

CLICK ON ERROR CODE YOU NEED AND IT WILL TAKE YOU TO THE APPROPRIATE SOLUTION.

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ERROR (RUN-TIME ERROR #5 – Invalid Procedure, Call, Or Argument)

SEE ALSO: UPDATES – Software Updates & Patches.

UPDATES – Accessing The Update Site.

PROBLEM: User gets RUN-TIME ERROR #5 – INVALID PROCEDURE, CALL, OR ARGUMENT when editing cost items.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE.

A patch has been posted for this particular error. The user should download and install the HomeTech Advantage Cost Estimator SERVICE PACK (HT40SP1.exe). Follow the on-screen directions.

ERROR (RUN-TIME ERROR #7 – Out of Memory)

SEE ALSO: UPDATES – Software Updates & Patches.

UPDATES – Accessing The Update Site.

PROBLEM: User gets RUN-TIME ERROR #7 – OUT OF MEMORY when opening the HomeTech Advantage Cost Estimator.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE.

A patch has been posted for this particular error. The user should download and install the HIGHEDIT PATCH. Follow the on-screen directions.

ERROR (RUN-TIME ERROR #94 – Invalid Use of Null)

SEE ALSO: EDITING Renaming An Estimate

PROBLEM: User gets RUN-TIME ERROR #94 – INVALID USE OF NULL when opening an estimate in the HomeTech Advantage Cost Estimator program.

SOLUTION: User should try one or both of the following solutions to correct the error.

Choose the FILE pull-down menu.

Choose OPEN to view your estimate list.

Look for any estimates that have NO TITLES or BLANK TITLES (If there is an estimate

without a title, it is probably the first line in the estimate list).

Type in an estimate title for that particular estimate.

Choose OK to confirm.

Choose the FILE pull-down menu.

Choose OPEN to view your estimate list.

Look for any estimate titles that have characters that are not alphabetical or numerical (Example: Punctuation or weird characters are NOT allowed. NO , . / ? ; : ` " ! @ # \$ % ^ & * () _ - = + etc.).

Remove any punctuation or weird characters as necessary from the estimate titles.

ERROR (RUN-TIME ERROR #381 – Invalid Property, Array, Or Index)

PROBLEM: User gets RUN-TIME ERROR #381 – INVALID PROPERTY, ARRAY, OR INDEX when editing items or markups in the estimate window.

SOLUTION: CLOSE THE ESTIMATE. Keep the HomeTech Advantage Estimator open.

Choose UTILITIES.

Choose REPAIR ALL DATABASES.

Choose OK to “When the compact and repair has completed, the program will close.

You will need to restart the program.

Choose OK to “Databases have been repaired successfully.”

Reopen the HomeTech Advantage Cost Estimator program and retry.

ERROR (RUN-TIME ERROR #3022 – Duplicate Values)

SEE ALSO: BACK UP & RESTORE (Version 3.x)

EMAILING BACKUPS TO HOMETECH (Version 3.x)

UNINSTALLING THE HOMETECH PROGRAM (Version 3.x & 4.x)

INSTALLATION – Installing the HomeTech Advantage Cost Estimator to your computer (Version 4.x)

DATA RESTORE – Entire Set (Version 4.x)

PROBLEM: User gets RUN-TIME ERROR # 3022 – THE CHANGES YOU REQUESTED TO THE TABLE WERE NOT SUCCESSFUL BECAUSE THEY WOULD CREATE DUPLICATE VALUES IN THE INDEX, PRIMARY KEY, OR RELATIONSHIP. CHANGE THE DATA IN THE

FIELD OR FIELDS THAT CONTAIN DUPLICATE DATA, REMOVE THE INDEX, OR REDEFINE THE INDEX TO PERMIT DUPLICATE ENTRIES, AND TRY AGAIN.

SOLUTION: Try one or more of the following solutions:

1. If user gets RUN-TIME ERROR # 3022 when updating their LAMI, user may have duplicate LAMI areas. Try the following:

Choose UTILITIES pull-down menu.

Choose SETUP.

Choose LOCAL AREA MODIFIER SETUP tab.

Remove any duplicate zip codes from the list (Example: 200 and 223 zip codes both produce DC01 area).

Choose OK to accept the changes.

Retry updating your LAMI within the HomeTech Advantage Cost Estimator.

