Welcome to GUIDE - TAB's Help Desk & Customer Care Portal

There's a whole new customer experience waiting for you at our new self-serve GUIDE Customer Care Portal. *Fusion clients with an active Maintenance Plan can now login to this self-service help desk and manage their own support requests.* Logged in users can also search for How To's and troubleshooting articles in our extensive knowledge base. GUIDE provides end users with a complete self-service technical support option 24/7. Note that there are a limited amount of public facing articles available until you are logged into GUIDE.

You can access GUIDE from your computer or smart phone using any current web browser at

https://tabhelp.zendesk.com

GUIDE Self-serve Support Portal – Public Facing UI.

tab **Application Support**

FusionRMS myTickets FAQ Categories ▾

Submit a request

GUIDE - TAB'S HELP DESK & CUSTOMER CARE PORTAL

Just ask ...

Fusion clients with an active Maintenance Plan can now login to this self-service help desk and manage their own support requests. Logged in users can also search for How To's and Troubleshooting Guides in our extensive knowledge base.

🔍 Search...   Search

Common help topics : SLIM, Fusion 11, Upgrade, Labels ...

What's New

Compatibility Matrix 2023
Fusion 11.0.3142 SP1 Cu...

FusionRMS Training Guide
FusionRMS Training Guide

Fusion 11 System Requirements
Fusion 11 System Require...
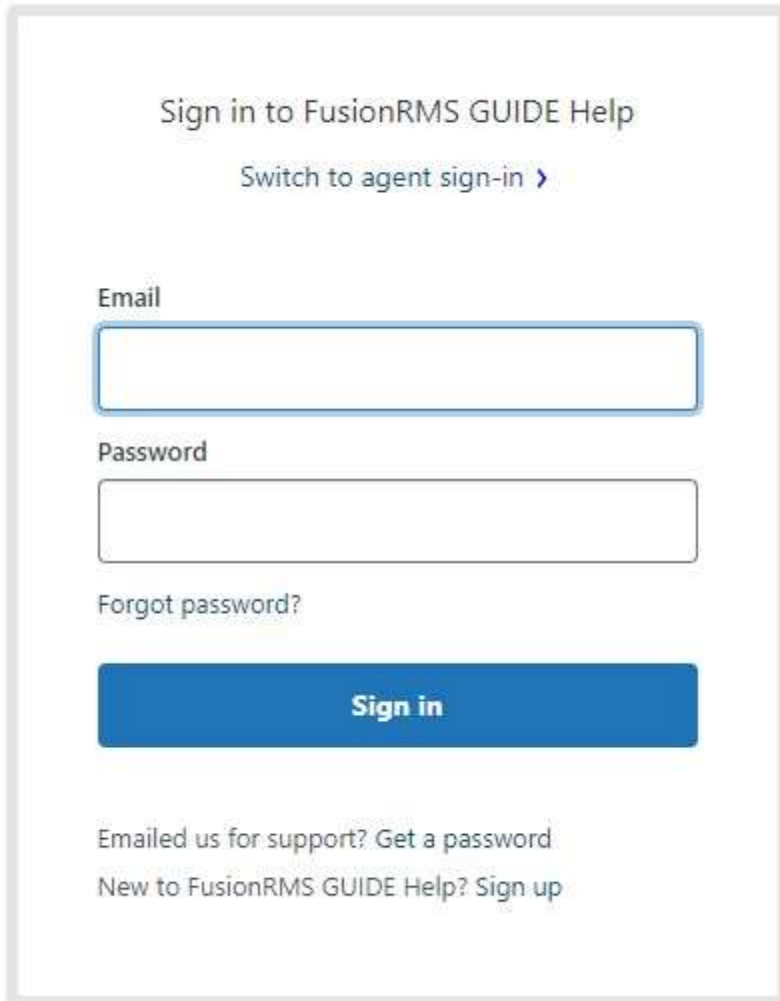
Now Available - Fusion 11 SP1

The current shipping version is Fusion 11.0.3142 SP1

⑦ Help

Returning users of GUIDE can sign in using the "Sign in" menu in the upper right of every page.

Returning users simply enter their username and password from the Login window.

Sign in to FusionRMS GUIDE Help

Switch to agent sign-in >

Email

Password

Forgot password?

Sign in

Emailed us for support? Get a password

New to FusionRMS GUIDE Help? Sign up

First time users who have previously opened a support ticket by emailing support@tab.com, but who have not yet logged into GUIDE, will first need to get a password before they can login.

