C-More Programming Software

Microsoft Jet Database Engine Component Issues

This document describes some common problems that can occur with the C-More Programming Software on a Windows XP workstation if there is a problem with the Microsoft Jet Database Engine install. The problems originate from missing or incorrect Windows Registry items. Typically, other application installs/uninstalls, malware, anti-virus software, and registry cleaners may make these unwanted changes.
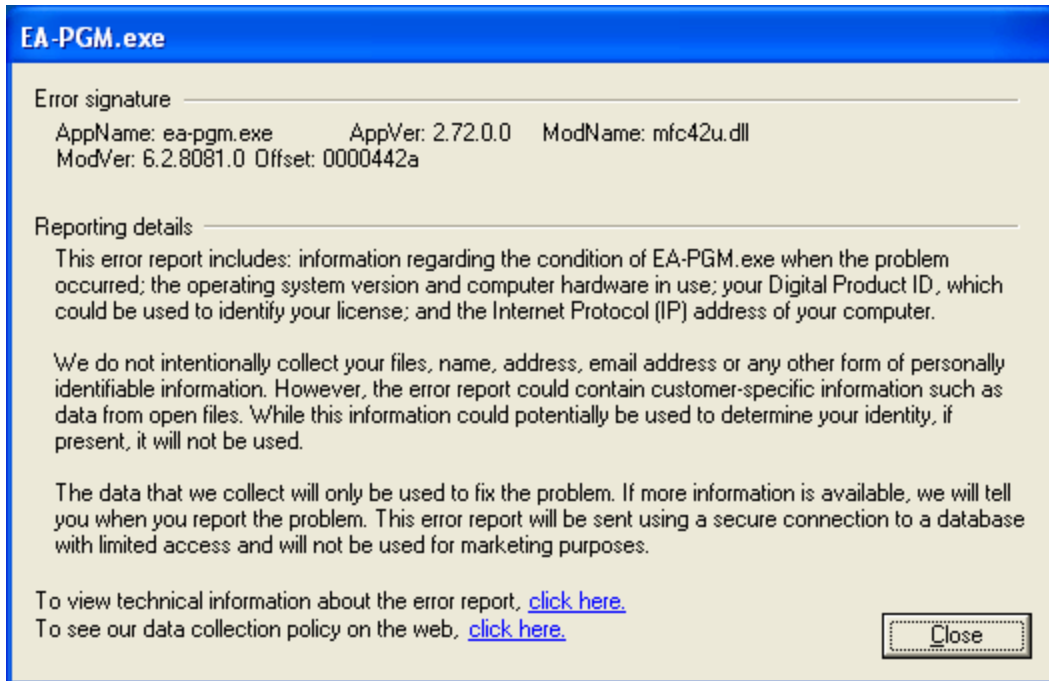
Mfc42u.dll Error Information

Some customers have encountered the following error when starting the C-More software and it results in the software terminating immediately.
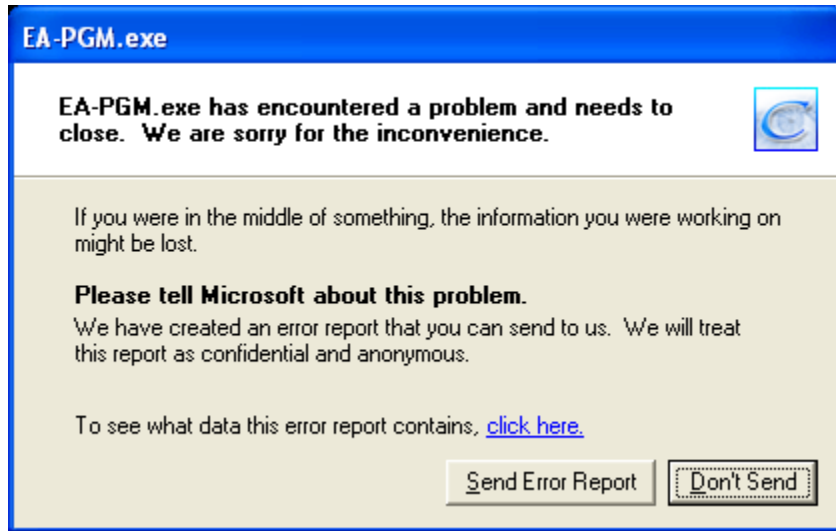
If you click on the "click here" link you will see an informational dialog, specifying the C-More application software name "ea-pgm.exe", the application version "2.72.0.0" and the DLL where the crash occurred "mfc42u.dll".

