Unusual behaviour and error messages

Error Behaviour: Dr. Watson error appears on the screen

There are many possible reasons why a Dr. Watson error may appear.

Solution

We suggest the following troubleshooting steps:

1. Make sure that client computers have read/write access to the network installation directory (on the server).
   Products should be able to write into .lcf license file, located on the server.
2. Try the following:
   - Close all Carswell applications prior to running installations.
   - Check the Task Manager (Ctrl-Alt-Del) to see if `Views.exe` is running, and if so, delete it.
   - Restart the computer

Error Behaviour: Tabs appear at the bottom of the FolioViews screen

This occurs when a user launches a Carswell product using a different network ID than was used to install it. The registry key, `HKEY_CURRENT_USER\Software\CarswellInterface` is specific to the user who performed the installation. As such, other users need to import the registry key in order to operate properly.

Solution

Open the product installation directory (client installation directory for Network/Client installs) and double-click on `CarswellEnu.reg` and `CarswellEnuUpdate.reg` to import them to the registry.

Error Behaviour: Buttons are missing from the FolioViews screen

Solution

Please follow these steps:

1. Open the FolioViews subdirectory from the product installation directory (client installation directory for Network/Client installs), run `autoreg.exe` from the FolioViews sub-directory of the installation directory. (e.g. - `C:\Program Files\CarswellEnu\FolioViews\autoreg.exe`)
2. Open the product installation directory (client installation directory for Network/Client installs) and double-click on `CarswellEnu.reg` and `CarswellEnuUpdate.reg` to import them to the registry.

If the first 2 steps did not correct the problem, please repeat steps 1 and 2 and continue with step 3.
3. Execute `regsvr32.exe` from Windows System directory, with the path to `CarswellEnu.dll` as a command line. (e.g. - `C:\Windows\System\regsvr32.exe "C:\Program Files\CarswellEnu\FolioViews\CarswellEnu.dll"`)

Error Behaviour: Product 'hangs' on launch or close

This behaviour may occur when a customer launches a Folio application after performing a Network/client installation.

Solution

To correct this behaviour, you have three options:

1. If you are using a Folio 4.3 product in Windows XP, please mark all of the infobases of the affected product as read-only. This can be done by completing the following steps:
   - Right-click on an infobase
   - Select 'Properties'
   - Under the 'Attributes' heading, check on the box labelled 'Read-Only'
2. If you are using a Folio 4.2 product in Windows XP, turn off System Restore by completing the following steps:
   - Right-click on your 'My Computer' icon and select 'Properties'
   - Select the 'System Restore' tab
   - Check off the box labelled 'Turn off System Restore'
3. If you are using another operating system, check whether or not an instance of `views.exe` is being left behind when an instance of the product is closed. If so, then the problem is likely due to the way that the network software is handling the lcf. The work-around is to move the license file (*.lcf) from the network to a local workstation. This can be done by completing the following steps:
   - Open the file `Prod-NFO_Installed.ini` (in the product client directory - i.e. `C:\Program Files\'GST Partner (Folio 4.2)'`). It displays the source paths of the Folio infobases. A sample path might be: `gst-t.nfo=K:\Pub\GST\NFO|On NET`.

     Please visit the Folio support page for a sample Prod_NFO_Installed.ini.

   - Change the portion of the path labeled 'On NET' to 'On CD' (this will need to be done on every infobase)
   - Create an 'NFO' folder within the product client directory
   - Add a new registry key to specify the new location of the license file (*.lcf):
     - Open `regedit.exe`
     - Open `HKEY_LOCAL_MACHINE\SOFTWARE\CarswellEnu\4\Server\NfoPath\`
     - Create a new key under 'NfoPath' and name it '[product name] license'
     - Double-click on 'Default' of that key
     - Enter the new location (path) of the license file
     - Save
   - Open the Properties of the product shortcuts in the Start menu and on the desktop
   - Modify them so that 'Start in:' points to the location of the license file
   - Launch the product

Error Behaviour: Print Document button is missing from the interface

This behaviour may occur if you have inadvertently overwritten FolioViews 4.3 with FolioViews 4.2.

Solution

In order to restore that button, you will need to reinstall at least one Folio 4.3 product. You will be able to identify a Folio 4.3 product by looking at the title of the installation screen. It contains the product name and Folio version.

Error Behaviour: After running an update installation FolioViews opens the previous product version

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

During the first launch of FolioViews the NFO and LCF files are copied to a Virtual Store location (C:\Users\<user>\AppData\Local\VirtualStore\Program Files\CarswellEnu\<product directory.> Windows Vista knows to redirect FolioViews to use the files from the Virtual Store. During the update installation of a product the Virtual Store directory is not updated. Users will find the previous product version when the launch the application.