2. If user gets RUN-TIME ERROR # 3022 when opening the HomeTech Advantage Cost Estimator, try the following:

The user has probably upgraded to the HomeTech Advantage Cost Estimator version 4.0 from a previous version of the HomeTech estimator.

There was a problem in the conversion process, and the data from the previous version of HomeTech was not converted properly when brought into the version 4.0.

If the user has no data to save from the previous version of HomeTech, the user can remove the previous version of HomeTech from their computer, remove the HomeTech Advantage Cost Estimator version 4.0 from their computer, and then reinstall the HomeTech Advantage Cost Estimator version 4.0.

If the user has data to save from the previous version of HomeTech, the user needs to email to HomeTech Information Systems, Inc. a copy of their backup files for conversion. The backup files need to be from the previous version of HomeTech.

HomeTech Information Systems, Inc. will convert the files for you and email them back to you.

The converted files will need to be restored to the HomeTech Advantage Cost Estimator version 4.0.

ERROR (RUN-TIME ERROR #3075 – Syntax Error In String Or Expression)

SEE ALSO: UPDATES – Software Updates & Patches.

UPDATES – Accessing The Update Site.

EDITING – Renaming An Estimate.

PROBLEM: User gets RUN-TIME ERROR #3075 – WAS GENERATED BY DAO.DATABASE. SYNTAX ERROR IN STRING OR EXPRESSION when opening an estimate.

SOLUTION:

1. Check to see if you have any punctuation, non-alphabetical characters, and/or non-numerical characters in the estimate title.

Use only alphabetical or numerical text in the estimate title.

If any punctuation exists in the estimate title, rename the estimate and remove any punctuation.

See also EDITING - Renaming An Estimate.

2. User should go to the HomeTech Advantage UPDATE SITE.

A patch has been posted for this particular error.

The user should download and install the HomeTech Advantage Cost Estimator SERVICE PACK (HT40SP1.exe).

Follow the on-screen directions.

ERROR (RUN-TIME ERROR #3101)

SEE ALSO: UPDATES – Software Updates & Patches.

UPDATES – Accessing The Update Site.

PROBLEM: User gets RUN-TIME ERROR #3101 when creating or adding new items in the databases/costbooks.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE.

A patch has been posted for this particular error.

The user should download and install the HomeTech Advantage Cost Estimator SERVICE PACK (HT40SP1.exe).

Follow the on-screen directions.

ERROR (Calculation And Markup Inaccuracies)

SEE ALSO: UPDATES – Software Updates & Patches.

UPDATES – Accessing The Update Site.

MARKUPS – Setting Estimate Markups.

PROBLEM: User recognizes inaccuracies regarding price calculations and/or markups in various reports, and erroneous totals after editing line items.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE.

A patch has been posted to correct these discrepancies.

The user should download and install the HomeTech Advantage Cost Estimator SERVICE PACK (HT40SP1.exe).

Follow the on-screen directions.

ERROR (Can't Create Output Files)

PROBLEM: Get error "CAN'T CREATE OUTPUT FILES" when installing or unzipping a HomeTech Patch or Update.

SOLUTION: Close the HomeTech Advantage program and try installing the patch or update again with the program closed.

ERROR (Automation Error)

PROBLEM: User gets an AUTOMATION ERROR when opening the HomeTech Advantage Cost Estimator program. The error message appears prior to the HomeTech logo.

SOLUTION #1: This error occurs because Windows is not properly registering certain files. This error is most commonly found when users have upgraded their computer's operating system to Windows XP from a prior version of Windows.

The user will need to manually register the file(s) by completing the following procedure:

- * Choose START menu.
- * Choose RUN.
- * Type in regsvr32 actbar2.ocx in the empty box.
- * Choose OK.

SOLUTION #2: If the above solution does not correct the error, complete the following steps:

* Here is a brief summary of the following solution used to correct this error:

1. BACKUP HOMETECH DATA (If Necessary).

2. UNINSTALL HOMETECH PROGRAM.

3. MANUALLY SEARCH FOR AND REMOVE UNREGISTERED FILES.

4. REINSTALL HOMETECH PROGRAM.

5. RESTORE HOMETECH DATA (If Necessary).

* **BACKUP HOMETECH DATA** If you have data in the HomeTech program and you do not have a current backup, you need to backup your data. If you cannot access the program (which you probably can not) and you do not have a current Data Backup File (Example: HTDATAZIP.zip), you will need to do a manual backup. (SEE ALSO: DATA BACKUP - Manually Backup Files). If you have a current backup file, proceed to the next step.

