

Troubleshooting Tips

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Internal Documentation

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Introduction

This document has been created for CCI employees and is intended for internal use only. If you suddenly have trouble getting Apex to work, follow these steps.

Step 1

- Ensure you can open and run Apex independently outside of RealWare.
- Open Apex as its own program from your computer's list of installed programs.

Step 2

- Once you have Apex open, go to **File Save As** in the menu.
- Make sure the following settings are set for your file save profile:
 - Auto-save image
 - Use default directory settings
 - Set the Image type (usually.jpg).
- Save a test file with these settings, and the settings will be saved as your config settings on your PC.

Note: Don't try opening Apex from within RealWare without first making sure that Apex is NOT open elsewhere.

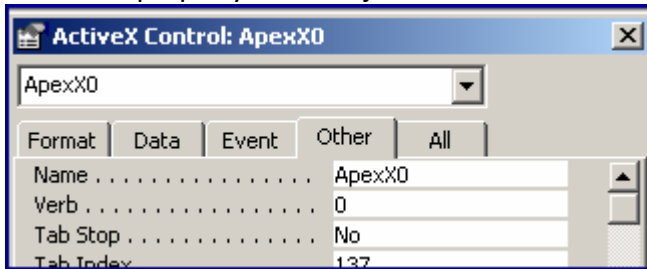
Step 3

(For Developers)

- Make sure the Active X control embedded on frmImps has not been corrupted.
- If you place frmImps in design view and scroll to the lower right hand corner of the form, you will see the Active X control.
- It should like this:



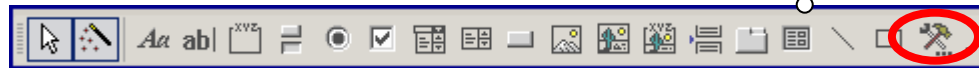
The name property of the object should be:



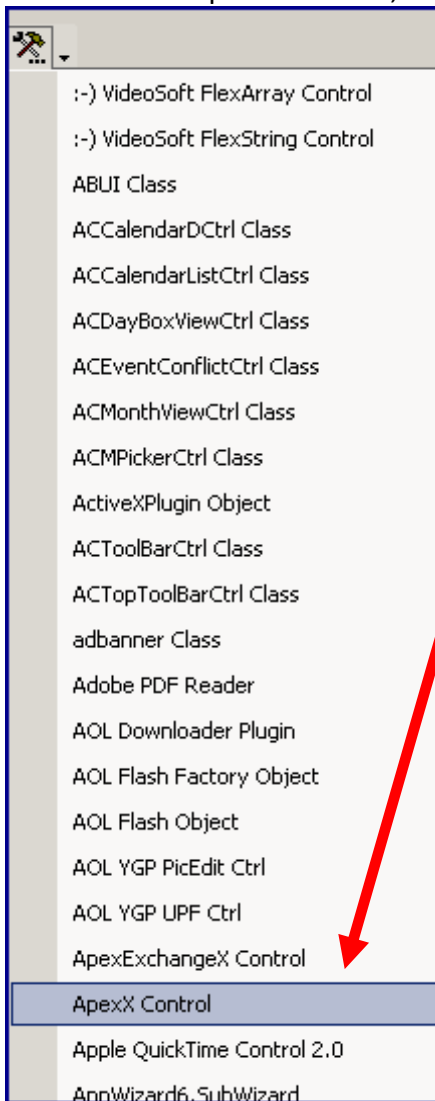
If the Active X control does not have any text in the grey box, or if it reads as other than what is shown, this is an indication that the control is corrupted. Also, the name must read as shown. Please note that this name sometimes gets reset. If the Active X control is corrupted, delete the control from the form.

Now, you will re-add the object.

1. On the toolbox toolbar, click on the hammer icon.



2. From the drop-down menu, select **Apex Active X Control**:



3. Next, drag your cursor and repaint the rectangle for the object on the form.

- It should populate with an object that looks like this picture of the Active X control:



Note: Make sure to check out frmImps from VSS so that you can save your work.

Step 4

- Make sure your .ocx Apex file is registered.
- An .ocx should be installed at: C:\program files\Apex software\Apex...\ApexX.ocx
- To make sure it is registered, check by running RegEdit from the Start\Run command line on your PC. This will open your registry for editing. The default value for the key HKEY_CLASSES_ROOT\CLSID\{39A081C6-8F01-4CF4-A9F4-5277CE263DBE}\InprocServer32 shows the location of the OCX that is registered.
- Make sure the same location that is registered is the same as the install directory listed above.
- To register the .ocx from the Start\Run command line, enter the command: regsvr32 "path/file".
- Use double-quotes and replace path/file with the path/file of the location you want registered.
- You can also drag /drop the path from the Address Bar if you prefer the explorer program.
- Hit <enter> and this will register the location and should give you a message saying it was successful.

Step 5

- The .ocx file versions just like the software products.
- After highlighting the file: right click, choose properties from the pop-up menu, click on the Version tab, and you will see the file version of the .ocx.

Note: Make sure that your .ocx works with the version of Apex that you are running. Double-check that it is NOT OUTDATED.

Step 6

- DLLs can get unregistered.
- Register the dll: c:\windows\system32\msxml2.dll.
- See Step 4 for registering a path/file location.

Step 7

- Make sure you have a config file for your user name on your machine located at: C:\Documents and Settings\"your user name here"\My Documents\Apex Software\v41A4WPremiumConfig.XML *and possibly* v41A4WPremiumText.XML.
- The names of the actual files will vary depending on the version installed, but you should have a config .xml file.
- This should have been created in Step 2.

Step 8

Note: If these steps do not improve the situation, try uninstalling and reinstalling the Apex software. Please see the document titled: [Tips:Installing/Reinstalling Apex](#) for further explanation of this procedure.

Step 9

If Step 8 doesn't work, contact CCI's programming department.

Contact Information for Apex:

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