



# The Help Menu

## Contents

Opens the home page of the IQX online help site. This includes information such as:

- **Getting Started** - This includes a range of topics to help you start using IQX efficiently.
- **Help Topics** - This makes it easy to find the information your looking for.
- **Release Information** - Here you will find information and tutorials on all the new futures in each release.
- **Help for System Administrators** - this is for information spastic to Administrators there access level.
- **Technical help site**

## Online Support

Gives access to pre-booked interactive online support sessions. Only use this option when requested by IQX Support staff.

## About

### Information listed

About displays information useful for diagnosing support issues:

- **IQX Version** The full version of the IQX program executable that you are running
- **WPK Version** The version of the “Woodpecker” user interface configuration installed in your database. This should match IQX Version.
- **DB Version** The IQX version that your database has been updated to. This should match IQX Version.
- **Build** Indicates rebuilds of the EXE, WPK & DB versions.
- **Database Link** The type of communication layer used between your IQX install and the database engine.
- **Compiler** The version of the compiler used to create your IQX program.
- **DB Engine Version** The version of the SAP SQL Anywhere database engine your database is running on.
- **DB Build Version** The version of SAP SQL Anywhere last used to build your database.
- **Jobrunner Version** The version of [JobRunner](#) supported by your version of IQX.
- **Infopower Version** The version of the Infopower components in your version of IQX.
- **Full text Search method employed**
- **ODBC Version** The version of the ODBC drivers installed on your computer.



- **Operating System** The operating system used by your computer.
- **Executable Location** The location that your install of IQX is run from. This may be on your computer or another location on your network.
- **Custom Forms** A list of any custom forms in your version of IQX. These may override a standard IQX form or give you additional functionality.
- **Overridden Maintained Procedures** A list of any standard data functions or procedures which have been overridden by custom versions in your database.

## Help

Displays this page.

## Copy

Copies all the displayed information to the Windows Clipboard, so that you can paste it into a message to support staff.

## About (Technical)

Information about versions of Dynamic Link Libraries used by IQX

From:

<https://iqxusers.co.uk/iqxhelp/> - iqx

Permanent link:

[https://iqxusers.co.uk/iqxhelp/doku.php?id=help\\_about&rev=1543941337](https://iqxusers.co.uk/iqxhelp/doku.php?id=help_about&rev=1543941337)

Last update: **2018/12/04 16:35**

