

NC-CORELS FAQ (Frequently Asked Questions)

Version 2

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NC-CORELS FAQ (Frequently Asked Questions)

What is NC-CORELS?

NC-CORELS is the North Carolina County Reimbursement Ledger Suite which is the version of the Maximus Ledger Suite purchased by the state on behalf of the counties. The application has been rebranded as NC-CORELS and retains all functionality from the Maximus Ledger Suite TEC and QuIC modules.

Where do I go for support?

You can contact the DHHS Help Desk via email at DHHS.Customer.Support@dhhs.nc.gov or by calling 919-855-3200 and selecting option 2. Please reference NC-CORELS for the appropriate response.

Does NC-CORELS replace my Maximus program?

Yes. The NC-CORELS program is the only currently supported program. Discontinue use of the Maximus Ledger Suite as all support, including program changes and fixes will only occur in the NC-CORELS app.

Will my Maximus data still be available when I switch to NC-CORELS?

Yes. NC-CORELS is set up to use your Maximus data. Logins, passwords and monthly 1571 data are unchanged.

Is there a virus in the download file?

NC-CORELS is safe and virus-free. Certain firewalls, specifically the SonicWALL gateway firewall, have been flagging the download file as having a virus. This is a false report.

Users that have this problem will need to create an exception in their firewall, download the file outside of their firewalled network or contact support for further assistance. Be sure to virus scan the file when it is brought back into your network.

How do I install NC-CORELS on a network?

Please reference the ***NC-CORELS Installation Instructions*** located on the website for full instructions.

The program should be installed from the user's workstation but may also be installed directly on the server or from any network location that can access the directory where the Maximus Ledger Suite is installed.

1. Change the installation directory to where the Maximus Ledger Suite is installed (usually C:\Program Files (x86)\DMG).
2. Install the program for the first user or server.
 - a. If you are not at a user workstation that has Maximus installed then you will get a "VFP Runtime not found" error. This is expected and indicates a successful install on a workstation without Maximus already installed.
 - b. If you are on a user workstation with Maximus installed then the NC-CORELS program should start up and ask for a user logon and password.
 - i. If you get a message stating the "The DMG.EXE file was not found in the current directory. Please install to and run from the installed MAXIMUS directory." then the program is not installed in the Maximus program directory.

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- ii. If everything installed ok then a desktop icon will be created.
 - iii. Close the program and relaunch from the desktop icon to ensure that it is set properly.
3. For the other network users:
 - a. Go to the user's PC or workstation and locate the **DMG_Launcher.exe** file that was installed on the network shared folder.



- b. The program will run and create the desktop icon.
 - c. Close the application and relaunch from the desktop icon to ensure it is set properly.

Program Updates

The NC-CORELS program will be updated from time to time to implement program fixes. The most up to date program will always be available on the website. The new version should be run on a Maximus user's workstation and follows the same installation procedure outlined in **NC-CORELS Installation Instructions** located on the website.

Payroll or Effort spreadsheet import says it is an 'Invalid Format'

The newer versions of Excel save to a file extension of **xlsx** which is not supported by NC-CORELS. These newer versions also do not properly save to the Excel 97-2003 format anymore. This has been breaking the **Import Payroll** and **Import Effort** functions within TEC. Save the file to the Excel 95 format and retry your import. If that does not work then contact support.

FAQs Feedback

Please send your feedback and/or suggestions to DHHS.CORELS.Support@dhhs.nc.gov.