TeamMate R10.3 Work Around Solutions

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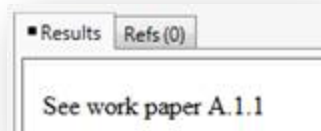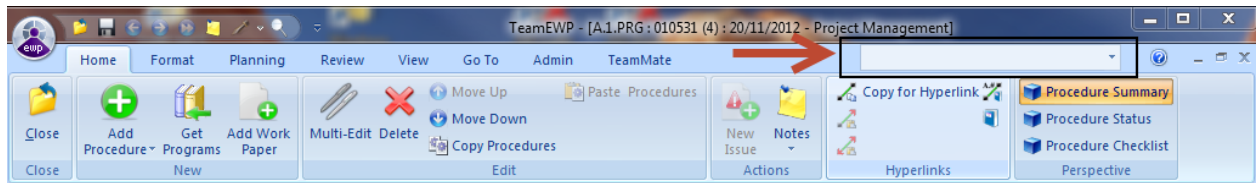## ARC Numbers typed in Results fields

Double-clicking on a typed ARC number (A.1.1) in the results fields used to open up that work paper. This feature no longer works with R10.3.

As a work around we suggest the following:

1. Copy the ARC number from the Results Field

2. Paste it in the following field and select "Enter" on your keyboard. The document will open automatically.
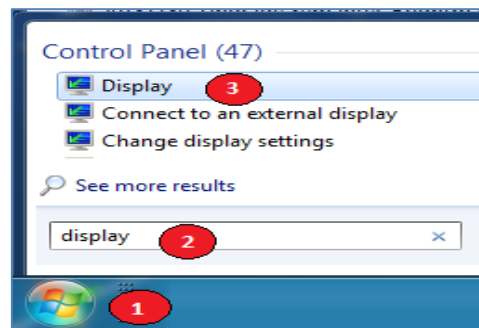
TeamMate page is larger than the window

