Eurosoft
computer reliability solutions

QA+WIN™

Windows®-based Computer Diagnostic Software
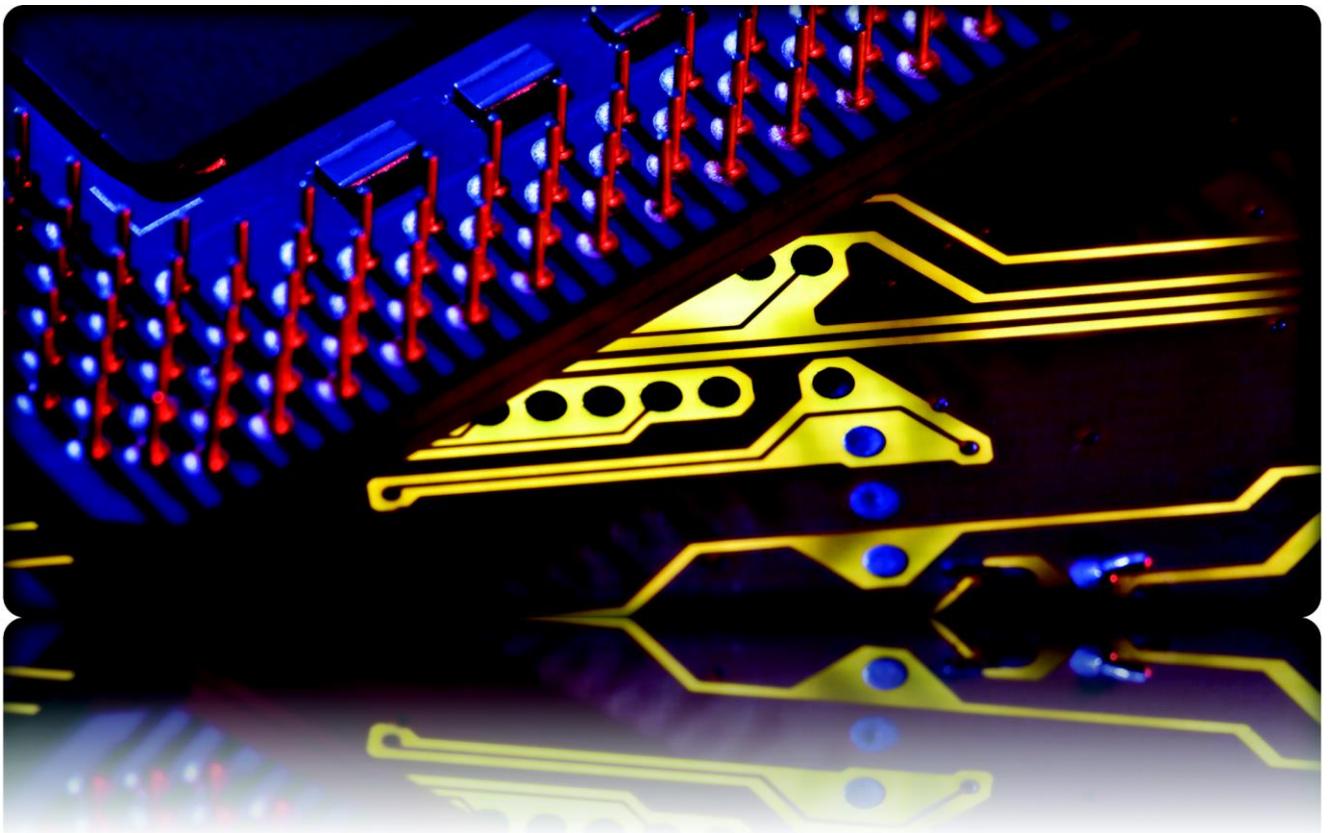
Assuring Computer
Service Reliability

www.eurosoft-uk.com

Accessing Help

You can access the help system at any time from within QA+Win.

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Overview

QA+Win is a fast, accurate and easy-to-use diagnostic tool from Eurosoft that enables you to completely check the configuration and reliable operation of PCs installed with Windows. QA+Win is extremely useful to manufacturers and repairers of PCs, informing all Professionals of the architecture and operational reliability of PC hardware. It is assumed readers have greater technical experience than that of Windows® basic operation to gain full product usage. This manual is for standard QA+Win features. For additional features outside please see the Advanced User Manual.

