

Electronic Updates (EU) FAQ

What is EU?

EU enables the automatic download and installation of reference data used by the QAS Pro, QAS Pro Web and QAS Batch applications. As soon as a new dataset is available, it is downloaded to your environment and the configured QAS applications are updated without human interaction. Your administrator will be notified via email of update-related activities.

What are the benefits of using EU?

- Peace of mind that data updates will be applied and the functionality of QAS will continue to work seamlessly.
- Using the most up-to-date reference data as soon as it is available.
- The ability to download one copy of QAS data and use your local network to transfer those data files to multiple locations.
- Lower total cost of ownership due to automatic updates.

Will EU interrupt my users of QAS Products?

No. The EU client makes use of the existing live data updating functionality to apply new data updates without interruption to users. Customers with standalone or Plug & Go installations can easily configure the solution to apply updates at certain times of the day such as outside of office hours.

Which QAS products can I update with EU?

The EU client can be used to update all available datasets for a wide range of QAS Products (V4 and above only) on Windows or Unix/Linux.

Products include: QAS Pro, QAS Pro Web, QAS Batch, QAS NameTracer, QAS Authenticate and our QAS for solutions.

NOTE: The network account under which the Electronic Updates client runs on MS Windows must be able to create, change and delete files and folders on the target installation (local or remote).

Can I update my UNIX/Linux installations of QAS Pro or QAS Pro Web?

Yes, but the network account under which the EU client runs on MS Windows must be able to create, change and delete files and folders on the QAS installation on UNIX/Linux. Free software such as SAMBA (<http://www.samba.org>) can be used to achieve this.

When using the EU client do I have to activate the data or is the process truly automatic?

The EU client can easily be configured to automatically activate data for Server based products such as QAS Pro Server and QAS Pro Web. Using the Live Data updates technology, no down time will be experienced by users of the products.

The EU client can update the configuration files for standalone products such as QAS Batch and QAS Pro. Once the configuration files have been updated, the new data will come into effect once the QAS products have been restarted.

Will EU use up all of my bandwidth?

No. While the EU client will use available bandwidth, it can easily be configured to throttle bandwidth at a desired level and restrict downloading to specific times (e.g. evenings and weekends).

How does the EU client connect to the EU Server?

The EU client establishes an HTTPS connection on port 443 to an Experian QAS hosted server to securely download reference data. The EU client includes support for proxy servers.

What are the system requirements for EU?

Minimum	
Operating System	Microsoft Windows XP, Microsoft Windows Vista, Microsoft Windows Server 2003, or Microsoft Windows Server 2008
Software	.NET framework 3.5 SP1
Memory	512MB
Internet Connection	To download data updates, the machine running QAS Electronic Updates requires: <ul style="list-style-type: none"> ● Access to the Internet through an always-on connection; ● The ability to make an https (secure web) connection.
Disk Space	Minimal disk space is required for the QAS Electronic Updates program files. The disk space required for the data files will vary according to the datasets you are downloading. The Data Guide for each dataset provides details of the disk space required.

Will I get my updates sooner if I use EU or CDs/DVDs?

Signing up for EU is the quickest way to receive data updates from Experian QAS.

How can I get notified of updates?

The easiest way to be notified of update related activities is via the email notification settings. The EU client can be configured to send emails via your local SMTP server to multiple internal contacts or email groups.

NOTE: This functionality requires that emails can be sent locally without the need for authentication. Support for authenticated email transmission will be introduced in a future version.

In addition, the 'view your current status' option under 'status and checks' on the EU Configuration Editor displays the current status of your installation. Various levels of logging can be activated to track what actions the EU client has carried out.

Can I specify multiple email address for email notification?

Yes. Multiple email address should be separated with a comma when entered into the 'To Email address' field under 'Server and notification preferences' in the EU Configuration Editor. You can test the email notification settings by clicking the 'Send Test Email' button.

My organization has two separate systems using QAS products that are maintained by different technical teams. How is this handled by EU?

You can create more than one EU login per organization to handle this situation.

Please contact your Experian QAS Account Manager to get this arranged.

What happens if the person responsible for administering QAS product at my organization changes?

Please contact Experian QAS Technical Support, support@qas.com, with the details of the change in personnel. A new username and password will be sent to the new update contact. The login details must then be updated in the QAS Configuration Editor to continue the updates.

How can I get access to an EU login?

Contact your Experian QAS Account manager to get EU on your account. Once the account is created, a username and password will automatically be emailed to the chosen contact.

NOTE: If you already have an account but have lost your username or password contact support@qas.com. They can retrieve your username and reset your password.

Will EU interrupt any other applications on the machine on which it is installed?

The EU client requires the .NET Framework 3.5 to function. Multiple versions of the .NET Framework can coexist without issue so should not negatively impact any other applications on the same machine.

It is important to ensure that you have adequate disk space to house the downloaded data. The EU Configuration Client is easily configured to purge expired data files to free up disk space.

How long will it take to download data updates?

The following table illustrates sample internet download times for a selection of datasets. It indicates the size of the data files in megabytes and the download speed for a 64 KByte/s (512 Kbit/s) and a 128 KByte/s (1024 Kbit/s) connection. Your connection may be faster than the speeds shown below.

Dataset	Size (MB)	Download times	
		64 Kbytes/s (512 Kbits/s)	128 Kbytes/s (1024 Kbits/s)
CAN	87	0 h 23 min	0 h 12 min
GBR	370	1 h 39 min	0 h 49 min
USA	1,100	4 h 20 min	2 h 40 min

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