

Appendix B – Troubleshooting

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Main Menu Function

Problem – The installation seems to have been successful, but when I click one of the functions from the main menu, nothing happens.

Solution – While the NT uses common Microsoft Library routines, sometimes the reference files are not properly installed or registered on the user's machine. Below is a list of all of the reference files used by the NT that might need to be installed or registered, and instructions on how to register them.

Files

C:\Windows\System32\
(Note: the Windows folder may be named WINNT)

ComDLG32.OCX
MsComm32.OCX
OlePrn.DLL
PlugIn.OCX
ScrRun.DLL
StdOle2.TLB

C:\Program Files\NFMDCT\
MSADOX.DLL

C:\Program Files\Common Files\Microsoft Shared\DAO\
DAO360.DLL

C:\Program Files\Common Files\Microsoft Shared\Officexx\
(xx is either 10 or 11 based on the version of Microsoft Office you are using.)
MSO.DLL

C:\Program Files\Common Files\Microsoft Shared\VBA\VBA6\
VBE6.DLL

C:\Program Files\Common Files\System\ADO\
MSADO15.DLL
MSADOR15.DLL

C:\Program Files\Microsoft Office\Officexx\
(xx is either 10 or 11 based on the version of Microsoft Office you are using.)
MSACC.OLB

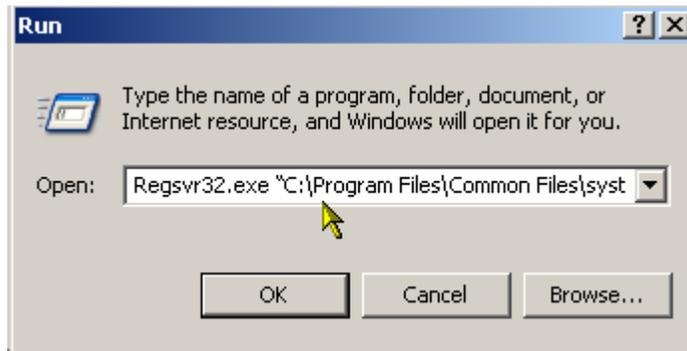
Instructions

1. Ensure all of the files listed above are located on your PC in the appropriate directories. If any of the above noted files is missing, copy it from the support folder on the installation CD to the appropriate directory.
2. Register the files above ending in DLL or OCX. To register a DLL or OCX file:

- A. Click **Start**, and then click **Run**.
- B. In the **Run** dialog box, type the following command in the **Open** box: Regsvr32.exe, followed by the path (the appropriate directory where files should be located per instructions on previous page) and filename you wish to register and then click **OK**:

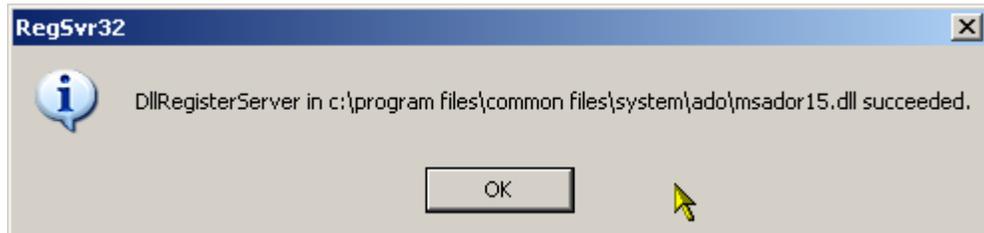
Example:

Regsvr32.exe "C:\Program Files\Common Files\system\ado\Msado15.dll"



NOTE: When there are spaces in any of the file location names, such as Program Files, within the path, you must enclose the entire path in quotation marks.

If the file is successfully registered, you will receive a message that is similar to the following message:



(Repeat this step for all other files you wish to register)

- C. Click **OK**.
3. If this still doesn't resolve the issue, reboot your PC.

Automation Error

Problem – The installation seems to have been successful, but when I click the Append Properties function from the Utilities menu, I receive the following message: Automation Error -- Library not registered.

Solution – While the NT uses common Microsoft Library routines, sometimes the reference files are not properly installed or registered on the user's machine. Usually this can be resolved by registering the MSADOX.DLL file located in the C:\Program Files\NFMDCT folder. For registering files, see the example on page B-1.

BureauNet Import

Problem – The BureauNet import process begins, but “hangs” before it is finished.

Solution – This is generally a computer processing issue related to the speed and memory specifications of the PC. See System Requirements in Appendix A for suggested PC configuration and try importing smaller portions of data (fewer records) if necessary.

Problem – When selecting Import BureauNet Data from the Utilities Menu, there is an error message, “The following error has occurred: 438 – Object doesn't support this property or method.”

Solution – See Automation Error Solution on page B-3.

Problem – After choosing a file for import, there is an error message, “The Following error has occurred: -2147418113 – Catastrophic failure”

Solution – Make sure you have the correct drill down. There are drill downs with similar but not identical formats to the one used with the tool – the Repetitive Loss Data State/Community Drill Down. Be sure the drilldown being used is in the correct format and refer to Section 4.4.1 of the manual on how to access this data.

Problem – When importing BureauNet data for updates of existing records, the older data are not being replaced with data from the new import. Instead, new records are created.