Minimum System Requirements

QA+Win will run on Windows® XP (SP3) or later operating systems. These are Windows® XP Embedded, Windows® server® 2003 & 2008, Vista®, Windows® 7, Windows® 8 & 8.1. In order to support Windows® Pre-Installation Environment please contact Eurosoft. *Windows is a registered trademark of Microsoft Corporation in the United States and other countries.*

Getting Started with QA+Win

When you first receive QA+Win it will start up with the /AUTOBOOT command line option. This allows users to read the user manual and create any media ready for using the product. In this option you can also execute a series of example tests.

Simply follow the on-screen instructions.

Note: *When using a Custom license, the main splash screen bitmap can be customised by changing Splash.bmp in the Interface directory. This bitmap must be 640 by 480 pixels.*

QA+Win Main Interface
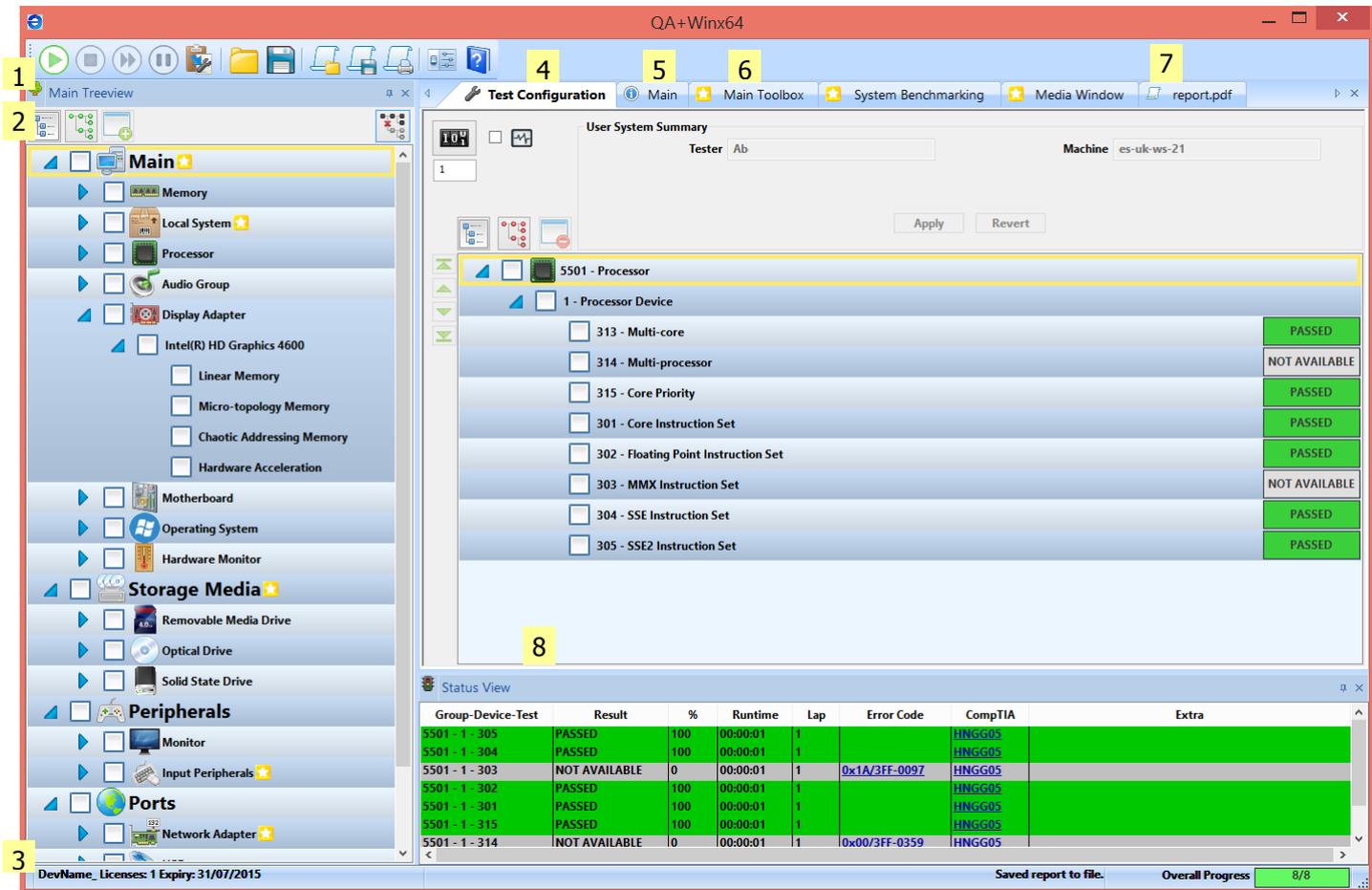
KEY:

1. Utilities Toolbar

2. Main Treeview Pane

3. Status Bar

4. Test Configuration Pane

5. Information Pane

6. Advanced Panes

7. Report View

8. Status View

After you launch QA+Win, the application appears in a full screen. At the top of the screen you will see the Utilities Toolbar.

The rest of the application area is split into several panes that can be moved, docked, tabbed and hidden as desired. Each of these panes is summarised in the following sections.

Note: *It is strongly recommended that QA+Win is the only program running in Windows® whilst executing tests. This will maximise the speed and coverage of diagnostic testing.*

Note: *The status bar shows the license information. To disable this feature you will require a Custom license or a licence count greater than 1000. Please contact Eurosoft for further details.*

Note: *Should you require additional support on your system please go to General Settings -> Support Log and send this to Eurosoft for further assistance.*

Utilities Toolbar

The Utilities Toolbar contains buttons for many of the actions that can be used in QA+Win. The following buttons are available:

Start Selected Test(s) – Starts running all the tests in the Test Configuration. If no tests are present in the Test Configuration then this button will be disabled.

Abort Current Test – Aborts the current running test and stop the rest of the tests in the Test Configuration from running. If no test is running then this button will be disabled.

Skip Current Test – Skips the currently running test. If no further tests are scheduled, testing will terminate.

Pause – Pauses all the tests that are currently running. The current test will remain paused until the start button is pressed.

Start All Tests – Runs all the loaded tests. For more information see 'All Tests'.

Load a test script – Presents an Open File window and will open the selected pre-configured test script containing Test Settings, a Test List and the Parameters for the tests.

Save a test script – Saves the currently selected tests as a test script. For more information see 'Test Scripts'.

Load Report – Loads a PDF report and displays it in a new PDF Viewer tab. For more information see 'PDF Viewer'.

Save Report – Saves a PDF report containing the results from the tests that have run and the system information. The saved PDF report will be displayed in a new PDF Viewer tab.

Note: *Saved reports will show an evaluation watermark with an evaluation license.*

Print Report – Prints a report containing the results from the tests that have run. For more information see 'Printing Reports'.

General Settings – Opens the General Settings window containing options such as printer setup.

Show About – Opens the about window containing information on QA+Win and buttons for displaying this help document and updating your license.

🌳 Main Treeview Pane

The Treeview contains all the Categories, Groups, Devices and Tests available. You can use the

button to set the viewing depth at Category, Group, Device or Test.

By default, Groups that do not detect any devices on the system will be loaded as a default

group and device and will not show on the treeview. Clicking the button will toggle between showing or hiding the default devices and groups. This means that Test Scripts can be made for systems while working on a system that has missing hardware. Any tests added for a Default device will be run for all devices in the group when the devices are present.

A Device marked in light blue is for information only and has no associated tests. This type of device is displayed as a default device until system information is gathered.

Highlighting a Category, Group, Device or Test in the main Treeview cross-references the information or settings on the tabs, e.g. Highlighting a group in the main Treeview and looking at the Information Pane will show the test description section for that group.

Note: *For more information on Test Scripts, see 'Test Scripts' section.*

Tests can be selected from the Treeview for adding to the test list so they can be run, see 'Test Configuration Pane' for more details.

