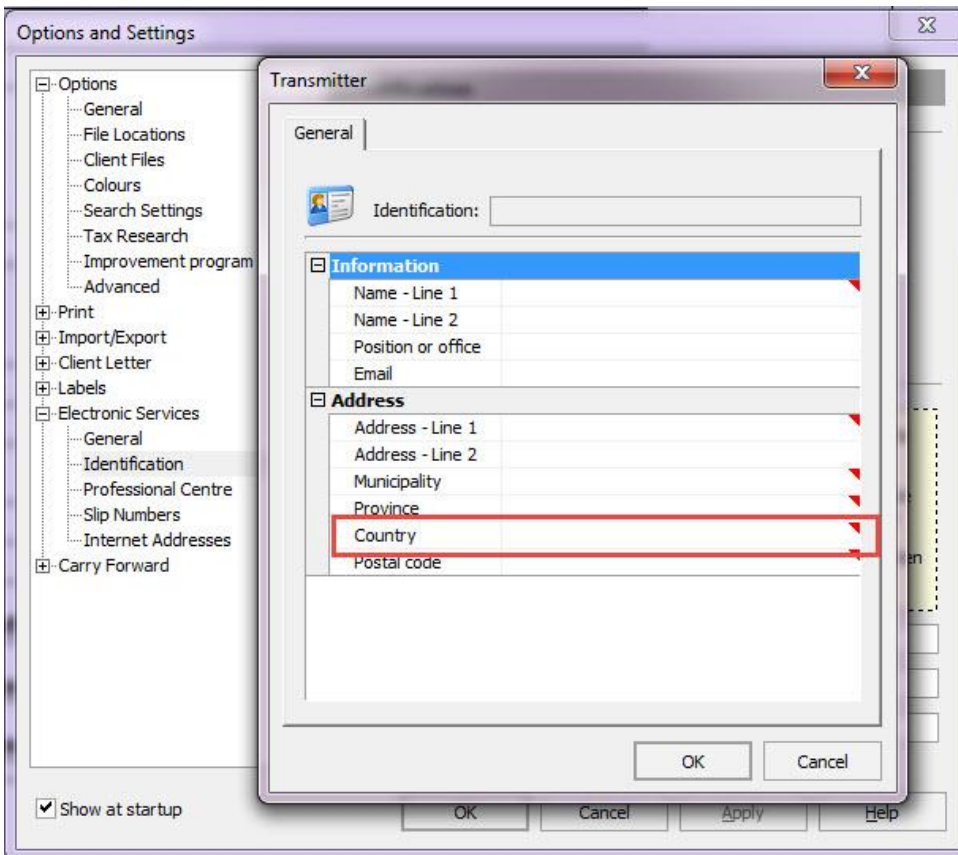
Transmission - Display of error message “The configuration is incomplete for transmitting this type of slip. Complete the mandatory fields.”

Problem:

When the user tries to transmit, the following error message displays:




This error message displays because the information relating to the transmitter’s identification is incomplete in the **Identification** pane of the "Electronic Services" section of the options and settings. It occurs because the value in the “Country” field is not saved correctly when retrieving the configuration.



Solution:

To correct the problem, proceed as follows:

1. In the **Tools** menu, select **Options and Settings**.
2. Under **Electronic Services**, click **Identification**.
3. Click the  button of the "Transmitter" field to open the **Transmitter** dialog box.
4. If the "Country" field is empty, click the field to display the list of countries and select the country that you want to define.
5. Click **OK** to save the change. **Note that you must perform this step even if no change has been made to the "Country" field.**
6. Click **OK** in the **Options and Settings** dialog box to save the change.

Important: You must perform these steps in order for the information to be saved correctly when the next versions of *Cantax FormMaster* are installed.

Network version

The network version of the *Cantax* Help has not been displaying since the last Windows 7 and Windows 10 updates

Problem:

Three updates performed by Microsoft on May 8, 2018, had repercussions on the use of Help files when the latter are used from a network location. Therefore, the Help no longer displays correctly if you are using a Windows 7 or Windows 10 operating system.

Solution:

To use the *Cantax* Help, copy your network CHM Help files to your local disk. However, note that the contextual Help will no longer be available with this solution.

This situation will be corrected in future version of *Cantax*.