

QAD .NET User Interface

Limitations and Known Issues

March 31, 2006

This document includes information about known issues and limitations that are found in the QAD .NET User Interface (UI).

Browse Issues

- 1 The current version of .NET UI does not support the use of scripted URLs created with Browse URL Maintenance (36.20.10.11).
- 2 The browses in the .NET UI fully support standard URL linking created in Browse URL Maintenance. However, double-clicking a link in a browse does not launch the browser, but instead invokes select mode for the data. To launch the associated URL, you must right-click and select the URL from the displayed list.
- 3 When a browse displays a large number of records, performance may significantly degrade as you get to the bottom of the list. To reduce this problem, click a relevant column to reverse the sort and page through those records at the top of the list.
- 4 If the default Windows printer set for a user's session is not available, attempting to print a browse from the .NET UI generates an error to the log file without displaying the printer selection dialog. This could be confusing to the user, since no visible error displays.

You can print the browse by selecting a different default printer using Windows options and then printing the browse again.

To change the default printer:

- a Choose Start|Printers and Faxes.
- b In the Printers and Faxes window, select an online printer and then choose File|Set as Default Printer.

System Issues

- 1 Telnet screens are only available through the QAD .NET UI on UNIX server installations in US English. On Windows platforms or non-US English platforms, they can be run either through a stand-alone Desktop session or through a character session.
- 2 During log-in to the .NET UI, a user can select from one of the supported languages. All strings associated with the .NET UI display in that selected language. MFG/PRO application screens, however, display in the language associated with the user's ID in User Maintenance (36.3.1). Thus, it is possible for strings in the .NET UI framework to display in a different language than the application screens.

Language selection also determines locale settings that affect date and number formats. As a result, it is possible for the .NET UI to be using one format while MFG/PRO is using another. A symptom of this is that the browse search accepts the M/D/Y format for a date, but the MFG/PRO data in the browse is displaying as D/M/Y.

To prevent unexpected results, system administrators should ensure that during log-in to the .NET UI, users select a language that is consistent with the related Desktop system and the MFG/PRO database settings.

- Version 1.1 of the Microsoft .NET Framework is supplied on the QAD User Interfaces installation media. QAD's .NET UI works correctly with this version of the .NET Framework in almost all cases. In a very few cases, the following error has been encountered using Version 1.1:

```
ERROR [24] QAD.Shell.ShellLoader?.HandleUncaughtException(0) => { Outer: The type initializer for "System.Net.Dns" threw an exception. Base: An operation on a socket could not be performed because the system lacked sufficient buffer space or because a queue was full
```

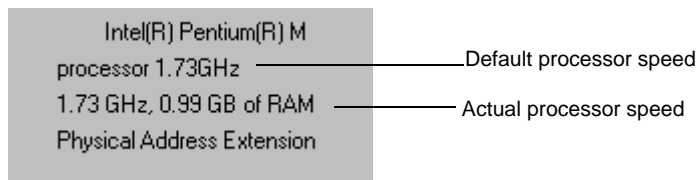
If this error occurs, follow these steps to correct the problem:

- Completely uninstall Version 1.1 of .NET.
 - Go to the Microsoft Web site and download .NET Service Pack 1.
<http://www.microsoft.com/downloads/details.aspx?familyid=A8F5654F-088E-40B2-BBDB-A83353618B38&displaylang=en>
 - Reinstall Version 1.1 of .NET and then install the service pack.
- A report generated to Page creates an output window that sometimes displays behind the currently active .NET UI screen. This can be confusing since if the user is running in full-screen mode, they may not be aware that the results have actually been generated properly.
 - If you have previously logged in to the .NET UI with one language, then log out and log in with a different language, some of the labels in the Tools|Options screen still display in the first language. This issue can be cleared by logging out and logging back in a second time.
 - A system administrator can set a limit on the number of open forms in the .NET UI. Currently, when the user opens a new window that now exceeds the limit, a warning message displays. If you press Enter to execute the OK button, focus goes to the menu item you just tried to open, rather than dismissing the warning dialog. As a result, the message displays again.

To correct the problem, you must click the OK button with the mouse or use the Alt+F4 keyboard option to close the message.

Client PC Issues

- The power setting on the client machine may cause the CPU to work at a reduced speed, which affects the performance of the QAD .NET UI. To correct this issue:
 - Determine your CPU speed. Go to Start|Control Panel|System and view the information on the General tab.



- If your machine is running below the default speed—the first number is much greater than the second—go to Start|Control Panel|Power Options.
- In the Power Schemes tab, select Always On in the drop-down list.
- Close your Control Panel|System window and then reopen it from the Start menu to refresh the CPU reading.

- 2 If Microsoft Excel or OpenOffice is not installed on the client machine, exporting browse data to Excel results in the following error: No application is associated with the specified file for this operation.
- 3 Languages in the selection list accessed from the .NET UI login dialog display in language-specific fonts. If these fonts are not installed on the client machine, the language name may not display correctly.
- 4 If you attempt to display the .NET UI Microsoft HTML help file on a client PC where a help file has never been opened before, the help will fail to open. To correct this, locate the .chm file on the file system and open it directly. Once a .chm file has been opened, the problem opening it from the .NET UI will not recur.