Note: *In general tests in the main treeview are listed in order of complexity with the simplest tests listed first. This is to aid test selection when creating test scripts.*

Treeview Icons:

After a test is run the icon next to the relevant test in the Treeview will change to indicate the status of the test:

Test passed.

Test failed.

Test was aborted.

Test was skipped.

Test was not available.

Other icons may be shown next to Categories, Groups and Tests to give additional information or functionality.

Categories and Groups with the 🔵 icon have device information that has not been gathered. Selecting this icon will gather the relevant information.

Categories and Groups with the ⭐ icon have an associated Advanced Pane. Selecting this icon will show the associated pane. An example of an Advanced Pane is the Media Window in the Media category.

Tests may have one or more of the following icons:

👤 The test is an Interactive test.

⚠ The test requires Eurosoft hardware such as loopback connectors.

💽 The test requires test media.

Note: *Be aware that some tests may contain potentially destructive features i.e. hard drive tests and destructive floppy drive tests. Data loss may occur if the test is interrupted such as by a power cycle.*

Note: *A device can also be a component of the system such as the Windows® OS.*

⚒ Test Configuration Pane

The Test Configuration Pane contains the Test List that shows the currently selected tests that can be executed and the configuration for those tests. These tests and settings can be saved to a test script, see section 'Test Scripts'.

The Pane also contains the User Defined Field controls if any of the fields are configured.

To add tests to the Test List use the Treeview and use the [icon] Add button. This will add any items checked in the main treeview. Similarly selecting an item on the Test List and clicking the

[icon] Remove button will remove it from the Test List. Alternatively double click any item to add\remove in the treeview or test configuration panes.

Tests will be executed in the order they are in the Test List. This can be changed by highlighting a group, device or test on the List and using the up and down buttons next to the list to move it up or down the List.

The Test List can be expanded/contracted in a similar manner to the Treeview using the [icon] button.

The [icon] and [icon] buttons will select or deselect all tests in either the Test List or Treeview.

If test parameters are available select the [icon] (Parameters) button next to the test if you desire viewing or changing them.

Note: *The ranges of parameters that each test can accept can be found in the Information Pane when the group is highlighted or by reading the Test Descriptions document.*

Additional settings include:

[icon] Lap Count / [icon] Lap Test Duration, [icon] Stop on Fail

Setting a Lap Count means testing will cease after a certain number of laps. Setting a Lap Test Duration will mean that at the end of every lap the total testing time will be checked to establish if the tests should stop. This duration is set in minutes.

Note: *The time set in the Lap Test Duration will not reflect the actual time it takes for the selected tests to run. It will complete the current running lap if the time expires beforehand.*

If [icon] is ticked, QA+Win will stop testing when it encounters a test failure.

Once the Test List has been assembled and the test parameters set the test(s) can be run using the Start button on the Utility Toolbar.

NOTE: *The identification number of each test may not be in sequence when adding a device. This is because test numbers have remained the same between versions for backwards compatibility of test scripts.*

💾 Test Scripts

QA+Win allows you to select and save a sequence of tests. The saved test sequence is called a script. If you desire automated execution of a selection of tests, you should set up a Test List and save the sequence as a script. You can also write a test script using any text editor.

The Save Test Script button on the Utilities Toolbar can be used to save the current Test List and settings as a script.

Note: *The Test List is lost once you exit QA+Win, unless you save it as a script.*

Further details on the content of an XML script file are available in the Advanced User Manual.

The Load Test Script button on the Utilities Toolbar can be used to load a script. The loaded script will replace the current Test List and can then be run in the standard manner.

Note: *If you load a script that contains devices you do not have present in your system, a compatibility warning will be shown and logged in the event log file. This will not stop your custom test from loading and running on the devices that are present. Further information can be found in the Advanced User Manual*

Note: *If any group, test or parameter is invalid there will be an appropriate error message put in the event log. The script will no longer be processed in this case. The same applies for all standard XML grammatical syntax errors.*

ⓘ Information Pane

The Information Pane shows system information and some help information. The Information shown is for the group, device or test highlighted on the Treeview.

If a category is highlighted the pane includes the system information gathered for those devices within to give an overview.