* **UNINSTALL THE HOMETECH PROGRAM** The best method to uninstall the HomeTech program is to use the HomeTech Advantage Version 4.x installation CD-ROM. (SEE ALSO: UNINSTALL - Uninstalling The HomeTech Advantage Cost Estimator From Your Computer).

* **MANUALLY REMOVE UNREGISTERED FILES** You will now have to manually search for and remove the following unregistered files:

1. actrpt2.dll
2. exclexpt.dll
3. pdfexpt.dll
4. rtfexpt.dll
5. actbar2.ocx

To search for files on your computer, complete the following steps.

Choose the START button.

Choose FIND or SEARCH.

Choose to search for FILES OR FOLDERS.

When you get to the screen where you can type in the filename you want to search for, enter one of the above FILENAMES.

Choose to search your entire hard drive (Example: C:\).

When the search displays the results, RIGHT-CLICK on the found file that matches the name you entered, and DELETE the found file.

Delete all files with identical matching names. Repeat these steps with ALL of the above filenames. Exit the search screens when complete.

* **REINSTALL THE HOMETECH PROGRAM** To install the HomeTech Advantage Cost Estimator program you will need to have the HomeTech Advantage Version 4.x installation CD-ROM available. (SEE ALSO: INSTALLATION - Installing The HomeTech Advantage Cost Estimator To Your Computer).

* **RESTORE HOMETECH DATA** You should now restore your HomeTech data to the

program if you have a data backup. (SEE ALSO: DATA RESTORE - Entire Set, DATA RESTORE - Manually Restore Files).

ERROR (RUN-TIME ERROR #3021 - No Current Record)

PROBLEM: User gets RUN-TIME ERROR #3021 - NO CURRENT RECORD when opening an existing estimate.

SOLUTION: User needs to try one or both of the following solutions to correct this problem:

1. Check to see if the Client Information for this particular estimate has been deleted.

- * With the estimate open, choose the EDIT pull-down menu.

- * Choose EDIT CLIENT INFORMATION.

- * In the Client Information screen check to see if the client information is there. The only field that has to be filled out is the client last name and it has to be in the last name field/box. Enter any missing client information as necessary. Do not use any punctuation or 'weird characters'. Use only alphabetical or numerical text.

- * Choose OK to accept, or choose CANCEL to cancel.

- * Try closing the estimate and then reopen the same estimate to see if this corrected the problem. If not, try step 2 below.

2. Repair the HomeTech Advantage Cost Estimator databases by completing the following procedure:

- * Open the HomeTech Advantage Cost Estimator program.

- * Close any open estimates (Choose the FILE pull-down menu, choose CLOSE).

- * Choose the UTILITIES pull-down menu.

- * Choose REPAIR ALL DATABASES.

- * Choose OK to "When the compact and repair has completed, the program will close. You will need to restart the program.

- * Choose OK to "Databases have been repaired successfully.

- * Reopen the HomeTech Advantage Cost Estimator program.

- * Try reopening the same estimate. The problem should be corrected.

ERROR (RUN-TIME ERROR #339 - H5OCX32.OCX)

SEE ALSO:

UPDATES - Software Updates & Patches.

UPDATES - Accessing The Update Site.

PROBLEM: User gets RUN-TIME ERROR #339 - COMPONENT H5OCX32.OCX OR ONE IT'S DEPENDENCIES NOT REGISTERED OR INVALID. FILE NOT FOUND after entering a new estimate title and choosing OK.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE. A patch has been posted for this particular error.

The user should download and install the HIGHEDIT PATCH. Follow the on-screen directions. As with all updates/patches, the HomeTech Advantage Cost Estimator program should be closed prior to installing the update/patch.

Upon completion of installing the HighEdit Patch, reopen the HomeTech Advantage Cost Estimator and try to generate the error again. If the error is not corrected, reinstall the HighEdit Patch from the update site, but when you get to the Self-Extractor screen you will need to change the path to where the HighEdit Patch is unzipped to. You will need to change the path from C:\Windows\System32 to the following path, and unzip the HighEdit Patch to the following location:

C:\WinNT\System32

Try to generate the error again in the HomeTech Advantage Cost Estimator. You should not receive the error message thereby indicating the patch has been properly installed and the problem has been corrected.