Depending on the version of "mfc42u.dll", you will see a different value for the offset.

Mfc42u.dll offsets per version	
ModVer (Version)	Offset
6.2.8081.0	0000442a
6.2.8073.0	000044a8
6.2.8071.0	000044a8
6.2.4131.0	00004847

EA-PGM.exe

Error signature

AppName: ea-pgm.exe   AppVer: 2.72.0.0   ModName: mfc42u.dll
ModVer: 6.2.8081.0 Offset: 0000442a

Reporting details

This error report includes: information regarding the condition of EA-PGM.exe when the problem occurred; the operating system version and computer hardware in use; your Digital Product ID, which could be used to identify your license; and the Internet Protocol (IP) address of your computer.

We do not intentionally collect your files, name, address, email address or any other form of personally identifiable information. However, the error report could contain customer-specific information such as data from open files. While this information could potentially be used to determine your identity, if present, it will not be used.

The data that we collect will only be used to fix the problem. If more information is available, we will tell you when you report the problem. This error report will be sent using a secure connection to a database with limited access and will not be used for marketing purposes.

To view technical information about the error report, click here.
To see our data collection policy on the web, click here.   Close
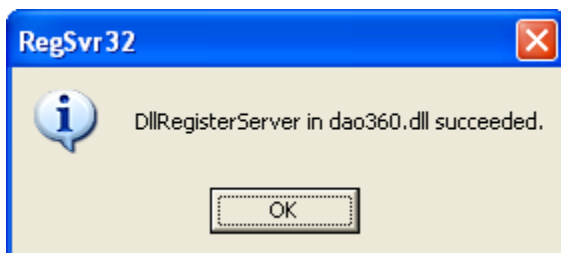
The cause of this error is that the "**dao360.dll**" file does not have a correct entry in the Windows registry.

In order to fix this problem, the user can run the following commands from the windows command line. Make sure to use the specified directory.

```
C:\Program Files\Common Files\Microsoft Shared\DAO>regsvr32 /u dao360.dll
```

RegSvr32

ⓘ   DllUnregisterServer in dao360.dll succeeded.

OK
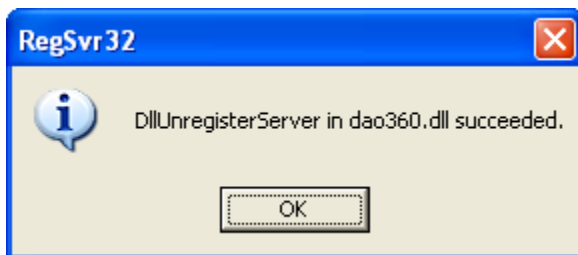
```
C:\Program Files\Common Files\Microsoft Shared\DAO>regsvr32 dao360.dll
```

RegSvr32

ⓘ   DllRegisterServer in dao360.dll succeeded.

OK

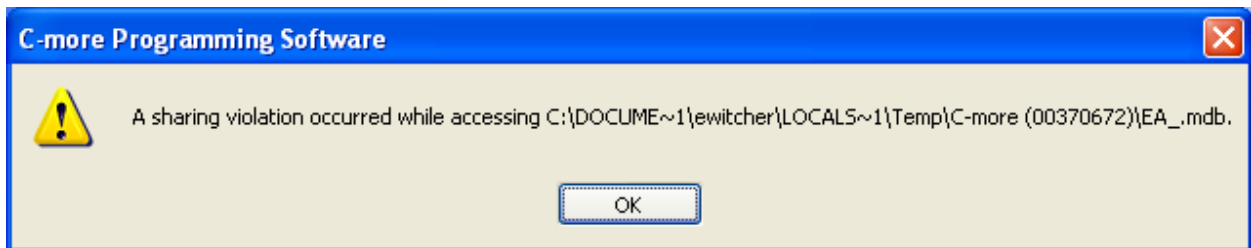At this point, the C-more Programming Software should start normally.