When a user sets the Windows 7 display to "Medium -125%" TeamMate appears larger than the display window. There is no available navigation to area beyond the window limits (i.e. there are no scroll bars.) This issue will be fixed in a future release of TeamMate.
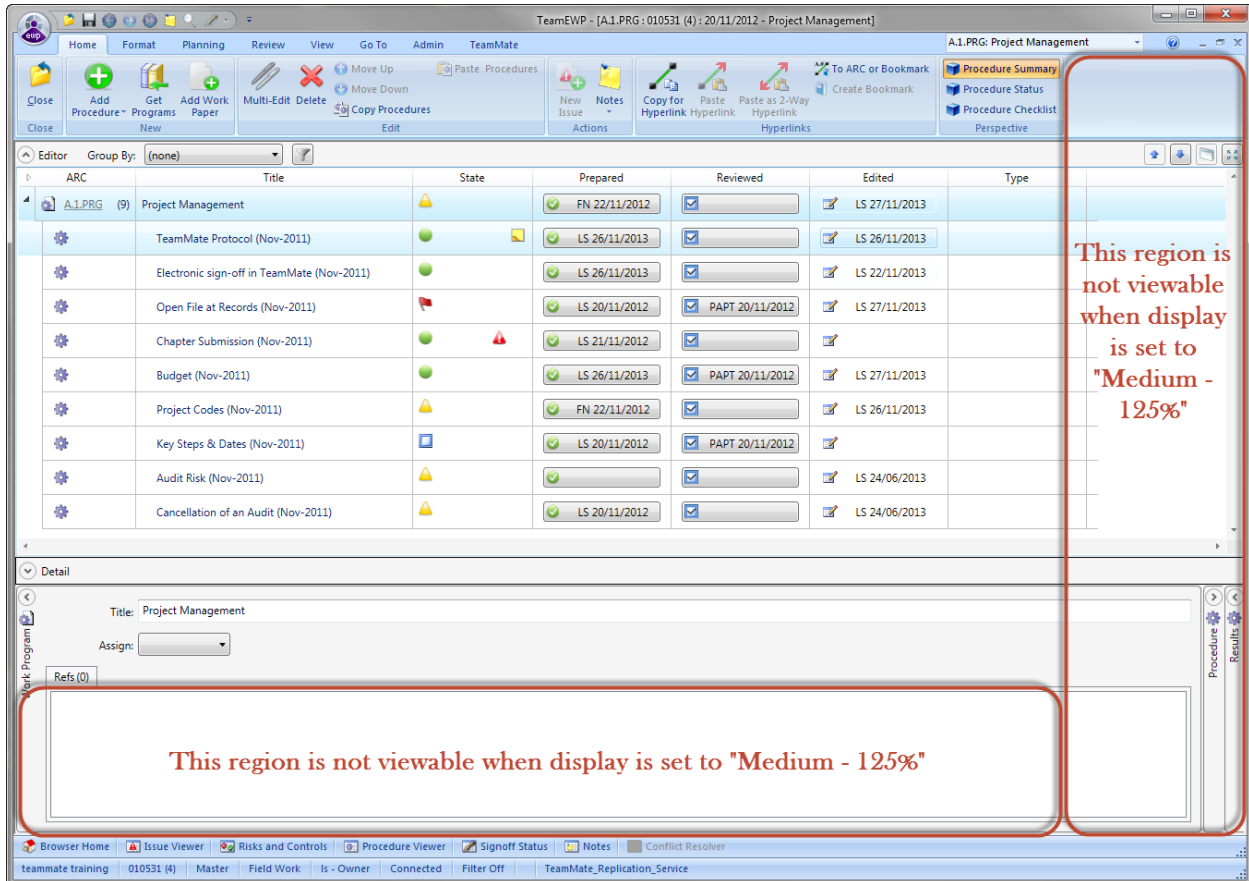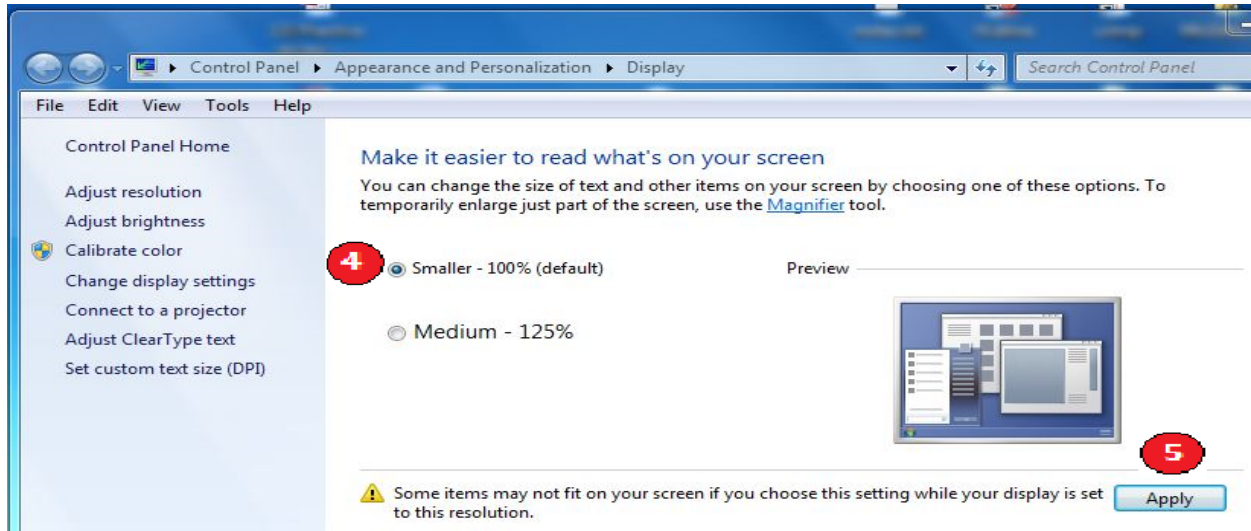

