

**Troubleshooting**

If you need help, please contact the following persons.

|  |  |  |
| --- | --- | --- |
| Kelly Mullins | 304-558-2674 | [Kelly.R.Mullins@wv.gov](mailto:Kelly.R.Mullins@wv.gov) |
| Scott Shamblin | 304-558-2233 | [Scott.E.Shamblin@wv.gov](mailto:Scott.E.Shamblin@wv.gov) |

**Description of Problem -- Questions to Ask -- Possible Resolution**

**Trying to install Wage Reporter, message is displayed “System Files may be out of date”, click OK to update and re-boot – try to reboot multiple times, same message**

When the message appeared and you clicked OK, did the application shut down and automatically shutdown your PC?  (answer will invariably be No)

This is a known bug with Microsoft in some configurations (no specifics as to what configurations).    
[Click here for instructions on how to resolve the problem.](http://www.wvcommerce.org/App_Media/assets/html/workforcewv/remedies.htm#bug)

**Information printed on the report is spotty, some information is missing, but report on preview window looks fine.**

Have the user click Export on the preview screen to export the report information to a file.

Have the user look at the file (using Notepad) and examine the data and see if any information is missing

If no information is missing in the exported file, then the data stream coming from the application is clean and the problem seems to lie with their printer.

The user should try updating their printer drivers on their PC related to their specific printer.  Problem seems to lie with the printer, not the application.

**Barcode is not printing on report**

Does the barcode appear in the preview window? If the barcode does appear in the preview window, then the problem would not seem to be a font issue, but, rather a printer issue.  Refer to the item above.

More than likely the barcode does not appear in the preview and, as such, there was probably a problem during the installation where the font did not install properly.  Forward the font and instructions for installing the font to the user.

**DSN Wage Reporter was not created.**

Instructions have been provided to resolve this problem. [Click here for further instructions.](http://www.wvcommerce.org/App_Media/assets/html/workforcewv/remedies.htm#DSN)

**Trying to install Wage Reporter and message is displayed saying xxxxxx file is missing.**

All files needed for the Wage Reporter to install/run properly have been packed together in the installation files.  As such, if a problem occurs stating that certain information is not found, then there is the potential that the CD they are using may be faulty.

**The problem you have reported is a known bug within certain Microsoft configurations.  The following instructions are intended to assist you in resolving this issue.**

- First, it is important to know on which drive (e.g., C:\, D:\, etc…) Microsoft Windows is loaded.

- After Windows has been located, you must verify that the TEMP directory exists on that same drive.  Click the Start button, and then click Programs

- From the Programs sub-menu, look for the Command Prompt option and click the left mouse button.

- Determine if the root prompt is the same as that of the drive on which Windows is loaded.  If not, enter the letter of the required drive, followed by a colon, then hit the Enter button.

- At this stage, the prompt should have been changed to the desired drive.

- From the prompt, enter the following command, looking for the TEMP directory

 dir \*.  (making sure to enter all characters, even the period), then hit Enter

- A list of all the directories in the root directory will be displayed.  If the TEMP directory does not exist, enter the following command to create the directory

 mkdir TEMP

- At this point enter the following 2 commands

 set TMP=C:\TEMP   
                   set TEMP=C:\TEMP

       where c:\ represents the drive on which the TEMP directory exists

- Enter the Exit command and then click Enter to exit the command prompt window

- It is also important to check the Autoexec.bat file to ensure that the TEMP files are not being deleted in every startup.

- Click the Start button and then click the Find button.

- Enter the following into the search field and click the OK button

 autoexec.bat

- Right click on the autoexec.bat icon or filename and select the Edit option.

- If your Autoexec.bat file contains the following line (or similar):

                  If exists c:\temp\\*.tmp del c:\temp\\*.tmp

         comment it out by placing "REM" in front of it.

- Exit the edit session, making sure to save your changes.

- If an Autoexec.bat file cannot be located during the Find,  proceed with the setup.

Disable any Anti-virus software (or other memory resident programs) and try running Setup again. Often the best way to accomplish this is to run setup in Safe Mode. It may also be necessary to copy all of the setup files  to a temporary folder on the hard drive disk and run Setup.exe from there.

Leftover files from a failed Setup attempt can also cause this problem. If found, delete the msftqws.pdw subfolder and its contents from the Temp folder. Also look in the Windows or Winnt folder for Setup1.exe and any \*.CAB files from previous installs, and delete them. This should be done after each failed install.

Proceed with Setup without rebooting the machine.

On the following pages, the complete instructions involving this process are provided.   
 PRB: Multiple "System Files Are Out of Date" Errors

  The information in this article applies to:

Microsoft Visual Basic Professional and Enterprise Editions for Windows, versions 5.0, 6.0

SYMPTOMS    
When installing a Microsoft Visual Basic application on a computer running Microsoft Windows, you receive the following message:

Setup cannot continue because some system files are out of date on your system. Click OK if you would like setup to update these files for you now. You will need to restart Windows before you can run setup again.  Click cancel to exit setup without updating system files.

After Windows restarts and you begin the installation again, the error message appears again.

NOTE: This occurs with either the Microsoft Visual Basic 5.0 Application Setup Wizard (ASW) or the Microsoft Visual Basic 6.0 Package and Deployment Wizard (PDW).

