

## Windows Vista & Windows 7/10 Issues

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Theoretically all of our products will operate on Windows Vista and newer operating systems and any of the Windows 64 Bit Operating Systems. Microsoft however has not made the migration completely transparent or friendly. A few issues with these operating systems are listed below.

### *Installation Issues*

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When installing our software and running it for the first time you will generally need to be logged on as the “full” administrator. If Windows User Account Control (UAC) is activated, you may be a part of the administrator group but not be an actual administrator, you need to be logged in as the full administrator, or use the “Run As Administrator” start up option to install and execute the software the first time.

In some cases, the machine’s virus checker or firewall may need to be turned off or the settings altered to allow installation and registration of the required program files.

When you execute our software, if you get a message that a certain file is missing or not properly registered, this is usually because the file installation or registration was blocked by the virus checker or firewall, or you were not logged in as the full administrator when you installed and first executed the software. In these cases, make the appropriate log-in or security changes and try to install the software again.

### *Runtime Error 75*

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When using older versions or revisions of GASWorkS, GASCalc, or StationManager, a Runtime Error 75 may be generated when starting or quitting one of these programs.

If you are not using the latest version of the software, download and install the latest update (revision) from our website [www.b3pe.com](http://www.b3pe.com). Installing the latest revision should resolve the issue.

If you are using an older version of the software, you will need to follow the instructions in the following paragraph to resolve the issue.

All of our programs require full read, write, and execute privileges to their associated directories/folders. New security measures in Windows Vista and newer operating systems are preventing the program from writing (or overwriting) files that the program needs to function correctly. You will need to ensure that the current Windows User has "full control" to the application's "root" directory/folder and all subdirectories/subfolders. For example, the User would need full control over the \program files\ gasworks 9 directory and all of its subdirectories. The permission settings may be changed using Windows Explorer.



In general, to make the change: Using Explorer, find the application's root directory/folder (for example the "\program files\gasworks 9" directory/folder), right-click on the folder icon for the directory. A pop-up menu will appear. Select the *Properties* menu item. Select the *Security* tab. Select the *Edit* command button. Select the appropriate User from the *Group or Users Name* list. Check **Allow** next to the *Full Control* item. Select the *Apply* command button. Select *OK* a few times to close the Properties screen. You will need the appropriate administrative access to make these changes.

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### ***Read-only Message When Opening A Sample File***

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When opening one of the sample files provided with GASWorkS, GASCalc, or StationManager, an error message may be displayed indicating that one of the files is read-only. This occurs because the directory or folder that the files are installed in, are not set to allow the User full access privileges. In general this is not an issue and any changes to the file can be saved to a different name.

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### ***Read-only Message When Saving A Property Table***

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When trying to save one of the property tables provided with GASWorkS, GASCalc, or StationManager, an error message may be displayed indicating that the files is read-only. This occurs because the directory or folder that the table is installed in, are not set to allow the User full access privileges.

Newer versions of our setup routines (dated after January 27, 2011) should address this issue during the setup routine. In cases where an older setup routine is being used, you will need to follow the instructions in the following paragraph to resolve the issue.

All of our programs require full read, write, and execute privileges to their associated directories/folders. New security measures in Windows Vista and newer operating systems are preventing the program from writing (or overwriting) files that the program needs to function correctly. You will need to ensure that the current Windows User has "full control" permission to the application's "root" directory/folder and all subdirectories/subfolders. For example, the User would need full control over the \program files\gasworks 9 directory and all of its subdirectories. The permission settings may be changed using Windows Explorer.

In general, to make the change: Using Explorer, find the application's root directory/folder (for example the "\program files\gasworks 9" directory/folder), right click on the folder icon for the directory. A popup menu will appear. Select the *Properties* menu item. Select the *Security* tab. Select the *Edit* command button. Select the appropriate User from the *Group or Users Name* list. Check **Allow** next to the *Full Control* item. Select the *Apply* command button. Select *OK* a few times to close the Properties screen. You will need the appropriate administrative access to make these changes.



## Unable To Install Software On 64-Bit Operating System

Sometimes when trying to install GASWorkS, GASCalc, or StationManager on a machine running a 64-bit version of Windows, a message is displayed indicating that the setup file is for a different machine type or is not supported.

64-Bit versions of Windows XP and newer operating systems do not support certain older installation programs. The original installation development application used to create the setup routines for older versions of our products is not supported on Microsoft's 64-bit operating systems. Versions of our software shipped or downloaded after March 30, 2007 use a new setup routine and should be compatible with current 32- and 64-bit versions of Windows.

If your software was shipped before March 30, 2007, please contact us to request a new setup routine. Include your contact information and the name of the company that the software is licensed to in the request.

## Help System Does Not Function Correctly

When selecting the *Help* menu item, a message is displayed indicating that winhlp32.exe is not supported.

Microsoft decided that the traditional Windows help system would no longer be supported in its Vista and newer operating systems. Up until Vista, most applications used a help system supported by the Windows operating system using a file called winhlp32.exe. The file traditionally was provided by Microsoft as part of the Windows operating system. The file was not included in the Vista operating system. Microsoft originally stated that it would not support help systems that relied on this file, however it now does provide a "fix" for this issue. Click [here](#) or go to: <http://support.microsoft.com/kb/917607> to view information about the issue and access a link to the fix.

Unfortunately the fix provided by Microsoft does not include the help file which explains how to use the help system. This file is called winhlp32.hlp and must be installed in the same directory as the winhlp32.exe file (usually the \Windows directory/folder) to work correctly. Click [here](#) or go to <http://www.b3pe.com/downloads/other/winhlp32.zip> to download the file from our website. Choose to save the file in the \Windows directory/folder on your machine, then extract the file after downloading. You will need the appropriate administrative access to save and extract the file to this directory.



## *Paths Or Property Tables Not Found*

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On some 64-Bit versions of Windows, certain programs are installed in a directory named “\program files (x86)\” instead of the normal “\program files\” directory. When older versions of our software are installed in the alternative directory, the default paths for the data files, initialization files, and property tables are not valid and a warning message will be displayed when the software is started. The message will indicate that the path settings are not correct. If this happens, you will need to reset the paths to the installed (alternative) location. Follow the instructions for the specific program that you are using to set the paths appropriately. This should not be an issue on versions of the software dated after January 27, 2011.

