

I-QUEST ERROR MESSAGES (After Installation is Completed)

VIEWS.EXE / INFOBASE FIX (I-Quest)

Problem #1: Single user installations that do not produce an error during the installation process but does not allow the program to run correctly.

Most times, it gives a user an error saying "**Views.exe**" cannot be found. If the user looks in the folder where the installation was to be placed, they may find only the LCF file and an NFO subfolder with the particular NFO file inside it, which means the Folio program files were not installed to the computer at all.

Explanation: The logic for this is that the installation looks to the registry to see if the program is already installed before proceeding. If it sees the program's registry key, it performs an "update" installation (to update the data only, not the program files), which directs it to install ONLY the NFO and LCF files. It works this way so that when the I-Quest codes are updated, we can send a CD-ROM to current users who can run the installation and it will simply update the NFO files without reinstalling the entire product. The most likely explanation for this problem is that the user ran into a problem during a first, unsuccessful attempt at installing the software and did not fully uninstall it before trying the installation again. Sometimes, users do not tell us the whole story.

Solution: To get past this problem, follow these steps:

1. Uninstall the program using Add/Remove Programs from the Control Panel.
2. Then use Run/Regedit to check for the existence of 2 registry keys:

HKEY_LOCAL_MACHINE/Software/ALPICCCodesENU

and

HKEY_CURRENT_USER/Software/ALPICCCodesENU

If they exist, right click on each key and choose "delete" to manually delete the registry keys.

3. Close the registry editor.
4. Re-install the software from scratch. It may ask you to reboot after the installation process is complete -- make sure you do this.

Problem #2: A user successfully installs the files to their network server but has problems when running the client installation at the workstations.

They do not receive an error during the client installation but when trying to access the program from the desktop icon, they get an error which says something like "**unable to open infobase**" and possibly an error code ("**245,1**" or "**345,2**")

Explanation: Basically, there is a piece of the installation process that is not running successfully in these cases. Specifically, the "autoreg.exe" does not run properly during a client installation. At present, we do not know the specific reason that this error occurs. So far, the problem is intermittent and we have not identified a pattern or particular configuration that "causes" the problem.

Solution: There are 2 potential solutions to this one. First, from the client machine, have the user browse to the folder on the network that contains the Folio program files and run the "autoreg.exe" manually by double-clicking on it. If this does not work, then I would suggest using the solution described in problem #1 above - have them uninstall the client completely, remove the registry keys manually if necessary and reinstall again, making sure that they are logged on with Administrator privileges.