Solution

We suggest the following troubleshooting steps:

1. When running the setup for the first time change the installation directory from C:\Program Files\CarswellEnu\<Product Directory> to **Carswell Folio Products\<product directory>** for example.
2. If the application was installed to C:\Program Files\CarswellEnu\<Product Directory> it is necessary to delete the NFO and LCF files, each time an update is performed, from **Users\<user>\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\<user>\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 *.NFO and *.LCF files from the directory

iv) Launch the product again

After you turn on User Account Control in Windows Vista, programs may be unable to access some network locations

This topic has been reprinted from the Microsoft website:

Important This article contains information about how to modify the registry. Make sure that you back up the registry before you modify it. Make sure that you know how to restore the registry if a problem occurs. For more information about how to back up, restore, and modify the registry, click the following article number to view the article in the Microsoft Knowledge Base: 256986 Description of the Microsoft Windows registry

Symptoms

After you turn on User Account Control in Windows Vista, programs may be unable to access some network locations. This problem may also occur when you use the command prompt to access a network location.

Note To turn on User Account Control, you click Allow in a User Account Control dialog box.

Cause

This problem occurs because User Account Control treats members of the Administrators group as standard users. Therefore, network shares that are mapped by logon scripts are shared with the standard user access token instead of with the full administrator access token.

When a member of the Administrators group logs on to a Windows Vista-based computer that has User Account Control enabled, the user runs as a standard user. Standard users are members of the Users group. If you are a member of the Administrators group and if you want to perform a task that requires a full administrator access token, User Account Control prompts you for approval. For example, you are prompted if you try to edit security policies on the computer. If you click **Allow** in the **User Account Control** dialog box, you can then complete the administrative task by using the full administrator access token.

When an administrator logs on to Windows Vista, the Local Security Authority (LSA) creates two access tokens. If LSA is notified that the user is a member of the Administrators group, LSA creates the second logon that has the administrator rights removed (filtered). This filtered access token is used to start the userâ€™s desktop. Applications can use the full administrator access token if the administrator user clicks Allow in a User Account Control dialog box.

If a user is logged on to Windows Vista and if User Account Control is enabled, a program that uses the userâ€™s filtered access token and a program that uses the userâ€™s full administrator access token can run at the same time. Because LSA created the access tokens during two separate logon sessions, the access tokens contain separate logon IDs.

When network shares are mapped, they are linked to the current logon session for the current process access token. This means that, if a user uses the command prompt (Cmd.exe) together with the filtered access token to map a network share, the network share is not mapped for processes that run with the full administrator access token.

Resolution

Warning Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require that you reinstall the operating system. Microsoft cannot guarantee that these problems can be solved. Modify the registry at your own risk.

To resolve this problem, configure the EnableLinkedConnections registry value. This value enables Windows Vista to share network connections between the filtered access token and the full administrator access token for a member of the Administrators group. After you configure this registry value, LSA checks whether there is another access token that is associated with the current user session if a network resource is mapped to an access token. If LSA determines that there is a linked access token, it adds the network share to the linked location.

To configure the EnableLinkedConnections registry value, follow these steps:
1. Click **Start**, type **regedit** in the **Start Search box**, and then press ENTER.
2. Locate and then right-click the following registry subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System 3. Point to **New**, and then click **DWORD Value.**
4. Type **EnableLinkedConnections**, and then press ENTER.
5. Right-click **EnableLinkedConnections**, and then click Modify.
6. In the **Value** data box, type **1**, and then click **OK.**
7. Exit Registry Editor, and then restart the computer.

APPLIES TO

• Windows Vista Home Basic
• Windows Vista Home Premium
• Windows Vista Ultimate
• Windows Vista Business
• Windows Vista Enterprise
• Windows Vista Starter
• Windows Vista Home Basic 64-bit Edition
• Windows Vista Home Premium 64-bit Edition
• Windows Vista Ultimate 64-bit Edition
• Windows Vista Business 64-bit Edition
• Windows Vista Enterprise 64-bit Edition
• Windows Vista Home Basic N 64-bit Edition
• Windows Vista Business N 64-bit Edition

"The wrong volume is in the drive" error with multi-CD setup

If your setup spans multiple CDs you may get error message when the setup is finished: "The wrong volume is in the drive...".

Solution

Insert Disk 1 into the CD-ROM drive and click Continue. The installation is successful and works fine even if any additional Setup Launcher errors appear.

Status

This problem has been reported in the InstallShield Community Forum and has been reproduced by Macrovision.