

Capturing Error Messages in RMS3.0

Contractor and Government mode

When receiving an error message, the following things are necessary to report these to the RMS System Administrator.

- ▶ 1. Do not close out of the error without capturing it.
- ▶ 2. In an email to the RMS System Administrator, describe the actions that were being taken when the error occurred. The more detailed the better. I.E. When using the General Correspondence template the following error message occurs once the macros have been entered vs. I was entering a letter when the error message occurred.
- ▶ 3. A screenshot of the error message.
- ▶ 4. A copy of the entire text field of the error message.

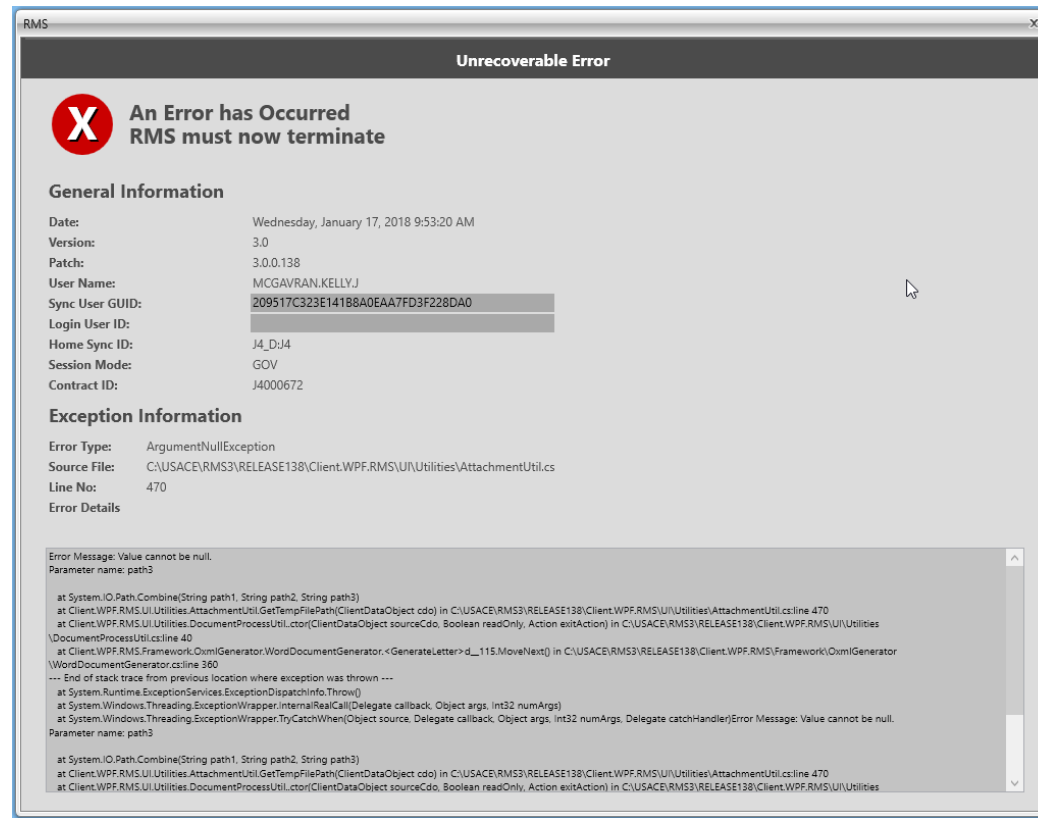


Screenshot

- ▶ Click “ALT” and “PrtScn” buttons on the keyboard at the same time.
- ▶ Windows will ask where to save the image.
- ▶ Select Clipboard.
- ▶ Right click to copy in the body of the email
- ▶ Switch to HTML when prompted.



Capturing the entire text of an error message is incredibly important. At the bottom of an error message, there is a text file that has a scroll bar. This information beyond what is captured in the screenshot cannot be read unless it is copied first and placed in the email with the screen shot.



Click in the text field and highlight all of the message that is contained here. Right click and copy to the clipboard. Paste into email.(same way to paste the screenshot). Proceed to email to system administrator.