ERROR (RUN-TIME ERROR #48 - File Not Found)

SEE ALSO:

UPDATES - Software Updates & Patches.

UPDATES - Accessing The Update Site.

PROBLEM: User gets RUN-TIME ERROR #48 - FILE NOT FOUND DWSTP32.OCX when trying to establish the path/link between the Quick Books program and the HomeTech Advantage Cost Estimator.

SOLUTION: User should go to the HomeTech Advantage UPDATE SITE. A patch has been posted for this particular error. The user should download and install the HIGHEDIT PATCH. Follow the on-screen directions.

ERROR (RUN-TIME ERROR #40002, #40071, #91 - Microsoft ODBC Driver Manager)

SEE ALSO: UPDATES - Installing The XP PATCH (VFPODBC)

PROBLEM: User gets the following repeating error sequence when opening or using the HomeTech Advantage Cost Estimator program:

* ERROR #40002 - WAS GENERATED BY MICROSOFT RDO.RDO CONNECTION IM001: ODBC DRIVER MANAGER. DRIVER DOES NOT SUPPORT THIS FUNCTION.

* ERROR # 40071 - RDO CONNECTION IS NOT CONNECTED TO A DATA SOURCE.

* ERROR #91 - OBJECT VARIABLE OR WITH BLOCK NOT SET.

SOLUTION: This error typically occurs with users of Windows XP, Windows 2000, and/or users of the HomeTech Office Manager Plus program. User should try one or more of the following solutions to correct the error:

* If the user has Office Manager Plus installed on their computer, the user should make sure that they upgrade the Office Manager Plus program when they install the HomeTech Advantage Cost Estimator program.

(EXAMPLE: The user had prior versions of the HomeTech Advantage Cost Estimator (3.x) and the Office Manager Plus installed on their computer. The user then upgrades the HomeTech Advantage Cost Estimator to version 4.x using the installation CD, but does not upgrade the Office Manager Plus program).

If the user has not upgraded the Office Manager Plus program from the HomeTech Advantage Cost Estimator version 4.x installation CD, the user needs to close all programs, insert the installation CD and choose Install The Office Manager Plus at the Welcome Screen. Follow the on-screen prompts.

* If the above does not apply or has been completed and the error still persists, the user needs to download and install a patch entitled "XP PATCH" containing the file VFPODBC. Call HomeTech Information Systems for assistance in obtaining a copy of this file. Download file at UPDATES (Installing the XP Patch - VFPODBC)

ERROR (ERROR #13000/13004 - The Product Is Not Registered With Agent)

SEE ALSO:

DATA BACKUP - Entire Set

UNINSTALL - Uninstalling the HomeTech Advantage Cost Estimator

INSTALLATION - Installing the HomeTech Advantage Cost Estimator

RESTORE DATA - Entire Set

PROBLEM: User gets ERROR # 13000/13004 - THE UPDATE SERVICE DOES NOT RECOGNIZE THIS PRODUCT. PRODUCT IS NOT REGISTERED WITH AGENT when trying to access the HomeTech Advantage Update Site.

SOLUTION: This error typically occurs in users that have upgraded their Windows operating systems. During the Windows upgrade process, the file

Agent.exe is not being properly registered. To correct the problem, try one and/or both of the following procedures:

1. Manually register the Agent.exe file by completing the following steps:

*** Close all open programs and return to your desktop.**

*** Choose START menu.**

*** Choose RUN.**

*** COPY the following path and PASTE the path into the run box.**

**"C:\Program Files\Common Files\Installshield\UpdateService\agent.exe"
/r{E57D1B7B-B0E5-4F3A-961A-C0ED43D8170E},4.00.000**

*** Choose OK in the run screen.**

*** Because different computers have different configurations, this solution may not correct the problem. Try to access the HomeTech Advantage Update Site again to see if the problem is corrected. If the problem is not corrected, try solution #2 below.**

2. If the above solution does not correct the error, complete the following procedure. Upon completion of the following procedure, try to access the HomeTech Advantage Update Site. The problem should be corrected. Here is a brief summary of the following solution used to correct this error. The detailed instructions follow the summary.

