

## Appendix 1: Troubleshooting a Light Installation

**Contacting your computer support staff is the best thing to do if you are having trouble installing Gleams-Driver or any other program.** Some individuals in the Forest Service, however, have indicated that they are not able to get computer support because their computer support personnel will only provide assistance for certain programs – e.g., MS Office. The procedure described in this appendix has been developed in working with such individuals. The procedure is relatively simple and it may be useful to you if you are having installation problems. Some problems associated with successful installations but the subsequent failure of Gleams-Driver to run properly are detailed at the end of this appendix.

If you are having trouble doing a light installation, you should get an error message or a message telling you that you cannot install or do not have authorization to install one or more of the following files:

```
VB6STKIT.dll
msvbvm60.dll
oleaut32.dll
olepro32.dll
oleaut32.dll
comcat.dll
asycfilt.dll
stdole2.tlb
```

Write down the name or names that are causing the problem and proceed as recommended below.

All of the files listed above are runtime files that are required by any application that is created using Visual Basic 6.0 (SP6), the programming package that was used in creating *Gleams-Driver*. These files are created and distributed by Microsoft. Further information about these files can be found at:

<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/vbcon98/html/vbcondeterminingfilesyouneedtodistribute.asp>

or

<http://support.microsoft.com/default.aspx?scid=kb:en-us:290887>.

The most likely reason that you are having trouble is that you already have a version of one or all of the above files on your PC and the settings of your Operating System (probably Windows 2000 Professional) are such that you do not have authorization to copy over the files that are installed on your PC.

If you already have these files on your PC, you probably do not need to reinstall these files even if your files are older than the ones that the Gleams-Driver installation package is trying to install. Thus, you need to tell the Gleams-Driver installation package to skip the file or files that are giving you trouble.

To do this, you must open **SETUP.LST**. As discussed in Section 2.2 of the documentation, **SETUP.LST** (as the name implies) is a list of files that is used to tell the setup program (**setup.exe**) which files should be installed on your PC. **SETUP.LST** is an ASCII text file that you can open with any text file editor. All versions of Windows come with a text file editor program called **NOTEPAD.EXE**. To open this program on most PCs with any version of Windows, use the following series of commands: **Start Programs Accessories Notepad**.

The top part of **SETUP.LST** is the only part of the file that you will need to work with. This part of the file is illustrated below:

```
[Bootstrap]
SetupTitle=Install
SetupText=Copying Files, please stand by.
CabFile=Gleams Driver Ver 1.6.CAB
Spawn=Setup1.exe
Uninstal=st6unst.exe
TmpDir=msftqws.pdw
Cabs=1
```

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```
[Bootstrap Files]
File1=@VB6STKIT.DLL,$(WinSysPathSysFile),,,7/15/00 4:00:00 AM,101888,6.0.84.50
File2=@COMCAT.DLL,$(WinSysPathSysFile),$(DLLSelfRegister),,5/31/98 4:00:00
AM,22288,4.71.1460.1
File3=@STDOLE2.TLB,$(WinSysPathSysFile),$(TLBRegister),,6/3/99 4:00:00 AM,17920,2.40.4275.1
File4=@ASYCFILT.DLL,$(WinSysPathSysFile),,,3/8/99 4:00:00 AM,147728,2.40.4275.1
File5=@OLEPRO32.DLL,$(WinSysPathSysFile),$(DLLSelfRegister),,3/8/99 4:00:00
AM,164112,5.0.4275.1
File6=@OLEAUT32.DLL,$(WinSysPathSysFile),$(DLLSelfRegister),,4/12/00 4:00:00
AM,598288,2.40.4275.1
File7=@msvbvm60.dll,$(WinSysPathSysFile),$(DLLSelfRegister),,2/23/04 4:00:00
AM,1386496,6.0.97.82
```

Do not make any changes to the **[Bootstrap]** area at the very start of the file. You will do your work in the second section that is labeled **[Bootstrap Files]**. Note that the **[Bootstrap Files]** is just a specially formatted listing of the seven runtime files discussed at the start of this appendix.

With **SETUP.LST** open in **NotePad**, simply delete the lines that contain the file names that are giving you trouble. Do not do anything else. Save **SETUP.LST** and exit **NotePad**. If you think that you made a mistake, just exit **NotePad** without saving or paste the entire **[Bootstrap Files]** section from above into your **SETUP.LST** file in **NotePad** and then start over.

Using the **SETUP.LST** file that you modified in **NotePad**, try rerunning **setup.exe** as described in Section 2.2. If you get any error messages during this second installation, they should refer to another of the seven runtime files. Just repeat the procedure outlined above.

After one or more modifications to **SETUP.LST**, you should find that Gleams-Driver will install normally.

Whether or not Gleams-Driver will work properly is another question. Gleams-Driver is a new program and there has not been extensive experience with the application of the procedure described in this appendix. As noted in the main body of the documentation, however, a major effort has been made to avoid the use of *exotic* controls and commands that require an extensive number of DLLs. The procedure described in this appendix has worked for some individuals in the Forest Service and these individuals have not reported any problems in running Gleams-Driver. Nonetheless, on some PC's that do not have full installations of MS Office Programs and/or programming tools, a light installation may result in a successful installation but Gleams-Driver may fail, generating a runtime error, when you go to run Gleams-Driver.

The nature of the runtime errors may be highly variable depending on the configuration of your PC. For example, you may get an error indicating that COMDLG32.DLL is not properly registered. This is a dll for displaying a file selection box that is common in many Windows programs and is used by Gleams-Driver. Other errors may be much more cryptic. For example, running Gleams-Driver after a Light Installation can generate **Runtime Error -2147024770** without any further explanation. This indicates that MDAC (Microsoft Data Access Components) Version 2.8 or higher is either missing from your PC or is corrupt. This can be addressed by going to [www.microsoft.com](http://www.microsoft.com) and downloading and installing MDAC 2.8 or higher. Alternatively, you can do a full installation of Gleams-Driver and this will be done by the full installation package.

## **Appendix 1: Troubleshooting a Light Installation (*continued*)**

The above is not an exhaustive list of the things that go wrong on some PC's after a light installation. To assist you (or your IT support), the following is a list of DLLs and related files that are included in a full installation but NOT included in a light installation:

**COMDLG32.OCX**  
**MDAC\_TYP.EXE**  
**MSADODC.OCX**  
**msadox.dll**  
**MSDATGRD.OCX**  
**MSSTDFMT.DLL**  
**MSVCRT.DLL**  
**RICHE32.DLL**  
**RICHTXC32.OCX**  
**scrrun.dll**

All of the above files concern either standard tools (dialog boxes or rich text edit boxes), Microsoft ADO databases, or Microsoft scripting libraries. None of these files are exotic and none will harm your PC. Nonetheless, if you are working with a government PC, you may not be able to install these files – i.e., do a full installation – without administrative authorization. If you try a light installation and you get error messages, they will probably relate to one or more of the above files and you will need either the administration authority to do a full installation or direct support from your IT department.