As a work around we suggest the following:

Reset the display size to "100%"

1. Click on the Windows icon

2. Type "display" in the Windows 7 search window

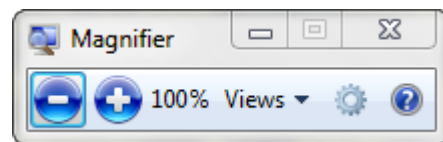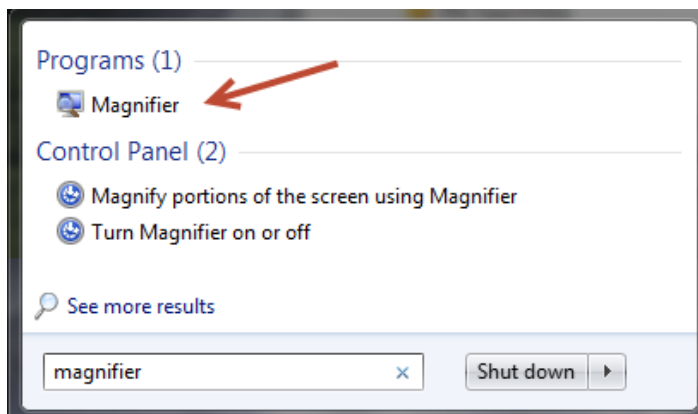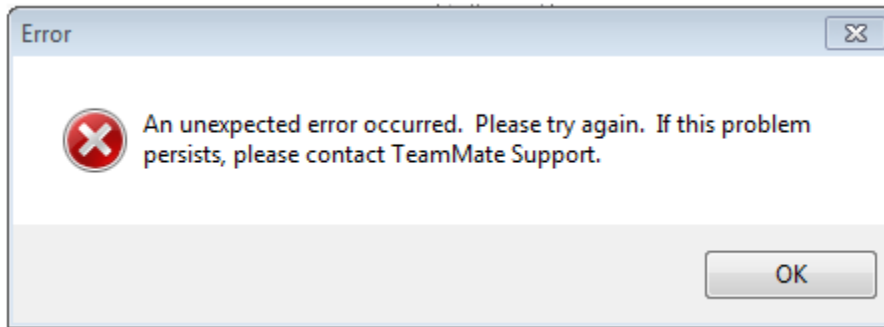3. Select "Display" from the results

4. Select "Smaller – 100% (default)

5. Click on "Apply".

We suggest using the Windows 7 "Magnify" tool as an alternative until the fix is implemented:
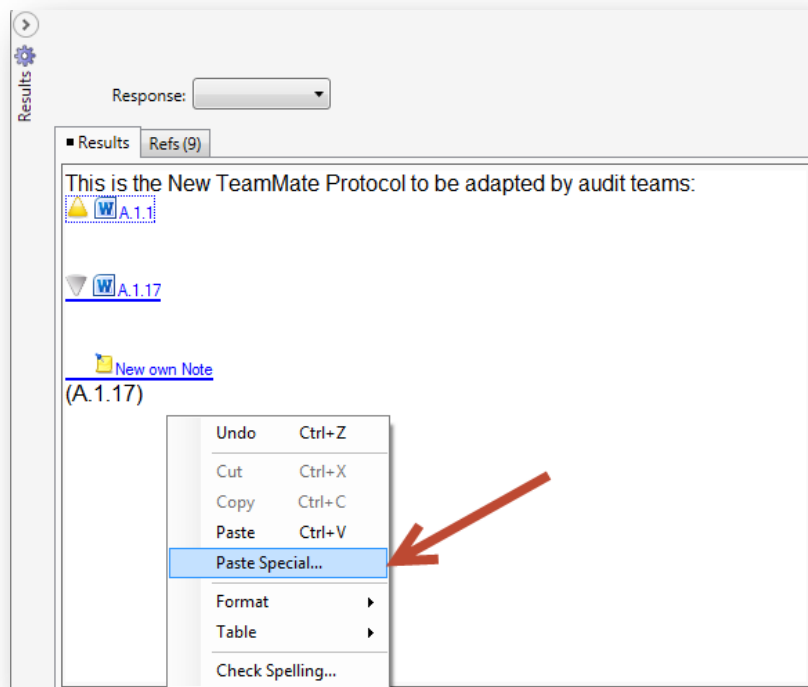
An unexpected error occurred, Please try again

