RMS Website Address Change

The RMS Center has changed the website URL as follows:
http://rms.usace.army.mil
You should be directed to the new address, but should update any Bookmarks you may be using.

One of the reasons for the change is that the RMS and QCS data files are now maintained on the WPC/ CPC computers. This provides additional security and backup capabilities.

QCS Default Login

User Name: QCSMASTER
Password: masterkey

QCS Program — Help Button

The QCS program now includes a “Help” button on most screens and tabs. The button will direct you to a relevant page in the SupportSuite® that will soon take over the data currently in the QCS Manual. The PDF manuals are slowly being phased out.
On-line training is available and it is highly recommended that Contractors new to the program or those needing a refresher, take a look at the numerous modules presented. The training will address many of the questions you may have during the installation, setup, and use of the QCS.

By taking advantage of the training modules you will avoid some headaches and will need to rely on the RMS Center Technical Support less and less as you use the program.

Once you have entered the QCS program make use of the Help Button that is located on most screens and tabs. This will take you to an article written specifically for the area you are inquiring about. Use of this feature may prevent you from having to contact the RMS Center.

If the on-line training videos and handouts, and the Help Button does not address your needs you may need to seek assistance. This is accomplished via the SupportSuite©. As you enter your “Help Ticket” you will be offered, via the Knowledge Base, various articles and write-ups that may very well answer your question or give you examples of how to correct a problem. In most cases, the final act of ‘submitting’ a ticket can be avoided by reading the solutions suggested from the Knowledge Base. As you describe your problem during the “Help Ticket” process, the Knowledge Base acts as a built-in Troubleshooter.

When the above avenues fail to adequately address your problem, you may need some Live Support. You have the opportunity of using Live Chat, and may have a Technical Support Representative use InstantVNC to log-on to your computer to physically troubleshoot your problem area with you.
1. QCS Overview PowerPoint Presentation

This presentation, created by the Savannah District, highlights the primary areas of the QCS that you should know about and addresses issues that you need to be aware of. It is suggested that the Contractor view this presentation upon first using the QCS program.

The file can be located on the QCS Support Website: QCS_Overview.PPT

2. QCS Video Tutorials

The website provides a number of Video Tutorials created by the RMS Center (Ken Avila) and addresses the following topics: 1) QCS Contractor Staff Module; 2) Information in the QCS about dialog; 3) Add a new Contract Dialog; 4) QCS Main Screen; 5) How to Install QCS; 6) How to download QCS’ and 7) General concepts on QCS Remote sites.

These videos can be accessed here: Video Tutorials

The YouTube website also provides twelve videos, each 10 to 15 minutes in length, describing the various functions found in the QCS. (Fort Worth District—Jason Price). There are slides available for use with the YouTube videos..

The YouTube videos and slides can be accessed here: YouTube Videos and Slides

3. QCS Program Help Files

We have a variety of documents and programs that may assist with the installation of the QCS and preparing a few CQC-type documents. Some of the items are been provided by Primavera, some from the RMS Center, and others from Sacramento District, etc.

The general documents are found here: General Help Files

The Primavera documents are found here: Primavera Documents

4. QCS Help Button

When actually using the QCS, the first place a Contractor should go for help is to use the Help Button. This action will direct the Contractor to an article in the Support Suite that may answer his questions and show the data required for input. In many cases, the article also explains why the data is used.
5. RMS Center Support

The RMS Center provides support to RMS and QCS Users via a proprietary program called SupportSuite©. When you enter the RMS/QCS Website, click on the SUPPORT button on the left of the screen to be directed to this site. You may also access the site from within the QCS/RMS programs by clicking on the HELP button and selecting SUPPORT DESK. (See red arrows below)
6. RMS Center Support (Continued)

Either of these selections will take you to the “SupportSuite Help Desk Software”, as shown below:

The first time you visit this site, you are encouraged to **Register**, using the selection on the screen. To be able to use all features of the support desk, registration is required. It only takes a few seconds to register, all you enter is your desired email address, password, etc. A confirmation email will be sent to you and you must use that link the first time. After that, you will only need to enter your E-mail address and password for access.

After you log in the screen selections will change to give you more options. Of special importance is the option to **Submit a Ticket** for assistance. This is also the portal to access **Live Support**, when it is on-line. (See next page)
Feel free to browse around the SupportSuite© to see what would be of use to you now, or in the future. Next, will see how easy it is to **Submit a Ticket** for support.
8. RMS Center Support — Submit a Ticket

Fill in all General and Other Ticket Information fields before you begin to describe your Message Details.