A. BACKUP HOMETECH DATA (If Necessary).

B. UNINSTALL HOMETECH PROGRAM.

C. MANUALLY SEARCH FOR AND REMOVE UNREGISTERED FILES.

D. REINSTALL HOMETECH PROGRAM.

E. RESTORE HOMETECH DATA (If Necessary).

*** BACKUP HOMETECH DATA** If you have data in the HomeTech program and you do not have a current backup, you need to backup your data (**SEE ALSO: DATA BACKUP - Entire Set**) to create a current Data Backup File (**HTDATAZIP.zip**). If you have a current backup file, proceed to the next step.

*** UNINSTALL THE HOMETECH PROGRAM** The best method to uninstall the HomeTech program is to use the HomeTech Advantage Version 4.x installation CD-ROM. (**SEE ALSO: UNINSTALL - Uninstalling The HomeTech Advantage Cost Estimator From Your Computer**).

*** MANUALLY REMOVE UNREGISTERED FILES** You will now have to manually search for and remove the following unregistered file:

1. Agent.exe

To search for files on your computer, complete the following steps.

Choose the START button.

Choose FIND or SEARCH.

Choose to search for FILES OR FOLDERS.

When you get to the screen where you can type in the filename, you want to search for, enter one the above FILENAME (Agent.exe).

Choose to search your entire hard drive (Example: C:\).

When the search displays the results, RIGHT-CLICK on the found file that matches the name you entered, and DELETE the found file.

*** REINSTALL THE HOMETECH PROGRAM**

To install the HomeTech Advantage Cost Estimator program you will need to have the HomeTech Advantage Version 4.x installation CD-ROM available. (SEE ALSO: INSTALLATION - Installing The HomeTech Advantage Cost Estimator To Your Computer).

*** RESTORE HOMETECH DATA**

You should now restore your HomeTech data to the program if you have a data backup. (SEE ALSO: DATA RESTORE - Entire Set, DATA RESTORE - Manually Restore Files).

ERROR (ERROR #1607/#1628 - Failed To Complete Installation)

PROBLEM: User gets ERROR #1607/#1628 - FAILED TO LOAD. FAILED TO COMPLETE INSTALLATION when trying to install the HomeTech Advantage Cost Estimator program, or when trying to access the Welcome Screen using the HT40 CD-ROM.

SOLUTION: User should try one or more of the following solution(s) to correct this particular error string:

- 1. Close any open programs and disable any Anti-Virus software prior to installing the HomeTech Advantage Cost Estimator program. Please note that there are many anti-virus software programs available on the market today each with their own features, therefore you are responsible for the operation of your anti-virus software. Although, in many cases you will likely be looking for an option called DISABLE AUTO PROTECT. Choose Disable Auto Protect to temporarily turn your anti-virus software off.**
- 2. Reboot/Restart your computer.**

3. Continue to try to install the HomeTech Advantage Cost Estimator program using the HT40 CD-ROM. If you get the error string again, abort the installation and try again. In many cases the installation will complete after several repeated tries.

4. Install the HomeTech Advantage Cost Estimator program using SETUP.EXE rather than the default auto run Launch.exe. To do this complete the following steps:

*** From your desktop, close any open programs, and disable any Anti-Virus software.**

*** Insert the HT40 CD-ROM installation disk. When the Welcome Screen appears, choose EXIT.**

*** From your desktop, choose START menu. Choose RUN. Choose BROWSE.**

*** In the Browse Window, in the top of the screen in the Look In Box, SELECT YOUR CD-ROM DRIVE (Example: D:\HT40CDROM). Double-Click on the BIN FOLDER to open. Double-Click on the COMPRESSED FOLDER to open. Double-Click on SETUP.EXE.**

*** This will take you back to the Run Screen. Choose OK or RUN.**

*** This will start the installation process again. Install the program by following the on-screen prompts.**

5. If you try the above solutions and the problem is still not corrected please call HomeTech Information Systems, Inc. Technical Support at 1-800-638-8292.

ERROR (RUN-TIME ERROR #91 - Object Variable Or With Block Not Set)

PROBLEM: User gets RUN-TIME ERROR #91 - OBJECT VARIABLE OR WITH BLOCK NOT SET when using the HomeTech Advantage Cost Estimator program. This error may display sporadically when using the program.

SOLUTION: This error typically occurs because there is a damaged or corrupted file in the program. User should try the following solution to correct the error:

*** Open the HomeTech Advantage Cost Estimator program.**

*** Close any open estimates.**

*** Choose the UTILITIES pull-down menu.**

*** Choose REPAIR ALL DATABASES.**

*** Choose OK to "When the compact and repair is completed the program will**

close."