CAUSE    
Both installation programs (ASW and PDW) use the same method to delay the replacement of in-use system files until reboot. For any system files that are in use, the new files are saved as temporary files in the Temp folder. In order to replace the existing files with the .tmp files, the system will use the Wininit.ini file on WIN 9x systems. On Windows NT and Windows 2000, the system will call the MoveFileEx function with the MOVEFILE\_REPLACE\_EXISTING flag. This function places the file replacement instructions in the following registry key:

       HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Session   
       Manager\PendingFileRenameOperations

If something interferes with this replace and rename operation, these files are not updated. Therefore, once the computer reboots and restarts the installation program, the same error message appears.

There are a number of reasons why this can happen, but the two most common are as follows:

- The .tmp files are being deleted.   
- The Temp folder is on a different drive or partition from the operating system. By default, the operating system is installed to either the Windows or Winnt folder.

RESOLUTION    
The following are resolutions to this problem:

Copy the TEMP and TMP environment variables to a folder that is in the same drive partition as the Windows system files. To do this, open a command prompt window and type the following at the prompt:

                 Set TMP=C:\TEMP   
                 Set TEMP=C:\TEMP

This will save the TEMP and TMP environment variables to a folder named "Temp" that resides on the C: drive.

            NOTE: The folder must exist prior to carrying out these steps.

Once these environment variables are set, the application should then install and continue past the message on reboot.

If your Autoexec.bat file contains the following line (or similar):

                 If exists c:\temp\\*.tmp del c:\temp\\*.tmp

   comment it out by placing "REM" in front of it.

Disable any Anti-virus software (or other memory resident programs) and try running Setup again. Often the best way to accomplish this is to run setup in Safe Mode. It may also be necessary to copy all of the setup files   
to a temporary folder on the hard drive disk and run Setup.exe from there.

Leftover files from a failed Setup attempt can also cause this problem. If found, delete the msftqws.pdw subfolder and its contents from the Temp folder. Also look in the Windows or Winnt folder for Setup1.exe and any \*.CAB files from previous installs, and delete them. This should be done after each failed install.

Some logon scripts can cause this problem, so try to run Setup before logging on to the network.

Make sure you are deploying the same file versions that you are using on your development machine. The wizards have a special folder where they look first for files to package. If found, a file is used from this source instead of the file your system is running.

For Visual Basic 6.0, it is especially important to make sure that you are deploying the proper version of Mdac\_Typ.exe. The version of this file should match the Reference to "Microsoft ActiveX Data Objects 2.x   
Library" in your project. The default locations for this folder are as follows:

For Visual Basic 5.0:

       C:\Program Files\DevStudio\VB\setupkit\kitfil32\sys32

For Visual Basic 6.0:

       C:\Program Files\Microsoft Visual Studio\VB98\Wizards\PDWizard\Redist

The system files that may need to be updated are listed in the Bootstrap or Bootstrap Files section of the Setup.lst file created with your package. These files can also be installed separately from self-extracting files found on Microsoft's support web site. Please see the References section for information about obtaining these files.

You can also edit the Setup.lst file. Look in the Setup1 Files or Files section for files to be copied to either $(WinSysPath) or $(WinSysPathSysFile). You can copy these lines to the end of the Bootstrap or Bootstrap Files section. You must renumber these lines so that the File numbers are sequential, for example "File1=...", File2=..." and so on. If these lines are removed from their original section, the remaining lines must be renumbered to maintain a sequential list.

[Top](http://www.wvcommerce.org/App_Media/assets/html/workforcewv/remedies.htm#top)

**CORRECTING THE DSN PROBLEM**

In the event a problem occurs in the automatic setup of DSN connections (database connectivity), it is important that the following instructions be followed in order to make the database accessible to the application.

1. Navigate to the Control Panel.   
2. Click on the ODBC Data Resource icon (may be 32-bit ODBC)   
3. Click the System DSN tab   
4. Click Add   
5. Select Microsoft Access Driver   
6. Click Finish   
7. In the Data Source Name, enter the following exactly **UCWageReporter** Making sure that there are no spaces   
8. Leave the description blank   
9. Click Select   
10. Navigate to the UC Wage Reporter folder and select the file UC Wage Reporter.mdb   
11. Click OK   
12. Click OK   
13. Click OK   
14. Close the Control Panel

[Top](http://www.wvcommerce.org/App_Media/assets/html/workforcewv/remedies.htm#top)

**Active-X Component Can't Create object error fix**

All of the following steps must be performed in the order listed.

1.    Close any open application(s).

2.    Completely un-install the Wage Reporter application (using the Add/Remove Programs feature on the Control Panel).

3.    Re-boot the computer.

4.    Close any open application(s).

5.    Run the [dcom95.exe](http://www.workforcewv.org/bep/uc/dcom95.exe) file.

6.    Re-boot the computer.

7.    Close any open application(s).

8.    Run the setup for Wage Reporter (from the setup CD).

9.    Re-boot the computer.

10.  Test the installation by running Wage Reporter.

Write down ANY error messages that are displayed during the installation, as well as the response by the user to those messages (Hopefully there will not be any error messages).