Sign in to FusionRMS GUIDE Help

Switch to agent sign-in >

Email

Password

Forgot password?

Sign in

Emailed us for support? Get a password

New to FusionRMS GUIDE Help? Sign up

Choose "Forgot password?" when you forget or want to change your GUIDE password.

Sign in to FusionRMS GUIDE Help

Switch to agent sign-in >

Email

Password

Forgot password?

Sign in

Emailed us for support? Get a password

New to FusionRMS GUIDE Help? Sign up

End User UI (User Interface) when logged into GUIDE.

The "myTickets" menu gives access to all your past and current support tickets.

Manage, track, and reply to your support tickets from GUIDE rather than using your email client.

Submit a new support request from the "Submit a request" menu in the upper right of every page.

Complete the request form using helpful dropdown menus listing common support issues.

Relevant support articles are suggested as you type in the Subject field based upon keywords used.

Fusion Issue Type (optional)

Application Server Migration ▾

Select the issue that most closely matches the reason for your support request.

Ticket initial notes (optional)

Users are getting a "Unable to locate SLIM Server" error.

End User Phone#

Subject

"Unable to locate SLIM Server" error

Suggested articles

Unable to locate SLIM Server
Restarting SLIM
No user seats available. Unable to continue.
Fusion 11 Installation Guide - Online
Unable to Login
Update or Migrate your Fusion License
List your installed features
TLS 1.2 and DBProvider
Service Control Manager
DIY FusionRMS Upgrade

Description

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We just migrated to a new application server and now users are getting a "Unable to locate SLIM Server"
error. How do we resolve this?

⌃

⑦ Help

Relevant documentation or support articles are suggested as you enter keywords into the Search bar.

Articles provide instructions and screenshots to help you troubleshoot and resolve your own issues.

The Search bar is available from every page.

Search from anywhere using the "Help" bubble in the lower right of every page.

Click on suggested articles for a quick preview.

Submit a support request directly from the Help bubble if you don't find an article relevant to your search.

The FAQ menu exposes a collection of common support issues and articles.

tab Application Support   FusionRMS   myTickets   FAQ   Categories ⌄   Submit a request

TAB › Application & Technical Support › FusionRMS
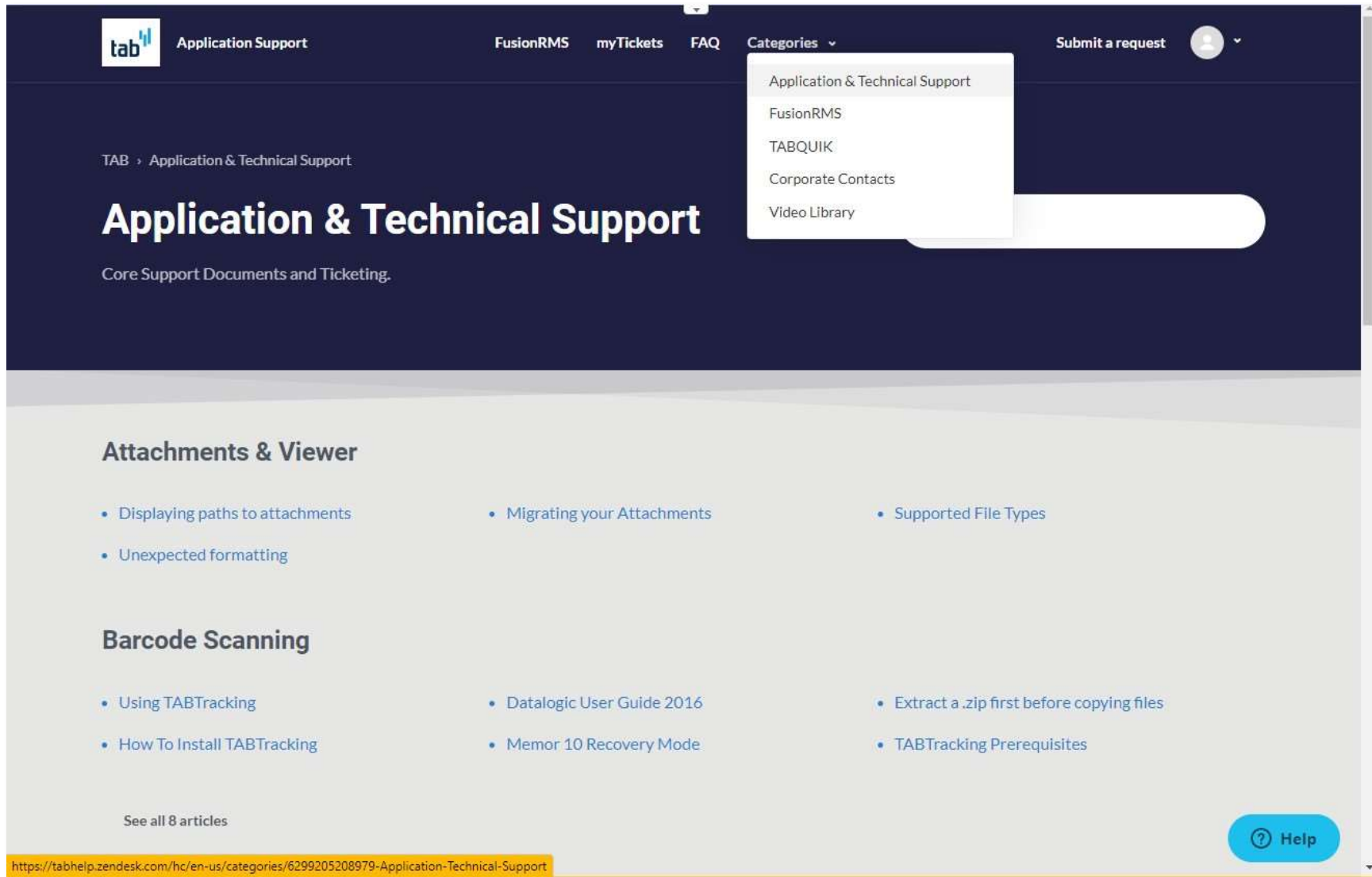
FusionRMS