"EA_.mdb was not found." Error

If the programming software starts correctly, but then the user encounters either of the following during project file operations, it indicates that the "**msjtes40.dll**" registry entry is incorrect.
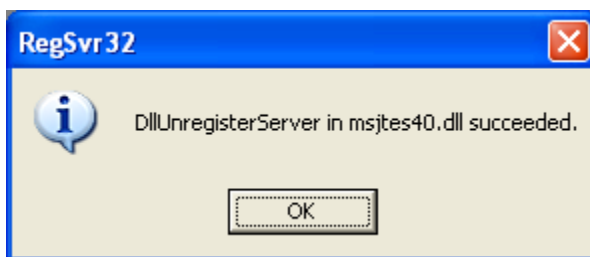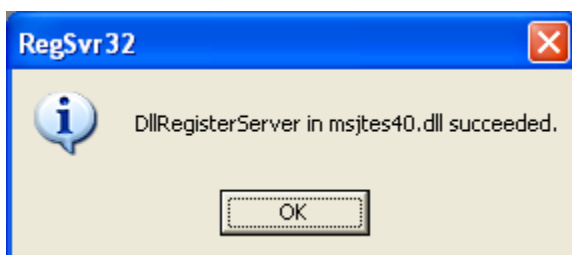
Open Project error dialog
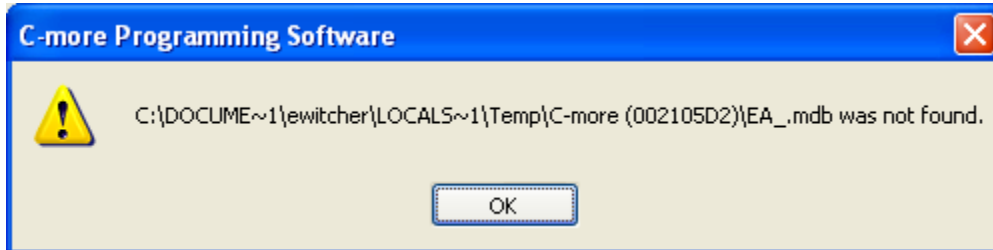
Save Project error dialog

In order to fix this problem, the user can run the following commands from the windows command line. *Important: Close the C-More Software before performing these steps.*

At this point, the file operations should work as expected.

GUI-121 Error Information

In the event that a customer receives a GUI-121 error from the C-More Programming software, it is indicative that their Windows XP environment is missing a registry reference to a Microsoft Jet 4.0 Database component.
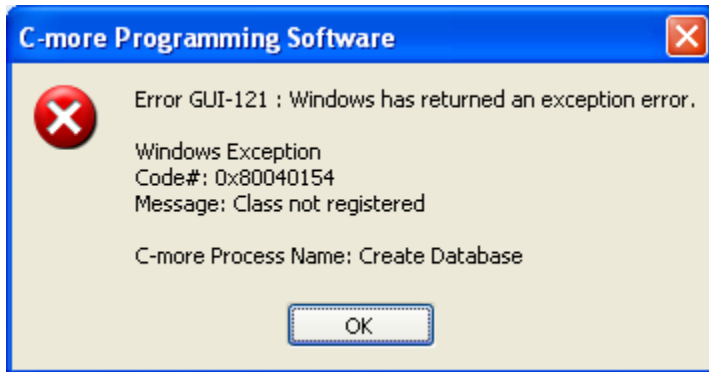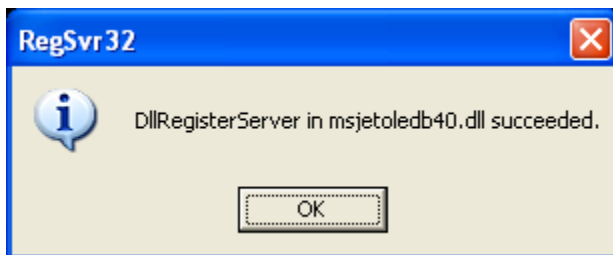

Specifically, the DLL "**msjetoledb40.dll**" is not registered in the Windows registry.

