

Electronic Updates (EU)

Troubleshooting Tips

I don't have an EU login

Contact your Experian QAS Account Manager if you have not already signed up to the product. Once the account is created, a username and password will automatically be emailed to the chosen contact.

I have lost my EU login details

If you already have an account but have lost your username or password please email support@qas.com. A new password will be created and emailed to the EU contact.

I am receiving an error when pressing the 'Test Connection' button under the 'Internet Download Connection Settings' option

Ensure that the following is true:

- You have correctly entered the username and password provided for EU
- The machine has access to the internet and can establish an HTTPS connection to the following address: <https://updates.qas.com/Metadata/V1/FileDownload.svc>

NOTE: You can test this connectivity by browsing to [HTTPS://updates.qas.com](https://updates.qas.com) from the machine on which the EU client is installed

- If using a proxy server to access the internet, the full server name has been specified including port number i.e. MYPROXY:8080 and the proxy authentication credentials have been entered correctly.

Your network administrator should be able to assist with checking that these settings are correct for your network and account.

Data is downloading but my applications are not getting updated

In order for the EU client to successfully update a product, several groups of settings must be in place correctly in the EU Configuration Editor:

- Downloaded Data/Data Download and Installation
 - o The 'Download mode' dropdown is set to 'All available data'
 - o The 'Install' mode is set to 'Full install'
- Updates/Local applications to update
 - o Ini File: Ensure that the correct QAWSERVE.INI for your target application, including full path is specified.
 - o Exclude: Ensure that the dataset you wish to update is not included in this field.
- Updates/Remote applications to update (When pushing updates to remote installations)
 - o Ini File: Ensure that the correct QAWSERVE.INI for your target application, including full UNC path is specified. Copy and Paste this value into Start, Run and click OK. Is the target .ini file loaded into your default text editor?
 - o Remote data directory: This should be set to the UNC path to the data directory on the remote QAS installation. Copy and Paste this value into Start, Run and click OK. Do you see a list of the QAS data files?

- Data Directory location: This should be set to the location of the data directory used by the remote QAS installation as seen on that machine. This path can be referenced by either the local drive name or the UNC share. If you log onto the machine where the QAS application is installed can you browser to the value in this field without issue?
- Address: Only for Server based tools such as QAS Pro Server and QAS Pro Web. This is the host name or IP address of the machine on which the QAS application is installed. Can you ping this IP address or host name from this machine
- Port: Only for Server based tools such as QAS Pro Server and QAS Pro Web. This is the port on which the QAS application is listening on the remote machine. Does this port number correspond with the port number listed in the ServerAddress setting in the QAWSERVE.INI file on your target QAS installation?
- Operating System: If the remote machine is running UNIX/Linux installation, paths must be added to the configuration files correctly (i.e. '/' vs. '\')
- Exclude: If you wish to prevent data sets being pushed to a remote machine, they can be entered in three letter form into this field in a comma separated list. Are you sure that you want to exclude an update listed in this field from getting to the remote application you are updating?

My Email notification is not notifying of any activities

Check that the following settings are populated in the 'Email Server and Notification Preferences' under the 'Email' option in the EU Configuration Editor:

- 'Enable email notifications' tick box is ticked
- 'Email SMTP Server' is set to your SMTP server with domain name. i.e. smtpsvr.domain.com
NOTE: The SMTP server must be able to send emails without authentication
- 'To' Email Address' is set to a valid
- 'From' Email Address is set an email address that contains your desired domain i.e. QASUpdates@mydomain.com
- **NOTE:** Your SMTP server may require that 'From' addresses are valid. If so contact your network administrator to set up the desired email address from which the update notifications will be sent.
- 'Storage directory': A valid directory in which to store the email correspondence must be set

Further Details

Please refer to www.qas.co.uk/eu for detailed information about EU. If you are unable to find the answer to your question on this site or have any feedback you would like to share please email support@qas.com or internetmarketing@qas.com