- * Choose OK to "Databases have been repaired successfully."
 - * Reopen the HomeTech Advantage Cost Estimator program.
 - * Try to generate the error message again. The error should be corrected at this time.
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ERROR (RUN-TIME ERROR #3024 - Can't Find File HTINFO.mdb)

PROBLEM: User gets RUN-TIME ERROR #3024 - ERROR OCCURRED LOADING MAIN MENU. ERROR #3024 WAS GENERATED BY DAO.WORKSPACE. CAN'T FIND FILE HTINFO.MDB when opening the HomeTech Advantage Cost Estimator program after installation of the program to their computer.

SOLUTION: The reason for this particular error is that the installation process did not complete cleanly and therefore some file(s) were not properly installed. Prior to beginning the installation process, it is important to close any open programs and to disable any anti-virus software.

User needs to complete the following procedure to correct the problem:

- * Close the HomeTech Advantage Cost Estimator program.
- * Close any other open programs.
- * Disable any Anti-virus software.
- * Put the HomeTech 4.0 Installation CD into the appropriate drive. The CD should autorun and display the HomeTech Welcome Screen.
- * If the CD does not autorun, choose START, choose RUN, choose BROWSE, "Look In" your CD-ROM drive (probably the D:\ drive), double-click on LAUNCH.EXE, choose OK in the run screen.
- * In the Welcome Screen, choose **INSTALL THE HOMETECH ADVANTAGE COST ESTIMATOR**. The install will recognize that not all files were installed into the program folder during the first installation attempt and add the missing files during the second installation attempt.
- * Complete the installation process by following the on-screen prompts and entering any information as required.
- * When the installation is complete, **EXIT** the Welcome Screen.

*** Open the HomeTech Advantage Cost Estimator program again. This time the program should open properly with no error messages.**

ERROR (ERROR - Data Entered Is Not Numeric)

SEE ALSO: EDITING - Access Cells

PROBLEM: User gets ERROR - DATA ENTERED IS NOT NUMERIC when trying to access/edit a data cell (Example: The quantity cell) in the estimate window.

SOLUTION: Typically, this error message will appear when trying to access the quantity cell to edit the quantity for a particular line item. This message appears when a user tries to access a cell in the estimate window by double-clicking on that cell. The message appears because there are non-numeric and/or non-alphabetic characters in that particular cell (Example: a period or decimal point). To access a cell in this situation simply SINGLE-CLICK on the cell you want to edit (A border will appear around that cell to indicate you have chosen that cell), and then choose the SPACEBAR on your keyboard. This will give you access to the cell. Remove any non-numerical or non-alphabetical characters from the cell. Enter your new data as necessary. Choose ENTER when finished, or click on another cell in the estimate window to accept the changes.

ERROR (ERROR #429 ActiveX Component. Can't Create Object.)

SEE ALSO:

DATA BACKUP - Manually Backup Files

UNINSTALL - Uninstalling The HomeTech Advantage Cost Estimator From Your Computer

INSTALLATION - Installing The HomeTech Advantage Cost Estimator To Your Computer

DATA RESTORE - Entire Set

DATA RESTORE - Manually Restore Files

PROBLEM: User gets an ERROR #429 ACTIVEX COMPONENT. CAN'T CREATE OBJECT when opening the HomeTech Advantage Cost Estimator program.

SOLUTION: User should complete the following procedure to correct Error #429. The following is a brief summary of the solution used to correct this error.

Detailed instructions follow the summary.

1. BACKUP HOMETECH DATA (If Necessary).

- 2. UNINSTALL HOMETECH PROGRAM.**
- 3. REINSTALL HOMETECH PROGRAM.**
- 4. RESTORE HOMETECH DATA (If Necessary).**

Detailed instructions:

1. BACKUP HOMETECH DATA If you have data in the HomeTech program and you do not have a current backup, you need to backup your data. If you cannot access the program (which you probably can not) and you do not have a current Data Backup File (Example: HTDATAZIP.zip), you will need to do a manual backup. (SEE ALSO: DATA BACKUP - Manually Backup Files). If you have a current backup file, proceed to the next step.

2. UNINSTALL THE HOMETECH PROGRAM The best method to uninstall the HomeTech program is to use the HomeTech Advantage Version 4.x installation CD-ROM. (SEE ALSO: UNINSTALL - Uninstalling The HomeTech Advantage Cost Estimator From Your Computer).