In order to fix this problem, the user can run the following commands from the windows command line.
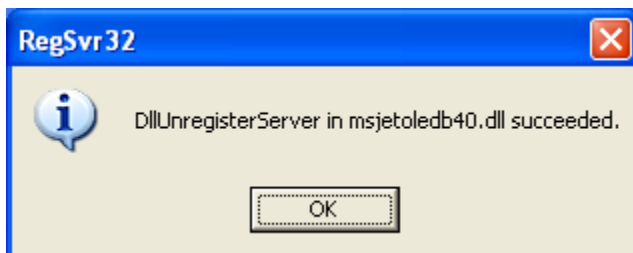
At this point, the C-more Programming Software should start normally.

Notes:

In general, these situations are a problem with the Windows environment and *not* the C-More Programming Software.

Given that the C-more Programming Software is a Windows application, it does have certain dependencies on components provided by Microsoft. Currently, the C-More Programming Software creates a temporary database when running. If the Windows database support components are damaged, missing, or not installed correctly, end users will have problems with the application. Typically, other Windows application installs and uninstalls can impact the database components.

The two main windows database components that can be reinstalled, upgraded, or repaired are the Microsoft Data Access Components (MDAC) and the Microsoft Jet 4.0 Database Engine.

It is implied that the MDAC and Microsoft Jet 4.0 Database components have been installed and are present on the customer computer.

If the register and unregister process described above is unsuccessful, then there may be multiple failures occurring on the customer workstation. In this event, there is a Microsoft utility (Process Monitor) that the customer can use to gather data and identify the dependency failure. The use of this utility with respect to C-More is described in the document "C-More Startup Data Capture.docx".

Alternatively, there are many Microsoft KB articles regarding MDAC and Jet Database installation problems.

Appendix A

Microsoft Jet 4.0 Database Engine File List

*Files that can be registered/unregistered in the registry are also indicated.

http://support.microsoft.com/kb/943509

Windows XP Service Pack 2, x86-based versions

File name	File version	File size	Date	Time	Register/Unregister Capable?
Dao360.dll	3.60.9512.0	554,008	02-Nov-2007	05:00	YES
Msexch40.dll	4.0.9502.0	518,944	02-Nov-2007	05:00	YES
Msexcl40.dll	4.0.9502.0	326,432	02-Nov-2007	05:00	YES
Msjet40.dll	4.0.9511.0	1,516,568	02-Nov-2007	05:00	YES
Msjetoledb40.dll	4.0.9502.0	355,112	02-Nov-2007	05:01	YES
Msjint40.dll	4.0.9502.0	151,583	08-Nov-2007	10:04	NO
Msjter40.dll	4.0.9502.0	60,192	02-Nov-2007	05:01	NO
Msjtes40.dll	4.0.9502.0	248,608	02-Nov-2007	05:01	YES
Msltus40.dll	4.0.9502.0	219,936	02-Nov-2007	17:31	YES
Mspbde40.dll	4.0.9502.0	355,104	02-Nov-2007	05:01	YES
Msrd2x40.dll	4.0.9502.0	432,928	02-Nov-2007	05:01	YES
Msrd3x40.dll	4.0.9502.0	322,336	02-Nov-2007	05:01	YES
Msrepl40.dll	4.0.9502.0	559,904	02-Nov-2007	05:01	NO
Mstext40.dll	4.0.9502.0	264,992	02-Nov-2007	05:01	YES
Mswdat10.dll	4.0.9502.0	838,432	02-Nov-2007	05:01	NO
Mswstr10.dll	4.0.9502.0	621,344	02-Nov-2007	05:01	NO
Msxbde40.dll	4.0.9502.0	355,104	02-Nov-2007	05:01	YES