You will receive this message when you paste content (i.e.: MS Word) into TeamMate that contains unsupported HTML code and you want to save.

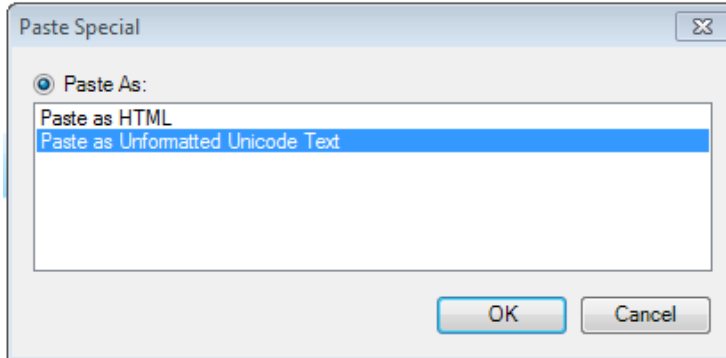**As a work around we suggest the following:**

1. Copy your text from your document (i.e.: MS Word);

2. Paste the content into TeamMate using "Paste Special" (right click with your mouse and select "Paste Special");

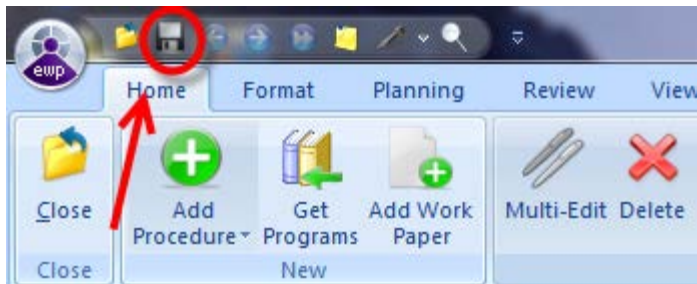3. Select "Paste as unformatted Unicode Text" and click on OK.

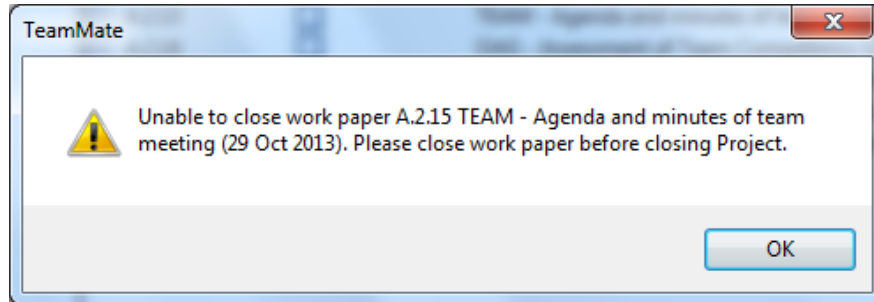4. Before exiting the audit procedure Click on the Save diskette ( ) on the top menu bar.

Note: This will allow you to paste and save your content but your formatting will be lost.

Unable to exit the project

You may receive a message similar to the one below when attempting to close a project.

If you determine **the work paper is not open** it may be due to a work paper that failed to open or close properly.

As a work around we suggest following these steps to exit the project safely:

1. Take note of the work paper ARC number (ex: A.2.15) and click on "OK".

2. Copy relevant files from the TeamMate temporary folder (**c:\users\public\TeamMate\temp**…) to another folder. We encourage doing this as a precaution whenever an error with a work paper is encountered.

