APPLICATION NOTE

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Product Family: C-More

Number: AN-EA-011

Subject: Correcting problems with Jet database on XP machines (GUI-121, EA_.mdb errors)

Date Issued: 5-10-13

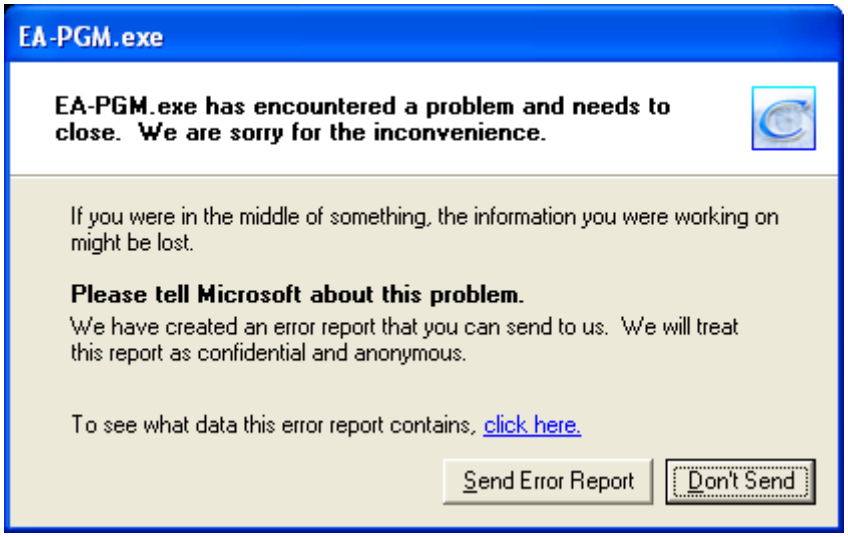
Revision: Original

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".

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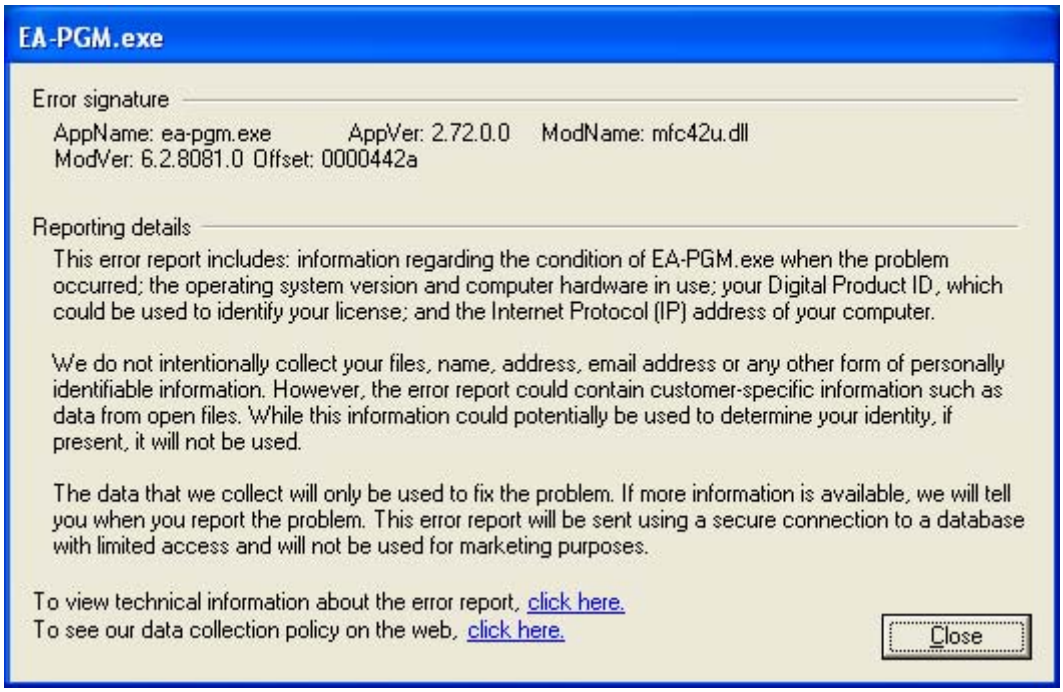
Depending on the version of "mfc42u.dll", you will see a different value for the offset.