TAB FusionRMS Records Management.

🔍 Search...

- .NET 3.5 Framework
- Change Export and Transfers Limits
- Connect Memor X3 using WMDC
- Dates and DATETIME Fields
- IIS Roles and Features
- Install WMDC on Windows 10
- Populating the Global Search Catalog
- Users aren't always Employees
- Web Access End-User Manual

- ADO Errors
- Change Password in Webaccess
- Correcting a broken View
- Find and Remove NULLs
- Import Setup and Importing
- Login Credentials
- TLS 1.2 and DBProvider
- Users, Groups, AD and SSO
- What is SRME?

- Attachments & File Types
- Compatible Browsers
- Creating a new View
- Find your LinkScripts
- Importing using Task Scheduler
- No user seats available. Unable to continue.
- User Count Violation
- VB.UserControl error

⑦ Help

The Categories menu exposes all support articles organized by Sections and Categories.

A Compatibility Matrix provides help when provisioning for a FusionRMS upgrade.

Links for company contact information and Promoted articles appear mid-way down the home page.

More ways to reach us:

ℹ️	ℹ️	ℹ️	➕
TAB Canada Headquarters	**TAB USA Headquarters**	**Enquire about Fusion 11**	**Open a Ticket**
130 King Street West, Toronto, ON M5X 1E3 1-800-417-8010	605 Fourth Street, Mayville, WI 53050 1-888-822-9777	Ask for a demo of Fusion 11 today.	Open a Support Ticket

