

## Frequently Asked Questions for NDSP

**1. I am locked out of my NDSP program because my password doesn't work.  
or**

**I just got my NMCI computer and I need a password to get into NDSP.**

Please fax a letter on command letterhead. It needs to have the UPC's name and phone number; the CO, XO, or OIC's name and phone number; and be signed by that individual. Once the letter is received a NADAP staff member will verify that the member is the UPC, and then call the member back with the password.

**2. I have upgraded to NDSP 5.2 but my database did not automatically convert.**

Please send a copy of your NDSP backup and we will convert it for you. You can send it via [email](#).

**3. I have upgraded to NDSP 5.2 and I get an error, my batch numbers printed out Batch 0000.**

You will need to change your batch numbers. The batch number can be changed on the screen where the user prints products only BEFORE the products are printed. If the button is disabled, that means the batch number has already been assigned and solidified and cannot be changed. Nothing can be done for forms once they have been printed. In this case, the user needs to change the batch number to the correct value the next time they print forms. If you have already printed the DD2624, you will need to make a correction to the batch number and initial and date the correction. The batch number can be changed on the screen where the user prints products only BEFORE the products are printed. You will see the batch number at the top of the screen in an edit box. Next to this is an edit button, which can be used to change the value. You can then change your batch number to whatever number you prefer.

**4. How do I restore my database?**

From the NDSP main window,

1. Select *Utilities* from the main menu (or the *System Utilities* button)
2. Select *System Backup and Restore* (or *System Backup/Restore*)
3. Select the *Restore* tab
4. Select the folder location on the drive where the database file is located.  
(I always recommend members save their database to a floppy disc or a compact disc.) Once the folder is selected, the database backup(s) will then show up on the right.
5. Select the backup you wish to restore.  
The backups are dated, so select the most recent one or the one that matches the date sent. (Ex: 12032003.dtp)
6. Select the *Restore* icon.  
At the top of the window are two small icons. One is grayed out. The other is a piece of paper with a red arrow; this is the *Restore* icon.

Then just follow the prompts, and the database will be restored.

**5. How do I set up my system to print testing products for a test I am conducting tomorrow?**

1. Select *System Utilities*
2. Select *System Parameters*
3. Select *OK*.
4. Select the *Reports* tab.
5. Check the box for *Allow the collected date to be set to future dates*.  
That allows the member to change the date when a test is run. This is done in the member testing wizard window where they print their products. The date is located in the upper right hand corner.

#### **6. How do I set up my testing pools?**

Set up testing pools to match the command structure. Have a main pool that everyone goes under. Then build the departments under that; followed by individual divisions under the departments. This way you can run a random on the command or sweep a certain part of the command without issues.

If you have several commands or need to separate members (ex: staff/student) build separate databases. You can easily move between pools and databases. This is done under *File* in the upper left corner. Select *Change Pool*.

#### **7. Where do I change my testing percentage?**

Test percentage is set in the *Pool Maintenance* window.

#### **8. How do I change my password?**

Be sure the account is not locked. To change a **user** password, select the *System Utilities* button. Select *User Maintenance*, then the icon with a graphic of a lock at the top.

To change the **Administrator** password you must be logged in as the Administrator. Select *Utilities* from the main menu, then *Change Administrator Password*.

#### **10. How do I add new personnel?**

New personnel are added in the *Personnel Roster*. Use the plus sign (+) to add and the minus sign (-) to remove personnel.

#### **11. How do I change information on my DD 2624 after I have already generated my test?**

Once a test is generated no changes can be made to the DD 2624 with the exception of the backside. It is best to make sure all your information in your *Pool Maintenance* and *System Parameters* is up to date before generating the test.

#### **12. I tried to run a test but no names showed up. What is wrong?**

The first thing to check is the *Personnel Roster*. Everyone in the Personnel Roster must be assigned to a *Pool*. This is done by selecting inside the Pool name box beside each member's name. A pull down menu will show up and the UPC can assign the correct pool name to each member.

If that doesn't correct the problem it could be that you do not have your days to test option set up realistically for your command. Select *Pool Maintenance*. Then look at the box marked days to test. The function of this option is for the computer to break down the percentage of personnel to be tested over the amount of days to test. So if you only have 100 people in their command with days to test set at 30 and percentage set at 20%, you may not get any people when you run a

test. This is because the program is breaking up 20% of 100 people over 30 days. Change your days to test to something like two or three days. You may want to discuss this with your CO or XO since they may have a certain number of days they want to test.

**13. Do I have to update my database when I get a message from the drug lab?**

Yes. Neglecting your database can cause serious issues down the line. Your database can become corrupted and you can lose your data.

**14. Do I have to back up my database every time I log out of NDSP?**

This can only help you. You never know when your database may suddenly become corrupted. Having a recent backup will help you to restore your database with your most current information.

**15. How do I re-print any or all of my documents for testing?**

From the main NDSP screen select *Testing* from the main menu. Select *Re-print Products*. A window will open up and you will look for the date the test was generated and the correct premise code. Then highlight that date and select OK. Then you will see the same screen you always see when you print your products.

(Note: Once you have printed the program will not allow you to make changes. An example would be that you forgot that you wanted to change the date for the following day and have already printed your DD 2624. The date is set.)

**16. My CO wants me to conduct a random test today. But when I select random testing it says it is not a testing day. What can I do?**

Select the *Other Testing* button. Then select *CO selected Random Testing (IR)*. The rest of the screens will be familiar.

**17. How do I get NMCI to update the NDSP version on my desktop?**

Send an email to the NMCI helpdesk. Each coast has their own. In the email ask NMCI to push the latest version of NDSP (which is NDSP 5.2, and refer to RFS # 82003) to your desktop.

**18. I'm getting an "access violation" error when I try to print my products.**

If you get this error and you are using version 5.0 there is no way for us to fix your program. Please upgrade first to NDSP 5.1., then to 5.2. If your NDSP 5.0 database does not convert when you upgrade email us your database (.dtp file). We will convert it to the NDSP 5.2 format and return it to you. You can then restore your converted database. This is done under *System Utilities*. Then select *System Backup/Restore*.

**19. I'm getting an "unable to close all databases, attempt to restore after re-opening" error. What should I do?**

Log out of the NDSP program, and log back in.

**20. My NSDP program is locking up when I try to conduct a test. What could be causing this and how do I fix it?**

Either the database is corrupted, or your computer system is unable to support the NDSP program, usually because there is not enough memory available to run the program. Once you have verified that with your command's system administrator that it is not a shortage of memory

available in your computer, email us a copy of your database (.dtp file) so we can see if the database is corrupted.

**21. I am getting a “Cannot create file C:\ DOD Drug Testing\temp” error when I try to restore a database. What should I do?**

Open *My Computer* → [C:\ → [Program Files → [DoD Drug Testing. Create a new folder in the *DoD Drug Testing* folder, and name it “Temp”. Paste a **copy** of the dtp database you are trying to restore into the Temp folder you just created. Then go back and restore your database.

**22. What do I do if I cannot print the Urinalysis register?**

Verify the file is present (history.adt) in the DOD Testing Program folder on your hard drive, and that the user has write access to such file. If the program has been installed by Administrator, you need to be sure the NDSP folder and subfolders are writeable by any user (not only Administrator).

**23. I’m getting an SQL, ACE 7200 query error, what is causing this?**

Your database is corrupt. Do a back-up and [email](#) the corrupt database to us for correction. You can then restore the corrected database ([see FAQ #4](#)).