

Resources for Answering TMG Problems

Omaha TMG August 2008

Most of us have run into problems at one time or another when working with TMG. If you encounter something you can't answer and neither can anyone else, I suggest looking into these resources. The most obvious of these is Wholly Genes themselves. However, it is not their tech support that I am recommending, at least not yet. The forums (<http://www.whollygenes.com/forums201/index.php>) on the site are amazing. As you can see below in the screen shot, there are several main topics. Perhaps the most important item on this web page is the Search box in the upper right-hand side of the screen. Just type in your search criteria (i.e. key words describing your problem or question), and more than likely it has been encountered or asked before, so there will be an answer waiting for you.



Power tools for the family historian

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► **Wholly Genes Community**

Welcome back; your last visit was: Today, 02:23 PM
Wholly Genes Community latest news: *TMG v7.0 is now available!*

► **News and Information**

Forum

-  **Announcements**
The latest news from Wholly Genes Software.
-  **Wholly Genes Newsletter**
A free periodic newsletter to keep you up-to-date with product upgrades and other news. Includes back issues.
-  **Frequently Asked Questions**
Find answers to common questions.
Subforums: [Forum Issues](#), [General Product Issues](#), [Installation](#), [Importing](#), [Data entry](#), [Charts](#), [Reports](#), [Other](#)
-  **Companion Products**
Learning tools and other products and services designed to work with The Master Genealogist and Family Tree SuperTools.
Subforums: [Books and training videos](#), [Handheld \(PDA\) tools](#), [Web tools](#), [Research Advisors](#), [Chart printing services](#), [Other utilities](#)
-  **Other Resources**
Materials, links, and other assets.
Subforums: [Wholly Genes calendar](#), [Conferences and workshops](#), [Mailing lists and discussion forums](#), [TMG-related web sites](#), [Users Groups](#), [Register software](#), [Dealers](#), [Sample reports](#), [Upgrade Center](#), [Other downloads](#), [Miscellaneous](#)

► **Support forums**


Forum

-  **Pre-sales questions**
Official answers about product features.
-  **The Master Genealogist v7**
The complete family history project manager.
-  **The Master Genealogist v6**
Questions related to this previous release.
-  **The Master Genealogist v5**
Questions related to this previous release.
-  **The Master Genealogist UK Edition**
Questions that are specific to UK Edition customisations.

A second resource is the Rootsweb TMG mailing list, which you do not need to belong to in order to view. You can simply navigate to the Rootsweb TMG home page at <http://lists.rootsweb.ancestry.com/index/other/Software/TMG.html> From there you can either search the archives using a keyword, or browse the archives by date.

Yet another resource is Google. By typing in the keywords of your problem or search criteria, and including TMG 7 (or whichever version you currently utilize) in the search, you should be able to minimize the number of hits, as I have done below. As you can see, I did a search for TMG 7 source types. This is just the first ••• of the first page of results. It is also possible to search the Rootsweb TMG list in this same manner using Google, just include Rootsweb along with TMG in your keywords when searching.

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Web

[New features in TMG v7](#)
New buttons on the **Source Types** List allow you to Export and Import **Source Types**.
TMG 6 and TMG 7 can both be run on the same machine without conflict ...
www.whollygenes.com/Merchant2/merchant.mvc?Screen=TMGNEW7 - 36k -
[Cached](#) - [Similar pages](#) - [Note this](#)

[The Master Genealogist 7](#)
Jan 4, 2008 ... Other new features in **TMG 7** include the ability to export and import sources and **source types**; new buttons to make it easier to repeat the ...
genealogy.about.com/b/2008/01/04/the-master-genealogist-7.htm - 30k -
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[Terry's TMG Tips - Alphabetic Index](#)
Source elements - table of, **TMG Source** Elements. **Source Types** - exporting and importing ... Updating - to Version 7, Updating to **TMG 7** from **TMG 5** or 6 ...
tmg.reigelridge.com/AlphaIndex.htm - 88k - [Cached](#) - [Similar pages](#) - [Note this](#)

[Terry's TMG Tips - Sources - Simplified](#)
Version note: Applies to **TMG 6** & **7**. **TMG's** system for handling sources is designed to ...
Then you may find my Simplified **Source Type**, described below, ...
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TMG's other **source types**. There are so many combinations of information that you ... Jim Byram, "Chapter 7 – Sources," in Getting the Most Out of The Master ...
ottawa-tmg-ug.ca/Docs/A%20custom%20universal%20source%20type%20for%20all%20books.pdf - [Similar pages](#) - [Note this](#)

[The Brisbane TMG Users Group's Home Page](#)
Following is a list of the major modifications in **TMG** ver.7.x - recently patched ... New buttons on the **Source Types** List allow you to Export and Import ...
www.garrisonau.com/tmg/ - 37k - [Cached](#) - [Similar pages](#) - [Note this](#)

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TMG 7 source types

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[New features in TMG v7](#)

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TMG 6 and **TMG 7** can both be run on the same machine without conflict ...

www.whollygenes.com/Merchant2/merchant.mvc?Screen=TMGNEW7 - 36k -

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[The Master Genealogist 7](#)

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genealogy.about.com/b/2008/01/04/the-master-genealogist-7.htm - 30k -

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[ottawa-tmg-ug.ca/Docs/A%20custom%20universal%20source%20type%20for%20all%](http://ottawa-tmg-ug.ca/Docs/A%20custom%20universal%20source%20type%20for%20all%20books.pdf)

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www.garrisonau.com/tmg/ - 37k - [Cached](#) - [Similar pages](#) - [Note this](#)

If you don't find what you are looking for there, Terry Reigel has updated his website quite nicely, so I suggest looking there. It is located at <http://tmg.reigelridge.com/>

If you don't find what you are looking for, my last suggestion is to contact Wholly Genes tech support.