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



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
```

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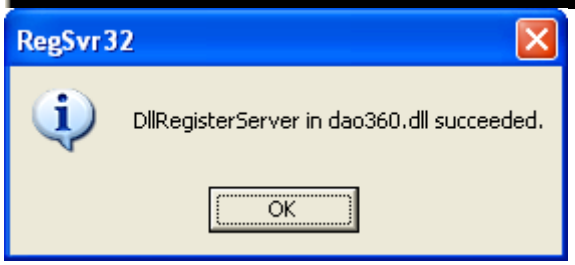
```
C:\Program Files\Common Files\Microsoft Shared\DAO>regsvr32 dao360.dll
```

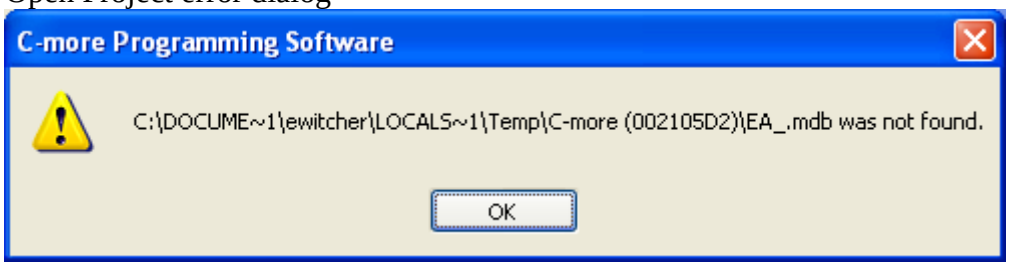


At this point, the C-more Programming Software should start normally.

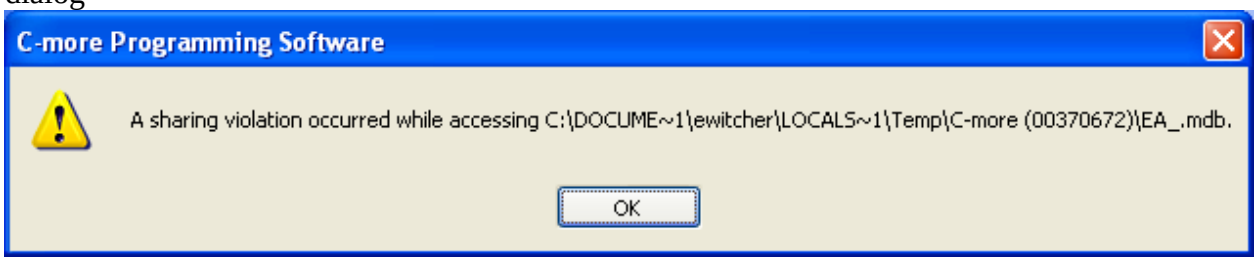
"EA_.mdb was not found." Error

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.***

```
C:\WINDOWS\system32>regsvr32 /u msjtes40.dll
```

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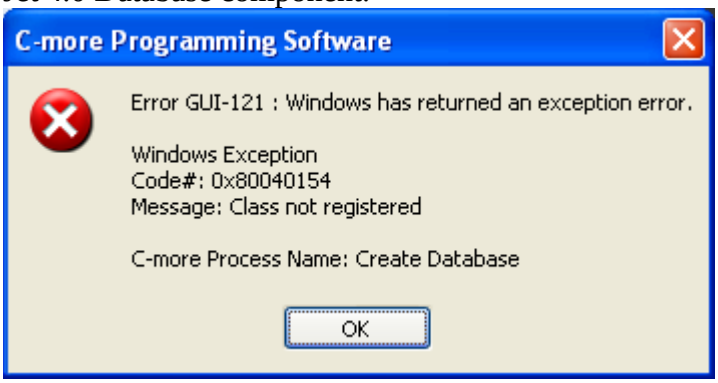
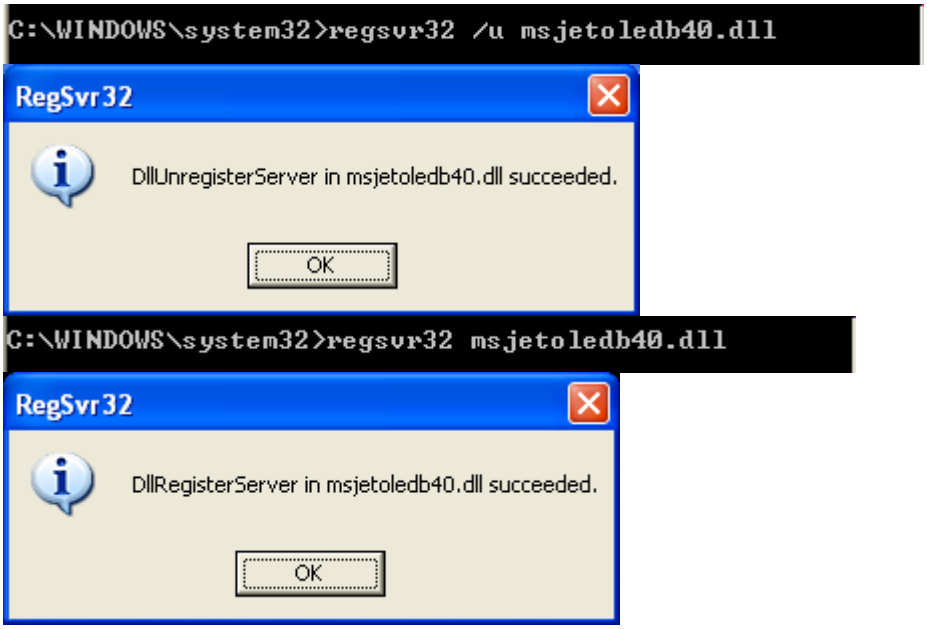
At this point, the file operations should work as expected.

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.



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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.

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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

Technical Assistance: If you have questions regarding this Application Note, please contact us at 770-844-4200 for further assistance.