3. Determine the work paper type (Word, Excel, PowerPoint, etc.)

4. Close **all** open documents of the same type as the one noted above:

    a. This may involve closing documents of the same type that are open from other projects or external to TeamMate.

    b. You may be prompted to save the work paper to a local folder if it cannot be saved to the database at this time. The saved document can be used to replace its corresponding TeamMate work paper where required.

5. Close the project.

Additional issues:

The message displays again for the **same** work paper

1. Open **Task Manager.**

2. Check processes for **WINWORD.EXE**, or **EXCEL.EXE**, etc., depending on the work paper type.

3. Use **End Task** to terminate the process.

4. Close the project.

The message displays again for a **different** work paper

1. Repeat steps 1-5 above for the new work paper.

Unable to see the Audit Procedures Sign-offs History

To see the history of sign-offs for an audit procedure or a program (PRG):

1. Access the program (PRG)
2. Right-click on the field "Prepared" or "Reviewed"
3. Select History.

Unable to sign off a document without opening it

To sign off a document without opening it:

1. Select the document
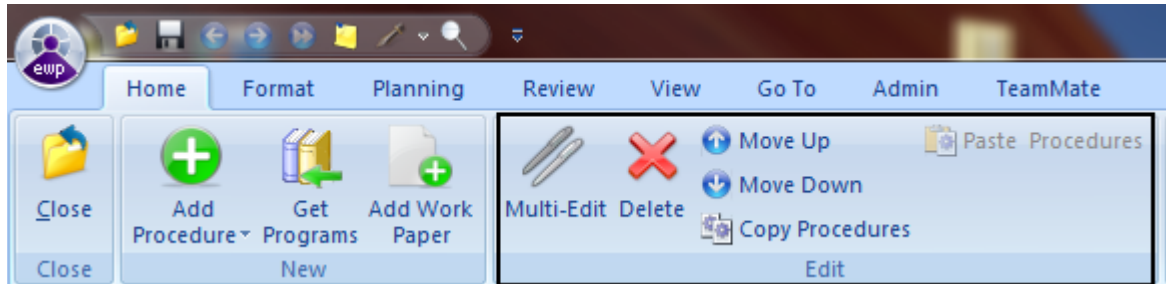2. Right-click and select "Signoffs"
3. Sign off your document.
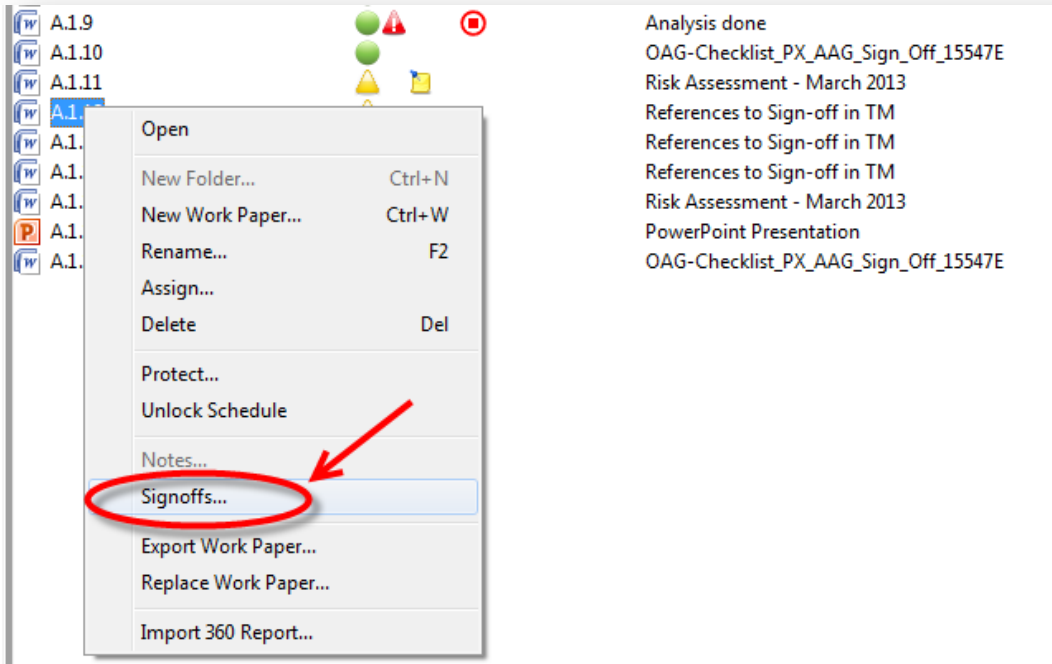
Unable to organize audit procedures within a PRG

