

## FAQ'S FOR NDSP 5.2

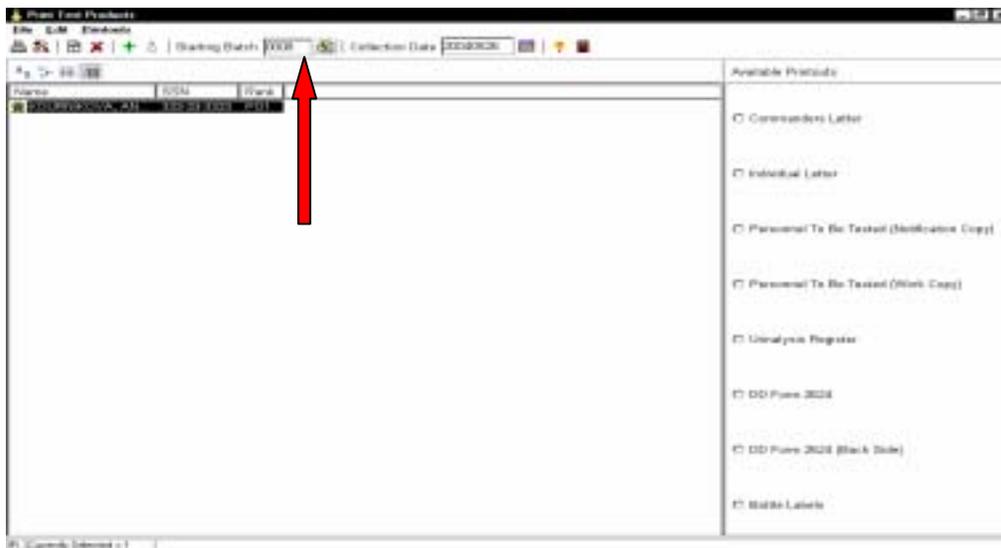
**1. (Q) How do I reset my batch numbers in the new NDSP 5.2 program, if I have ran a test, and have already printed the DD 2624? (See below)**

(A) 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. There is nothing that can be done for forms once they have already been printed. In this case the user will need to change the batch number the next time they print forms to the correct value.

\* If you have already printed the DD2624, you will need to make a correction to the batch number, initial and date the correction.

**2. (Q) How do I reset my batch numbers in the new NDSP 5.2 program, if I have ran a test, and have NOT already printed the DD 2624? (See below)**

(A) 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.



### 3. (Q) How do I change the collection date?

(A) When you get to the “Member Testing Wizard” and “Testing Options”, you can change the collection date by clicking on the “down arrow” and choosing the correct date from the calendar.



### 4. (Q) What do I do if I cannot print the Urinalysis register?

(A) Verify that 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 as administrator you have to be sure that the NDSP folder and subfolders are writable by any user (not only administrator).

### 5. (Q) What do I do if I am receiving “SQL, access violations”?

(A) This means that either the user does not have access to the database, or the database does not exist. Usually this is the result of a bad installation.