3. REINSTALL THE HOMETECH PROGRAM To install the HomeTech Advantage Cost Estimator program you will need to have the HomeTech Advantage Version 4.x installation CD-ROM available. (SEE ALSO: INSTALLATION - Installing The HomeTech Advantage Cost Estimator To Your Computer).

4. RESTORE HOMETECH DATA You should now restore your HomeTech data to the program if you have a data backup. (SEE ALSO: DATA RESTORE - Entire Set, DATA RESTORE - Manually Restore Files).

ERROR (ERROR #1603/#1607/#1628 - Failed To Complete Installation)

PROBLEM: User gets ERROR #1603/#1607/#1628 - FAILED TO LOAD. FAILED TO COMPLETE INSTALLATION when trying to install the HomeTech Advantage Cost Estimator program, or when trying to access the Welcome Screen using the HT40 CD-ROM.

SOLUTION: User should try one or more of the following solution(s) to correct this particular error string:

- 1. Close any open programs and disable any Anti-Virus software prior to installing the HomeTech Advantage Cost Estimator program. In many cases you will likely be looking for an option called DISABLE AUTO PROTECT to turn your anti-virus software off.**

Ideally, using the TASK MANAGER (CTL+ALT+DEL from your desktop) you will want to close all programs except for "SysTray" and "Explorer". Please note that there are many software programs available on the market today each with their own features, therefore you are responsible for the operation

of your software.

2. Reboot/Restart your computer.

3. Continue to try to install the HomeTech Advantage Cost Estimator program using the HT40 CD-ROM. If you get the error string again, abort the installation and try again. In many cases the installation will complete after several repeated tries.

4. Install the HomeTech Advantage Cost Estimator program using SETUP.EXE rather than the default auto run Launch.exe. To do this complete the following steps:

*** From your desktop, close any open programs, and disable any Anti-Virus software.**

*** Insert the HT40 CD-ROM installation disk. When the Welcome Screen appears, choose EXIT.**

*** From your desktop, choose START menu. Choose RUN. Choose BROWSE.**

*** In the Browse Window, in the top of the screen in the Look In Box, SELECT YOUR CD-ROM DRIVE (Example: D:\HT40CDROM). Double-Click on the BIN FOLDER to open. Double-Click on the COMPRESSED FOLDER to open. Double-Click on SETUP.EXE.**

*** This will take you back to the Run Screen. Choose OK or RUN.**

*** This will start the installation process again. Install the program by following the on-screen prompts.**

5. COPY the contents of the HomeTech Advantage 4.x CD-ROM, and PASTE the contents to your computer drive (Ex: C:\). Then try to install the program using either the LAUNCH.EXE or SETUP.EXE file from your hard drive (Ex: C:\HT40InstallCD\Launch.Exe). Where "HT40InstallCD" is a folder I created on the C:\ drive to save (Copy & Paste) the HT40 CD-ROM contents to.

6. If you try the above solutions and the problem is still not corrected please call HomeTech Information Systems, Inc. Technical Support at 1-800-638-8292.

**ERROR (RUN-TIME ERROR #3021 - No Current Record)
(After Installing The LAMI Update File)**

SEE ALSO:

UPDATES - Update Current LAMI For Entire Program

UPDATES - Update Current LAMI For Single Estimate

UPDATES - Accessing The Update Site

PROBLEM: User gets RUN-TIME ERROR #3021 - NO CURRENT RECORD when opening an estimate after installing/unzipping the updated LAMI file from the HomeTech Update Site.

SOLUTION: User needs to try the following solution to correct this problem:

*** The problem is that the user has installed/unzipped the current LAMI update but has not updated the program to the current LAMI data.**

*** EXAMPLE: Prior to updating, the user is running 4Q 2003 LAMI. The user goes to the HomeTech Update Site and installs/unzips the current 1Q 2004 updated LAMI file. By default, the the LAMI files unzip to the following location in your computer, and replace any existing LAMI files in that folder:**

C:\Program Files\HomeTech4\LAMI

At this point, the user has unzipped the 1Q 2004 LAMI files to the LAMI folder but has not actually loaded the current data into the HomeTech Advantage Cost Estimator program. When the user opens an estimate, the estimate is still looking for the LAMI file the estimate was created with (Ex: 4Q 2003), but the old files are no longer available because they have been replaced by the updated files (Ex: 1Q 2004).