You can no longer organize audit procedures by dragging and dropping them. With R10.3 you now need to use the Menu Ribbons.
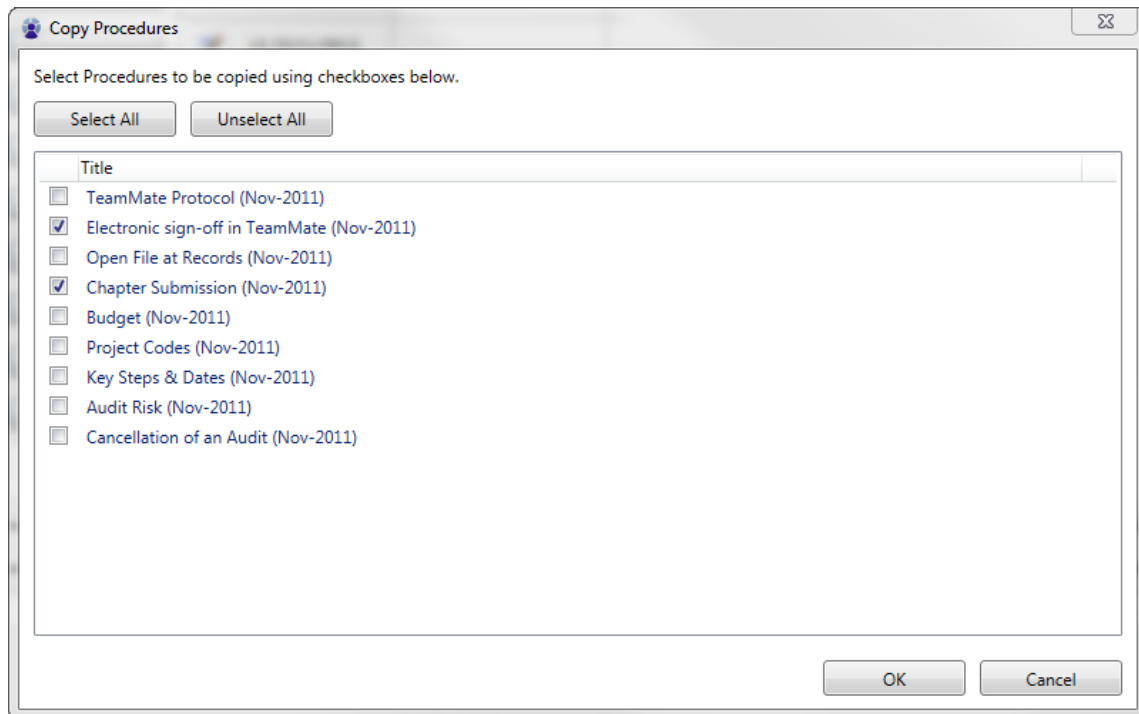
Under the Home Menu Ribbon, use the Edit section.

1. Select the procedure that you want to move
2. Using the Menu Ribbon, select "Move Up" or "Move Down" to move it.

If you need to copy a procedure:

1. Select "Copy procedures" under the Edit section of the Menu Ribbon.
2. Select the procedure to be copied using checkboxes and click "OK"

3. To paste a procedure that was copied, click on "Paste procedures" in the Menu Ribbon.