

# **CIRCOR Select**

## **Frequently Asked Questions (FAQ)**

**NOTE:** Please refer to the User Manual for questions not addressed in this document. Send questions or comments to [support@circorselect.com](mailto:support@circorselect.com).

**Q: Upon opening the program, all the text and boxes are overlapping each other on screen. How is this fixed?**

**A:** The Display DPI setting needs to be set to Normal size (96 DPI). To access this setting, right-click on the background area of your Desktop. Click properties to bring up the Display Properties window. Click the Settings tab and then click the Advanced button. The setting is now displayed in the new window. **NOTE:** Administrative privileges are required to change this setting.

**Q: When generating the PDF to print output documents, an error message comes up stating the PDF cannot be generated. What is required to generate the PDF?**

**A:** Verify that Microsoft® Report Viewer is installed. During the installation of CIRCOR Select, this component of windows will attempt to install if it detects that it is not already installed. Administrative privileges are required to install this component.

**Q: When generating the PDF to print output documents, an error message comes up stating that access is denied to a CIRCOR Select sub-folder. How do I access the required sub-folder?**

**A:** The report templates are contained in a sub-folder and not accessible. This error typically occurs from limited Administrative privileges. Set the Administrative privileges to allow the user to access the CIRCOR Select folder and all its sub-folders.

**Q: How do I send screen shots?**

**A:** If you do not a third party screen capture software installed, then you can press Print Screen on your keyboard. This captures your entire screen and puts a copy on the clip board. Open an email and paste the image (Ctrl + V or right click in the body of email and click Paste). Alternatively, make CIRCOR Select your active window and press Alt + Print Screen on your keyboard. This captures just the active window instead of the entire screen and puts a copy on the clip board.