This happens because the user has not loaded the current LAMI data into the program itself. Refer to UPDATES - Update Current LAMI For Entire Program and UPDATES - Update Current LAMI For Single Estimate for specific details on how to update the program and/or estimates with the most current data.

ERROR (RUN-TIME ERROR #3043 - Record Set Disk Or Network Error)

PROBLEM: User gets RUN-TIME ERROR #3043 - Record Set Disk Or Network Error, commonly when closing an estimate.

**SOLUTION: User needs to try the following solution to correct this problem:
1. Repair the HomeTech Advantage Cost Estimator databases by completing the following procedure:**

*** Open the HomeTech Advantage Cost Estimator program.**

*** Close any open estimates (Choose the FILE pull-down menu, choose CLOSE).**

*** Choose the UTILITIES pull-down menu.**

*** Choose REPAIR ALL DATABASES.**

*** Choose OK to "When the compact and repair has completed, the program will close. You will need to restart the program.**

- * Choose OK to "Databases have been repaired successfully."
 - * Reopen the HomeTech Advantage Cost Estimator program.
 - * Try reopening the same estimate, and then try to generate the error again. The problem should be corrected.
-

ERROR (Bookmark Not Defined)

PROBLEM: An estimate saved in RTF (Rich Text Format), and opened with a word processor has a repeating message on the page "Bookmark Not Defined".

SOLUTION: The estimate should be located below the repeating message. Delete the message and retype any missing information as necessary. This error is most commonly caused because the HomeTech font and/or merge fields are not recognized by the user's word processor.

Try one or more of the following:

1. Try opening the RTF file using a different word processor.
 2. Try saving the estimate to RTF format without the Cover Page.
-

ERROR (Can't Create Output Files)

PROBLEM: Get error "CAN'T CREATE OUTPUT FILES" when installing or unzipping a HomeTech Patch or Update.

SOLUTION: Try one or more of the following solutions to correct this issue:

1. You can not unzip files to a folder currently being used. Close the HomeTech Advantage program, and try installing the patch or update again with the program closed.
2. When unzipping certain updates (In particular, the HighEdit Patch and the QuickBooks Link Patch), the default location to where these updates are unzipped may not exist on your computer.

In this case, the patch is trying to unzip to a location on your computer that does not exist, and this causes the error. This error is most common in users of Windows 2000 and Windows XP operating systems.

By default, the location the HighEdit Patch and the QuickBooks Links Patch unzip to is as follows:

C:\Windows\System32

Many Windows 2000 and Windows XP users will need to change the default location to the following:

C:\WinNT\System32

If you are unsure which system folder is on your computer, either (1) do a "search" to see which system folder is on the computer, or (2) unzip the patch to both locations. It is a small file, and will not harm your computer if it is in both locations.

ERROR ("NOT CONNECTED TO THE INTERNET" – When Trying To Access The HomeTech Update Site)

PROBLEM: User needs to access the HomeTech Advantage Update website to check for the most recent updates for the HomeTech ADVANTAGE Cost Estimator program, but receives the message "YOU ARE NOT CONNECTED TO THE INTERNET OR THE SERVICE IS UNAVAILABLE. MAKE SURE YOU ARE CONNECTED TO THE INTERNET AND TRY AGAIN".

SOLUTION: If a user receives the above message, the user should try one or more of the following solutions:

*** REBOOT YOUR COMPUTER and retry.**

*** MAKE SURE YOUR COMPUTER IS CONNECTED TO THE INTERNET thru your Internet Service Provider (ISP). Check this by opening your browser and go to an internet site you are familiar with (Example: www.HomeTechOnline.com), and make sure that page displays properly.**

*** Depending on how your computer's settings are configured, you may have to have your browser open when trying to access the HomeTech Update Site (Even if you have a cable or DSL connection and are constantly online).**

*** Try to COPY one of the below addresses, and PASTE the address directly into the "Address Bar" of your browser, or simply click on one of the below addresses:**

**1. To download the HomeTech ADVANTAGE 4.0 Upgrades & LAMI:
www.hometechonline.net/Lami40EntryPoint.aspx**

**2. To download the HomeTech ADVANTAGE 4.1 Upgrades & LAMI:
www.hometechonline.net/LamiOrderEntryPoint.aspx**

**3. To download the HomeTech ADVANTAGE 4.1 program:
www.hometechonline.net/UserOrderEntryPoint.aspx**