# RACM FAQ:

**Q: Desktop Application cannot load database settings?**

A: Folder and Sub-Folders “C:ProgramData\Existco Pty Ltd”, Needs Everyone Full Control permissions.

**Q: Desktop Application reports showing no records?**

A: Select Options/Configurations/Set Defaults and select the default site which is the fourth tree node.

**Q: Desktop Application cannot send emails?**

A: Select Options/Configurations/Email/Configurations and enter the smtp and email details.

**Q: Desktop Application Recall deleted parts/tools?**

A: Select Dispose from the left menu, tick the is disposed checkbox and search for the item. Select the record and click Recall.

**Q: Desktop Application Bluetooth sync not working?**

A: In PC settings select Bluetooth & Other Devices, turn Bluetooth on, find the mobile device from the list and pair it.

**Q: Desktop Application not logging in via domain user?**

A: Select Administration/Users, select your user and ensure the Domain user field is correct. If still not able to login, contact your supervisor.

**Q: Desktop Application Import Validation error?**

A: Convert your excel spreadsheet to a csv file. Some excel files have formatting issues. When browsing select csv file type.