FolioViews Errors

FolioViews Error: Unable to open infobase '[file]' could not be opened

This error appears for one or more of the following reasons :

- The [file] has been altered and then moved/deleted after installation.
- The release versions of the NFO files and the license file aren't identical.
- The user does not have write access to the license file (*.lcf file)
- The shortcut on the desktop is not pointing to the right infobase name or location

Solution

To correct this behaviour, please take the following steps:

1. Replace [file] with the original one from the CD and provide *write access* to it.
2. Provide *write access* to the license file (*.lcf file) and to the directory where the license file resides.
3. 3. Replace the license and/or NFO files with the original ones from the CD and provide *write access* to them.

FolioViews Error: Unable to find Infobase. The Library was not found.

There may be corrupted Infobase files (*.NFO), or there may be an Infobase from 3.x version.

Solution

To correct this behaviour, you have two options:

1. Check the Properties of the product shortcut to verify the location of the Infobase.
   - Right click on the shortcut
   - Click on Properties
   - Find the location of the Infobase in the "Target" (at the end of the path). E.g.:
     `"C:\Program Files\CarswellEnu\FolioViews\Views.exe" -c`
     `SOFTWARE\CarswellInterface\Enu\TaxPartnerFolio\Views` D:\NFO\tax1-t.nfo
   - In the above example, the path to the Infobase is `D:\NFO`.
   - Make sure that the location of the Infobase is correct
2. Please follow these instructions according to the type of installation:
   - Network/Client Installation:
     - Insert your installation CD into the CD/ROM drive
     - Copy the infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the 'Network installation directory'.
   - Infobases on a hard drive
     - Insert your installation CD into the CD/ROM drive
     - Copy the infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the 'installation directory'.

FolioViews Error: Unable to open the infobase. The 'user' does not have access to infobase

This error appears because the user does not have write access to the license file (*.lcf file).

Solution

To correct this behaviour, you have three options:

1. Provide *write access* to the license file (*.lcf file) and to the directory where the license file resides.
2. Make sure that the user has proper user privileges to the PC
3. Replace the license and/or NFO files with the original ones from the CD and provide write access to them. Please follow instructions according to the type of installation performed:
   - Network/Client Installation:
     - Insert your installation CD into the CD-ROM drive
     - Copy the Infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the network installation directory.
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the network installation directory.
     - Open the properties of the license file in the network installation directory, check 'Read-only' and select Save.
   - Infobases on CD/ROM:
     - Insert your installation CD into the CD-ROM drive
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
     - Open the properties of the license file in the installation directory, check 'Read-only' and select Save.
   - Infobases on hard drive:
     - Insert your installation CD into the CD-ROM drive
     - Copy the infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the installation directory.
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
     - Open the properties of the license file in the installation directory, check 'Read-only' and select Save.

FolioViews Error: Insufficient security privileges to complete operation

There are several different causes for this error message:

- The user does not have proper access rights
- The Infobase and license file do not match (possibly from different release numbers)

Solution

To correct this behaviour, you have two options:

1. Make sure that the user has proper user privileges to the PC
2. Please follow instructions according to the type of installation performed:
    o   Network/Client Installation:
        ▪   Insert your installation CD into the CD-ROM drive
        ▪   Copy the Infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the network installation directory.
        ▪   Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the network installation directory.
        ▪   Open the properties of the license file in the network installation directory, check 'Read-only' and select Save.
    o   Infobases on CD/ROM:
        ▪   Insert your installation CD into the CD-ROM drive
        ▪   Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
        ▪   Open the properties of the license file in the installation directory, check 'Read-only' and select Save.
    o   Infobases on hard drive:
        ▪   Insert your installation CD into the CD-ROM drive
        ▪   Copy the infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the installation directory.
        ▪   Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
        ▪   Open the properties of the license file in the installation directory, check 'Read-only' and select Save.

3111,3 Insufficient security privileges to complete operation (on Vista)

Error Behaviour:

Error appears after performing an update on Vista when license file is located under C:\Program Files.

Error Explanation:

We have done testing and found that our Folio products work on Windows Vista; however, there is an issue with the new Windows Vista Security. All files installed to C:\Program Files are write protected for users and our LCF files must be writeable.

During the first launch of FolioViews the LCF file is copied to a Virtual Store location (C:\Users\\AppData\Local\VirtualStore\Program Files\CarswellEnu\<Product Directory>. Windows Vista knows to redirect FolioViews to use the LCF file from the Virtual Store. During the update installation of a product the Virtual Store directory is not updated. Upon launch of the product error 3111,3 will appear.

Solution:

We suggest the following troubleshooting steps:

1. When running the setup for the first time do not select the C:\Program Files directory.

2. If the application was installed to C:\Program Files\CarswellEnu\<Product Directory> it is necessary to

delete the LCF file each time an update is performed from C:\Users\\AppData\Local\VirtualStore\Program Files\CarswellEnu\<Product Directory>

i) In order to find the Virtual Store directory replace <user> and <Product Directory> with the appropriate user and product directory names in the path "C:\Users\\AppData\Local\VirtualStore\Program Files\CarswellEnu\<Product Directory>"

ii) Click Start –> Run –>copy and paste the path into the Open field –> click OK.

iii) An Explorer window with your directory content should open. Delete the LCF file from the directory

iv) Launch the product again

FolioViews Error: Unable to open the infobase. The license is date expired.

The license of the product has expired.

Solution

To correct this behaviour, you have three options:

1. Check the expiry date of your CD (the date is printed on each disc).
2. Please check and make sure the date and year on the computer are current
3. Replace the license and NFO files with the original ones from the CD and provide write access to them. Please follow instructions according to the type of installation performed:
   - Network/Client Installation:
     - Insert your installation CD into the CD-ROM drive
     - Copy the Infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the network installation directory.
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the network installation directory.
     - Open the properties of the license file in the network installation directory, check 'Read-only' and select Save.
   - Infobases on CD/ROM:
     - Insert your installation CD into the CD-ROM drive
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
     - Open the properties of the license file in the installation directory, check 'Read-only' and select Save.
   - Infobases on hard drive:
     - Insert your installation CD into the CD-ROM drive
     - Copy the infobases (.nfo files) from the NFO sub-directory of the CD onto the NFO sub-directory of the installation directory.
     - Copy the license file (.lcf file) from the root directory of the CD onto the NFO sub-directory of the installation directory.
     - Open the properties of the license file in the installation directory, check 'Read-only' and select Save.

FolioViews Error: Unable to open the infobase. Invalid License File location.

The license file and/or the Infobases have been moved to a different location after installation.

Solution

Uninstall and reinstall the product.