If a group is highlighted the Pane includes an overview of available tests, prerequisites and operating system dependencies, test parameters, a detailed description of each test, error codes that may be returned and possible causes of the errors.

If a device is highlighted the Pane shows relevant system information gathered for that specific device. This is given in three columns, the first is the TagID for the attribute, the second the attribute name and the third the attribute value. The TagID is a unique reference number used for each system attribute.

Note: Some of the device information may be populated with 'NULL' if the information is unavailable for your device.

Note: Certain device information may be unavailable when running QA+Win under Windows PE®. In this case, please contact Eurosoft for assistance.

If a test is highlighted the Pane shows detailed information on the test and its parameters, including default values and allowable range.

For more information on the PDF Viewer used when a Group or Test is selected, please see 'PDF Viewer'

⭐ Advanced Panes

The Advanced Pane shows group and category specific advanced information or options if available.

Some Advanced Panes are visible on the start-up of QA+Win. These panes often contain dynamic system information that is useful while running tests. Other Advanced Panes may be hidden until required and contain configuration tools for the group.

Please read the Test Descriptions Manual for more information on the Advanced Pane for relevant groups or categories.

🚦 Status Pane

The Status Pane shows the status of currently running tests and the results of completed tests. For each test this shows:

- Test Number

- Test Result (or 'running' while it is running),

- Test Progress Percentage

- Test Run Time

- Test List Lap

- Error Code (if applicable)

- CompTIA (Computing Technology Industry Association) Error Codes

- Extra Information (if applicable)

The background colour for each line will reflect the status of the test, as follows:

Running
Passed
Failed
Aborted/Skipped
Not Available
Paused

If a test gives an Error Code, selecting it will take you to the relevant section of the Test Descriptions Manual in the Information Pane to allow you to quickly establish the meaning of an error code.

👤 Interactive Test Panes

Most Interactive Tests will create an Interactive Test Pane when the test is started. It is inside this pane that the operator will interact with the test. When the test is complete, this Interactive Test Pane is removed. The test cannot complete without the Operator's input.

📋 All Tests

QA+Win allows you to perform a full check of your system by running all the tests initialised. For each device tested the entire test group is run. Some tests may be unable to run if the device is a default device.

Note: *All Tests may involve interactive tests that require the user to actively participate by using the mouse and keyboard. If running in non-interactive mode, these tests will be skipped with the Not Available result.*

If tests are already present in the test list, a confirmation prompt will be shown.

🖨 Printing Reports

The Print Report button on the Utility Toolbar allows you to print a report of your testing session.

The full report contains the following information:

- Test results for the Group, Device and Test

- System information

- User System Summary from Test Configuration

- License Information

- Date and Time of test run

Note: *Printed reports will show an evaluation watermark with an evaluation license.*

▱ PDF Viewer

QA+Win can display and navigate PDF files using a built in PDF viewer. This PDF viewer is used for the Information Pane, User Manual and Report Viewer.

This PDF Viewer supports a standard set of features. To navigate bookmarks in the Test Descriptions document, the Main Treeview should be used.

In order to use enhanced operations associated with editing PDFs, an alternative PDF viewer and editor should be used.

The PDF viewer supports the following Keyboard and Mouse shortcuts for ease of operation:

Shortcut	Effect
Page Up	Navigate to the previous page.
Page Down	Navigate to the next page.
Home	Navigate to the first page.
End	Navigate to the last page.
Mouse wheel scroll	Scroll up or down the display of the PDF document.
Ctrl + Mouse wheel	Zoom in and out of the display of the PDF document.
Left click and drag	Pan the display around the PDF document depending on mouse movements.
Mouse Wheel click and drag	Pan the display around the PDF document depending on mouse movements.

Note: The minimum zoom is 50% and the maximum is 400%

Shortcut Keys

QA+Win has a number of shortcut keys that can be used within the interface for performing common tasks. The following is a list of shortcut keys supported.

Key	Function
Escape	While a test is running this will skip the current test.
Ctrl + Enter	Start running the tests in the Test Configuration.
Ctrl + F	Run the full test.
Ctrl + O	Show the load test script window.
Ctrl + S	Show the save test script window.
Ctrl + P	Print the test report.

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