

Common Installation Errors

The Expression you entered has a function name that DC-PowerNotes can't find.

If this error occurs the first time DC-PowerNotes is opened after installing the 8.0 Update, most likely, the program is NOT installed on the C drive and/or the cmaster directory. If this is the case, to fix it, put in the 8.0 CD. Click "I Agree". From the main menu, click Utilities, then "Library Refresh".

This should open WinZip Self-Extractor. DO NOT change the default "UnZip To directory" of C:\cmaster. These files MUST be placed in this folder on this drive, regardless of where DC-PowerNotes is installed. Click "Unzip" and you should be told 3 files unzipped successfully. Start DC-PowerNotes again. It should then open (if on a single machine) or immediately ask for the location of Data32 (if the program is not in the C:\cmaster drive or this is a client on a network), and then attach normally.

WARNING: if this utility is ran after the permanent security code has been entered on this computer, it will require that your security code be re-entered before the program will open., usually resulting in an SE-4 error (see below)

Critical Error SE-4 - Security Protocol has not been configured on this computer

There will also be sections saying "Install Type: Non-Rental, along with Dump: and Library:" Ignore these. The key is SE-4. The permanent security code has not been entered under "Unlock" on the main login screen on THIS computer. Click Unlock and enter the code from the Security Code Label on the CD-Case.

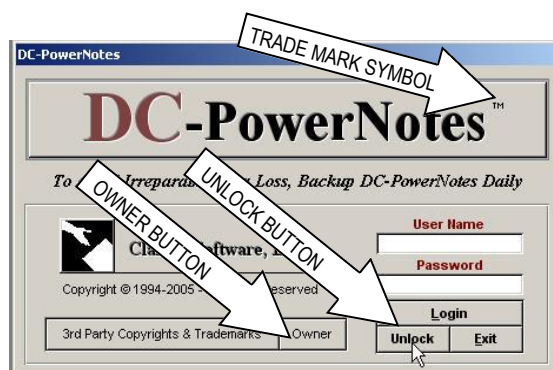
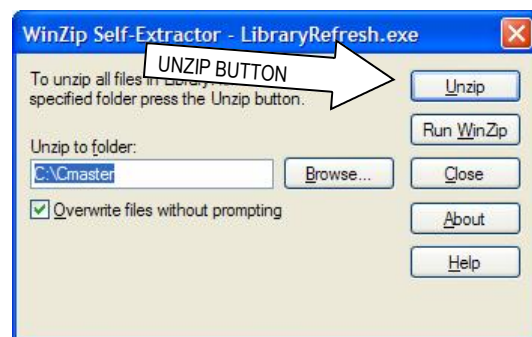
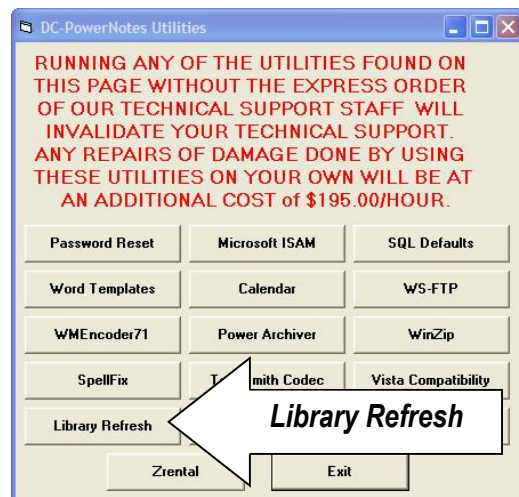
If the Login Button is greyed out, then you are most likely on a client computer, and the code has already been entered on the server but not on this computer. To un-grey the Unlock Button, locate the Trade Mark "TM" symbol on the DC-PowerNotes Logo on the Log-In Screen and double-click it. This should make the Unlock Button un-grey and become active, allowing you to enter your code.

If you are told your code is incorrect, make sure that you are typing it all in capital letters. If it says it's incorrect 2 times, do NOT try again. Instead, click the Owner button. If the doctor's name is "joe", you did not get your data files moved to this computer (if this is a single machine or a server) or you are attached to the wrong Data32.mdb file (if this is a client).

If this is a single machine or a server: Close the program and copy your data files (Data32.mdb & DCPN_Forms.mdb) from the old computer (usually found in the folder C:\cmaster) and paste them into the data directory of the new computer (usually the folder C:\cmaster). You will be asked if you wish to overwrite the existing files of the same name. Say Yes.

If this is a network client (workstation) and you know your data is on another computer (the server): Close DC-PowerNotes, then go to My Computer, open the Local C: drive and then open the cmaster folder. Inside this folder, delete any file that starts with the "data32" (usually 1-4 files) and the file DCPN_Forms. Start the program, and attach to the CORRECT data files on the server.