Prior to entering data in the Message Details area, notice that under the Knowledgebase Suggestions there will be no references.

As you begin to type in your details, the knowledgebase searches for a solution to your issue. If you notice this example, the very first item addresses the typed details. Take a look at those selections before you submit the ticket — it could be that your problem was already identified and the explanation is in the database for your use.

If you submit a ticket for support, you may attach files (error messages, reports, etc) that would help the Support Staff assist you.
9. RMS Center Support — Live Assist

After you submit a ticket and an RMS Support Staff member looks at your issue, it may be necessary for them to call you and have you connect to Live Assist so they can look at your computer, with you present, to rectify or explain your problem or question. (If you accidentally reach a Staff member by telephone, you can do it at that time.)

Live Assist is accessed from within the QCS program at Help | Technical Support | Connect to Live Assist as shown below.

You will click the OK button when the Technical Support Staff member knows your login name (it is, by default your Computer name). You will then be connected to the RMS Center. Technical Support can now operate your computer for you.

BE SURE TO DISCONNECT THIS SERVICE WHEN COMPLETED WITH TECHNICAL SUPPORT.

EchoVNC is a secure, “firewall-friendly” remote-desktop tool with support for VNC, Remote Desktop, and RAdmin servers and viewers. With it, a Windows PC or OSX Mac can be remotely accessed regardless of firewall, router or web-proxy configuration.
QCS Utilities

QCS File | Utilities Selections

The following information is provided relative to the Utility selection located from the File | Utilities menu:

A. **Relink Submittals** (You must be IN a contract to use this utility)
   This selection attempts to re-attach all Submittal Items IN to its Parent Transmittal.
   It goes through and updates the Submittal Register with the latest information from the Transmittal Log. Sometimes, when the QCS imports from the RMS, the latest Transmittal information does not reflect in the Submittal Register. Running this utility, after a quick recommended backup, usually fixes that problem.

B. **Stamp Submittals and Transmittals**
   This option pushes Transmittals from the QCS that are not getting to the RMS. Transmittals already in the RMS from the QCS are unaffected.

C. **Sweep Submittal DL**
   This is designed to clear out any erroneous process log entries. This is used to push the RMS Transmittal/Submittal deletions in the QCS. This option can be used to clean up the Submittal Register if needed. Always backup before doing this option.

D. **Stamp Modules for Export** (You must be IN a contract to use this utility)
   This option allows the user to force information in a specific module to be forced to the RMS. Sometimes, the RMS needs to do a “Fresh Look at Incoming Modules” at incoming records in conjunction with this feature for the data to get across.

This feature will mark the selected records as “NEW” and export them to the QCS/RMS. After you make the selection, you must push the **Stamp Selected Modules** button at the bottom of the window.
QCS Utilities (Continued)

QCS File | Utilities Selections (Continued)

E. Fresh Look at Incoming Modules

This basically tells the QCS to accept all data for that specific module. This is dangerous, so a backup of the database before doing this is highly recommended. (If a “Stamp” from the party sending the data cannot be done, this can be done to try to push the data to this site.)

Use this BEFORE you make the Import from the RMS/QCS. It will fool the program into thinking the incoming data is newer than the existing. This will increase the time it takes to import.

After you select the boxes you need, push the Fresh Look at Selected Modules button.

F. Interactive SQL

This selection is for use by the Technical Support Staff and is restricted. An UNLOCK code will be required. It is used for making inquiries into the Firebird® database.

This utility allows Developers from the RMS Center to interact with the database. Normal users should not be going in here. Data loss can occur otherwise.

G. Check Windows Firewall Settings

This will check your computer firewall for configuration for using the FireBird® database on port 3074. (Seldom a problem.)
H. Create Data Dump

This selection will create a database dump, with the current contract information, for troubleshooting. It will give you the option of excluding Correspondence and Attachments so as to make the size of the file more manageable. (This is very seldom used at all.)

After the file is created it is placed in the Root Directory of your computer: C:\qcs.rdd
Organization

RMS Center

Primary Business Address
22565 Outer Hwy 18
Apple Valley, CA 92307
Phone: 760-247-0217
Fax: 760-247-2547

Program Manager: Haskell Barker

Email: Haskell.L.Barker@usace.army.mil

We’re on the Web
RMS: http://rms.usace.army.mil
QCS: http://rmssupport.helpserve.com