Solution – Make sure that the Property Locator/Rep Loss number on the record matches the one in the BureauNet spreadsheet. If you appended records to the database from a previous version of the NT, preceding zeros may not have been added to the number to make it seven characters when it was appended. To resolve the situation, you will have to create a new database. You can do this by copying the empty NFMDCT database from the appropriate MS Access folder on the installation CD. From the empty database, append the properties from the original database (the older version of the NT). Double-click the FIXIDS.exe file that is found in the Support folder of the installation CD. Then import the BureauNet data.

Import Latitude/Longitude and Images

Problem – When selecting Import Latitude/Longitude and Images from the Utilities Menu, there is an error message, “The following error has occurred: 438 – Object doesn’t support this property or method.”

Solution – See Automation Error Solution on page B-3.

Appending Data

Problem – When selecting Append Properties from the Utilities Menu, there is an error message, “The following error has occurred: 438 – Object doesn’t support this property or method.”

Solution – See Automation Error Solution on page B-3.

Problem – When trying to Append records, an error message comes up that states, “The database you are appending is a more recent version of Microsoft Access. You must convert that database before it can be appended. Please refer to the User Manual’s Troubleshooting section for further assistance.”

Solution – This message will come up when the user is trying to append records from MS Access 2002/2003 into a database that is in MS Access 2000 format. Records from a database in Access 2002 or 2003 cannot be directly appended to an Access 2000 format database. However, Access 2002 or 2003 databases can

be converted to Access 2000 format relatively easily. To convert a 2002/2003 database to 2000 format, open MS Access, and choose Tools/Database Utilities/Convert Database/To Access 2000 File Format. Then select the Access 2002/2003 database to be converted. After prompting the user to name the new file, MS Access will perform the conversion. Use this new Access 2000 format database to perform the append process.

Problem – I appended data from an older version of the NT and the Property Locator/Rep Loss number does not contain preceding zeroes. Each Property Locator/Rep Loss number contained in the BureauNet import is seven characters with preceding zeros. If the ID you appended is NOT seven characters with preceding zeroes, you won't be able to match this data with the BureauNet data. It must be fixed.

Solution – This will only happen if you append from a previous version of the NT that had this problem. To fix the data, run a utility called FIXIDS.EXE located in the Support folder of the NT. This utility will adjust each Property Locator/Rep Loss number that is less than seven characters to a length of seven characters by inserting zeros in the front of the number so it matches the BureauNet data.

Problem – I appended data more than once from the same database. Some of my image names have changed to include “_01” or “_02” and the disk space used has increased dramatically.

Solution – When you append data into the database, it also appends the images into the NFMDCT folder where your database resides. If a file with the same name already exists in this folder, it will rename the new file by adding a “_01” or “_02” to the end. This also doubles up the amount of disk space used and isn't very efficient.

To correct the situation, you can use one of these two options.

1. Manually remove the extra images by deleting them from each property record.
2. Create a new database and append the data only one time. If there are a lot of renamed images, this may be less time-consuming than option 1. To create a new database, copy the empty NFMDCT database from the appropriate Access folder on the installation CD. Append the data from the original database only one time into the empty database.

Problem – I appended data from a previous version of the NT and the “Total Number of Claims per BureauNet” field on the Insurance screen contains “Unknown.”

Solution – This occurs because this field did not exist in the older versions of the NT. To fix the problem, re-import the latest BureauNet data.

Images

Problem – TIF images are not loading on the image screen or being displayed as a thumbnail.

Solution – For some reason, Microsoft Office 2003 does not include TIF graphics filter files which are necessary for proper viewing of TIFs in this application. You can load the necessary files from installation CDs for previous versions of OFFICE (XP). To load the files, load the Microsoft Office CD into the PC and choose Custom Installation. Load the Graphics Filters found under Office Shared Features, Converters, and Filters. Make sure to click on all other entries and apply the “X” so the older applications are not installed.

PDF Documents

Problem – When clicking on a PDF document link, my screen flashes and the document never displays. PDF documents are located throughout the NT application, but reside mostly on the HELP screen.

Solution – **Adobe Reader 7.0 has a known bug where it won't display PDF documents when they are linked from a Microsoft Office document.** If you have Adobe Reader 7.0, uninstall it and download Adobe Reader 6.0 from the Adobe website (www.adobe.com).

Problem – When clicking on a PDF document link, I receive the error “Unable to open ...PDF. No program is registered to open this file.”

Solution – Several of the supporting documents for the NT are PDFs (Portable Document Format). These documents need Adobe Acrobat Reader in order to open them. You can download Adobe Reader from the Adobe website (www.adobe.com). **Please note the Adobe Reader 7.0 issue in the preceding problem and solution.**

Miscellaneous

Problem – My database continues to grow in size. Can it be compacted?

Solution – Yes it can. Microsoft Access databases do not recover unused space until they are compacted. To compact the database, go to C:\Program Files\NFMDCT and double click on Compact_MDB.EXE. Browse to the database and select the continue button. A backup is always saved in the backup folder before the file is compacted. Do not interrupt the compact process once started. Interrupting the process may corrupt the database. If corrupted, restore the file with the backup file stored in the backup folder