If you do see your correct name and clinic information, your data file is in the correct place and your security code may be incorrect. Please call Technical Support for a new code at 660-263-4979 between 8:30 AM - 5:00 PM Central Time Monday-Friday, excluding holidays .



"Critical Error - User log not written"

1. Most commonly, this means that you are logged in to Windows as a user on the client without the right permissions for the server. If you log out and log back in to Windows as administrator, and this works, that's the problem. Also, you may have to have your network administrator give the client computer FULL administrative rights to access the server's hard drive, or at bare minimum, the folder in which your data files (Data32 & DCPN_Forms) are stored.
2. If the error occurs on just one client and #1 above didn't fix it, put in the 8.0 CD and install ONLY the 8.0 Update. When prompted to "Modify, Repair or Remove" select REPAIR.
3. If it happens on all clients and the server, the data32 might be corrupted. Do a repair data (see below).

"Couldn't lock table notesinput - in use by user..."

1. The most common cause is attaching to the data32 across a network for the first time from a client or after an update and someone somewhere has a copy of DCPN open on another computer. Close DCPN everywhere except for the computer that is attaching to the data32. Also remember that when multiple clients are being attached, each one must attach, then be closed out of the program before the next one starts attaching.
2. If all clients are closed, look at the Cmaster directory where data32 resides. With all clients closed out of DCPN, there should not be a file called Data32.ldb. If Data32.ldb is still there with all DCPN copies closed, it is corrupted and must be deleted. Be aware that it will likely be hard to delete, as Windows will consider the file in use (does not apply on a Win NT/2000 machine). You will likely have to shut down the machine and reboot it (remember to first shut down any other clients which might be using this machine as a server) in order to get the file deleted.
3. If both of these fail or don't apply, data32 is corrupted. Do a repair data (see below).

"Operation must use an updateable query"

If you are on a single machine, if you have been moving data32 around (home to office, etc.) on a CD-R or CD-RW, somehow Windows occasionally resets the attributes of data32 to read-only since it's been stored on a CD, which some older versions of Windows thinks is always read-only. Go to Explorer, find data32, right click it, left click properties. If the Attributes are set to read-only, Uncheck read-only, check archive, click apply, then click OK and it should work. If this doesn't fix it, then put in the 8.0 CD and install ONLY the 8.0 Update. When prompted to "Modify, Repair or Remove" select REPAIR.

If you are on a network and the above does not fix it, the network is probably set up wrong, i.e., the sharing does not have full permission in both directions between the server and the client. The server and the client must both be shared with full permission, not read-only or "Depends on password". This is a network problem and you will have to call their network person if you don't understand how to change and assign network permissions. USE AT YOUR OWN RISK In Windows XP Professional, Go to My Computer > Tools > Folder Options > View > uncheck "Use Simple File Sharing (Recommended)". This opens a new "Security" tab on the Sharing and Security Menu (Seen by right-clicking a shared Drive/Folder). At this point, you can assign permissions on a User level. However, we can take no responsibility for any problems arising out of misuse of, or problems caused by this feature. If you are not sure about what you are doing, CALL YOUR NETWORK PERSON.

How to Repair Data

On a Single Computer Setup: Close DC-PowerNotes. Go to Start > Programs > DC-PowerNotes > Repair Data. When finished, it should say "Successfully Repaired". If you get an error, please call Technical Support at 660-263-4979 between 8:30 AM - 5:00 PM Central Time Monday-Friday, excluding holidays .

On a Network: Close DC-PowerNotes on EVERY computer on the network. If the server has DC-PowerNotes installed, i.e., you can normally open and use DC-PowerNotes on the server, then do the repair as shown above for a Single Computer Setup. If the server does NOT have DC-PowerNotes installed, i.e., it only holds your data files, then go to a client. Open My Computer, and copy the data32 file from the server to the Cmaster folder on the local client. Next, go to Go to Start > Programs > DC-PowerNotes > and RIGHT-CLICK the shortcut Repair Data, then Left-click "Properties". Assuming you have installed DC-PowerNotes to the default Directory, your Repair Data shortcut's Target needs to be changed to read:
"C:\Cmaster\Office\msaccess.exe" "C:\Cmaster\Data32.mdb" /repair /runtime /wrkgrp "C:\Cmaster\Cmaster.mda" /user DCPN_User
And also change the "Start In" directory to C:\Cmaster, if it says anything else. Click Apply, then OK. Then run the repair by clicking Start > Programs > DC-PowerNotes > Repair Data. When finished, go back to my computer and CUT (not copy) the data32 file and paste it back to the server's data folder.