Promoted articles

Using TABTracking ⌄

Compatibility Matrix 2023 ⌄

FusionRMS Training Guide ⌄

FusionRMS Administrator Guide ⌄

❓ Help

Promoted articles on the home page provide previews of the most requested content.
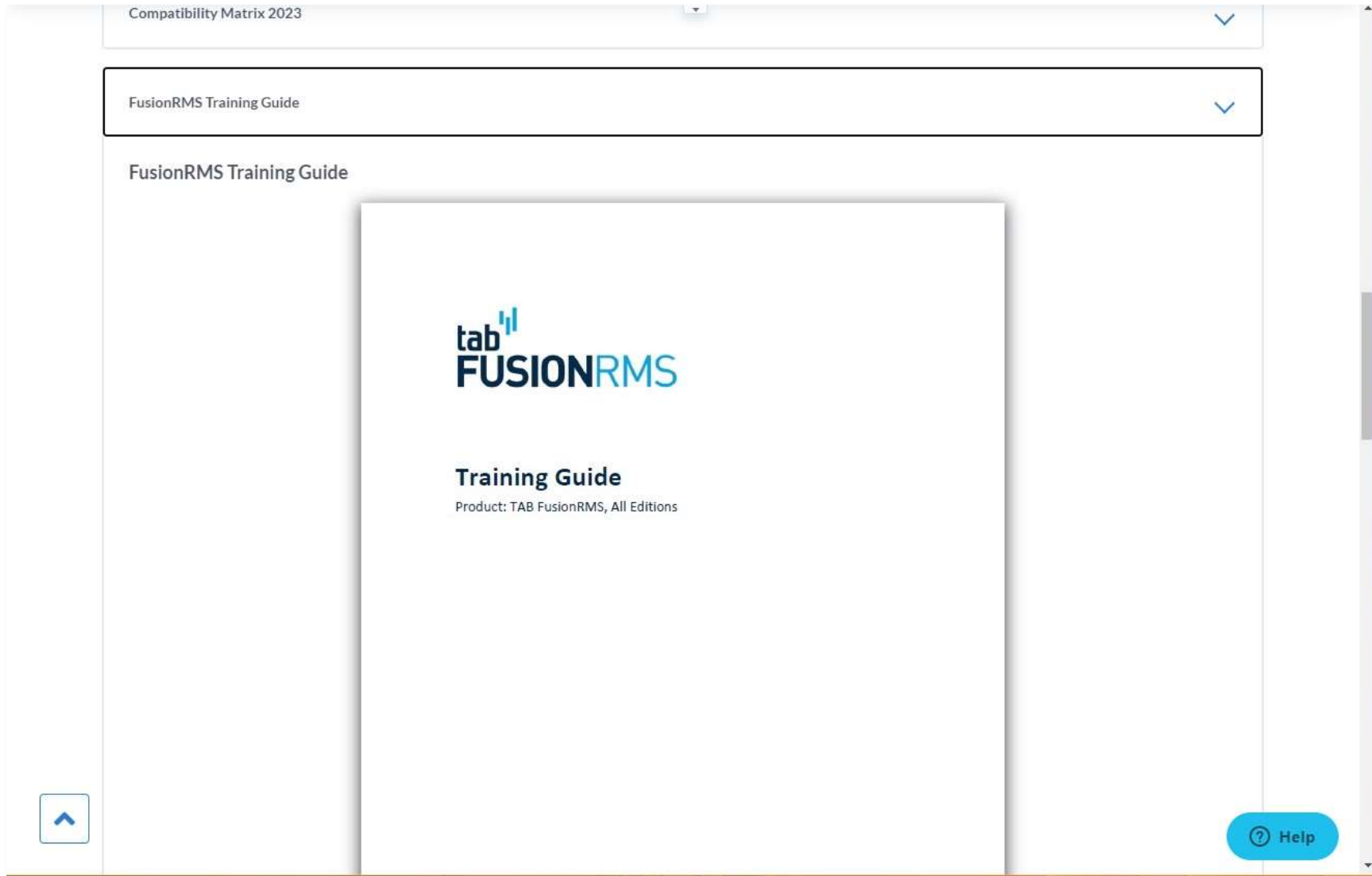
Knowledge base Categories appear towards the bottom of the home page.

Knowledge base

Application & Technical Support ⌃

Attachments & Viewer

- Displaying paths to attachments
- Migrating your Attachments
- Supported File Types
- Unexpected formatting

Barcode Scanning

- ⭐ Using TABTracking
- Datalogic User Guide 2016
- Extract a .zip first before copying files
- How To Install TABTracking
- Memor 10 Recovery Mode
- TABTracking Prerequisites

See all 8 articles

FusionRMS

- .NET 3.5 Framework
- ADO Errors
- Attachments & File Types
- Change Export and Transfers Limits
- Change Password in Webaccess
- Compatible Browsers

See all 26 articles

Install & Upgrade

- Batch File Installation
- DIY FusionRMS Upgrade

Label Design & Printing

- CRLF Control Characters
- Find Label Designs from OneStripJobs
- Setup Printer and Label Stock in Fusion

OCR Scanning

- Full Text OCR Utility

SLIM Manager

- AD Sync in SLIM Manager
- List your installed features

TABQUIK

- Adding tabquik.com to Trusted Sites in IE
- Edit Data (Data Grid) TABQUIK Web-

❓ Help

Instructional videos are available for items such as using a Datalogic Memor 10 for Barcode Scanning.

Training videos are available for items such as using the new "My Queries" feature.