

IQS Error 3734:

Description:

IQS Report Request.cmdProduceReport_Click_Error
Number: 3734

Description: The database has been placed in a state by user 'IQSVBApp' on machine '*your machine name*' that prevents it from being opened or locked.

Problem:

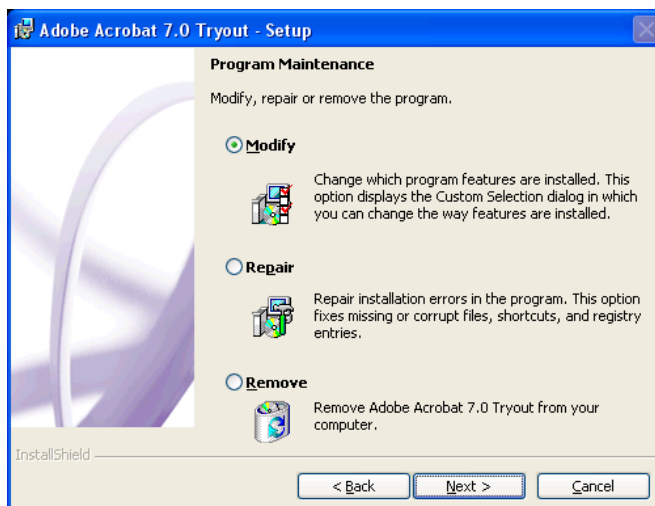
Adobe Acrobat v7.0 Standard or Professional installs an application enhancement for Access that allows the creation of Acrobat documents from the push of an icon within the Access application. The addition of the enhancement interferes with the custom report menus within IQS. We have submitted a bug report to Adobe for this problem.

We recommend uninstalling the Acrobat PDF maker for MS Access to resolve this problem. You will still be able to create Acrobat documents within Access by selecting Print from the File menu and then selecting Adobe PDF from the list of printers.

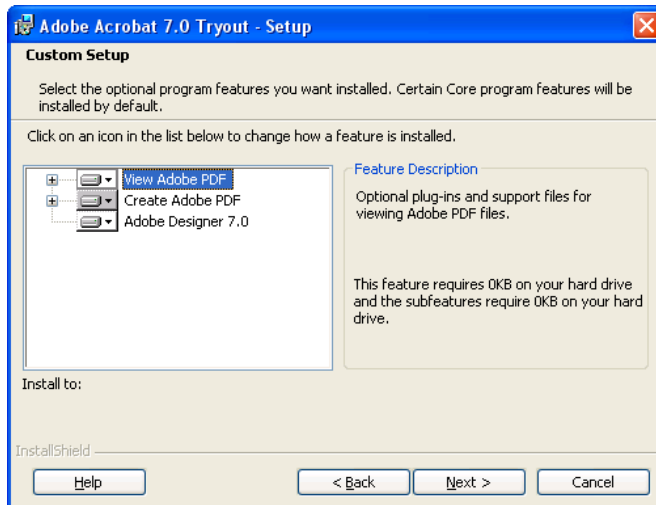
Use the following instructions to uninstall the Acrobat PDF Maker for MS Access:

IQS V5.0 Fix for Users with Adobe Standard or Professional – Uninstall Acrobat PDF Maker for MS Access

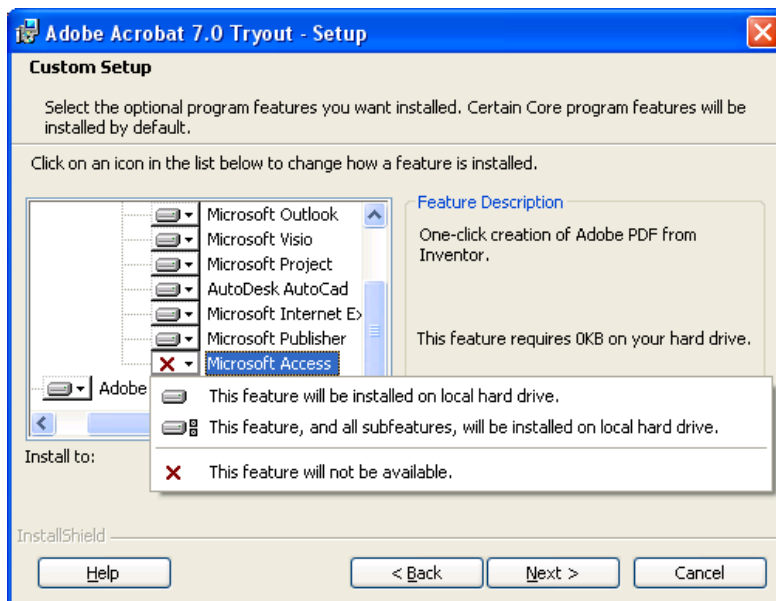
1. From Windows Start menu, select Control Panel
2. Add/Remove Programs
3. Select Adobe Acrobat 7.0 and click on “**Change/Remove**”.
4. You should see the Acrobat Remove Program. Hit “**Next**” and you should see the screen below:



5. Select “**Modify**” and click on “**Next**”
6. You should see the screen below.



7. Expand the group “**Create Adobe PDF**” and then expand the sub-group “**Acrobat PDF Maker**”. Scroll down to Microsoft Access. Open the drop-down and pick “**This feature is not available**”. Click “**Next**”.



8. You should see the screen below. Click **“Update”**

