

Solving Some Possible Problems

If you encounter the following problems while using ScionPC, see below for the solutions -

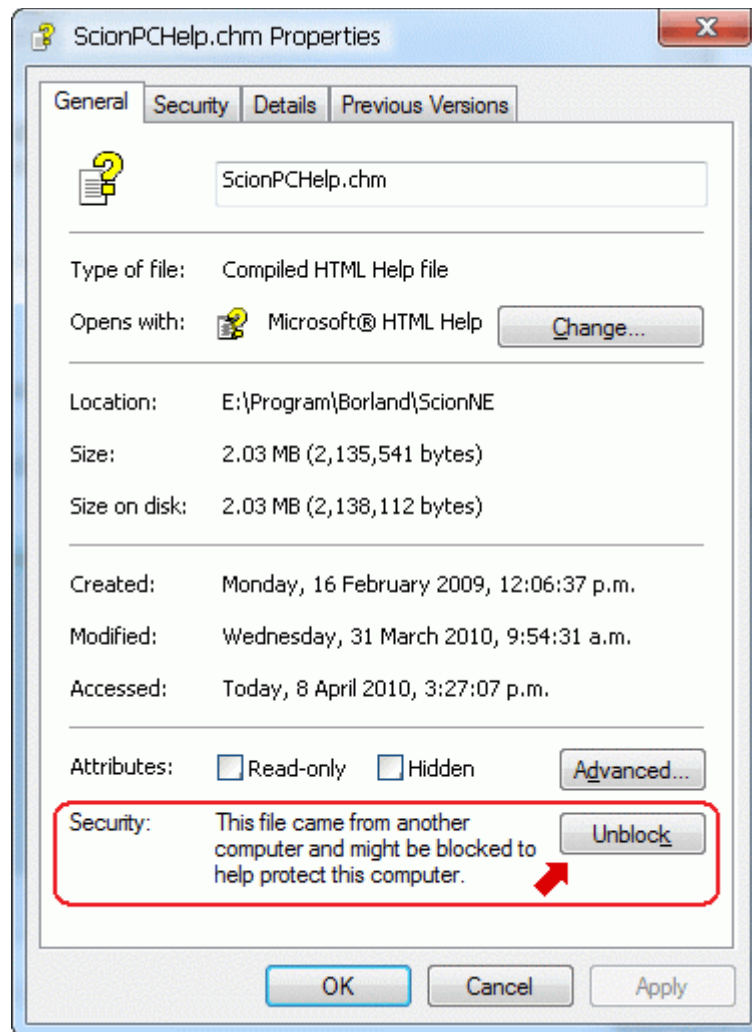
1. The help file only displays the “contents navigation tree” (with no accessible content), or you get the error message "Navigation to the webpage was canceled" when you try to open the ScionPC help file.
2. “Windows – No Disk” error message when you try to open a ScionPC database.

1. Displaying ScionPC Help

If the help file only displays the “contents navigation tree” (with no accessible content), or you get the error message "Navigation to the webpage was canceled" when you try to open the ScionPC help file, then you have come across a known Windows error.

Here are the steps you should take -

1. Ensure that you have the latest updates for Internet Explorer downloaded and installed from Microsoft. Once updated, the help file *should* open and display correctly.
2. If, after updating Internet Explorer, the error still exists then perform the following steps -
 - a. Open Windows Explorer and locate the "ScionPCHelp.chm" help file
 - b. Right-click on the help file and select "Properties" on the popup menu.
 - c. On the "General" tab, see if there is an "Unblock" button near the bottom of the window. It won't necessarily exist^{*See note}. It will have a message beside it saying something like "This file came from another computer and might be blocked to help protect this computer".



- d. If the "Unblock" button exists, click it.
- e. Then click "OK" to close the dialog.

- f. The "Unblock" button will *probably* have vanished if you try the above steps again.

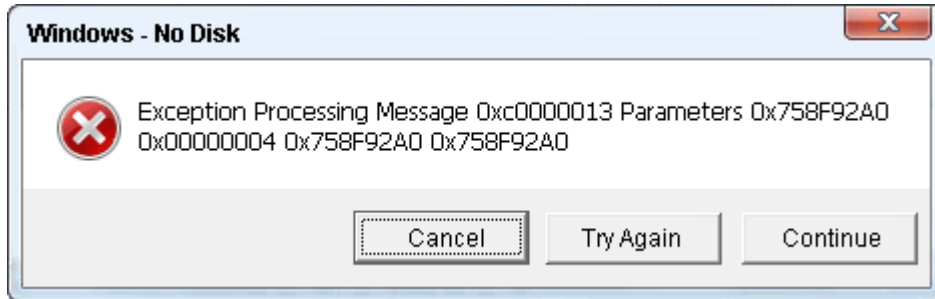
*** SPECIAL NOTE:** If you are using Windows 7 Professional, to get the Unblock button to appear in the first instance you *may* have to run Windows Explorer as Administrator. This may or may not work!

- 3. If you still have problems, then the fix is somewhat more involved. The following Internet pages should help -

<http://www.helpsmith.com/chm-cannot-be-displayed.php>
<http://support.microsoft.com/kb/896054>
<http://support.microsoft.com/kb/902225>
<http://support.microsoft.com/kb/967941>
http://www.ec-software.com/products_hhreg.html

2. “Windows – No Disk” error

If your computer has in-built memory card readers (for reading SD, MMC, etc. memory cards), and you move your database (and its associated attachments) back-and-forth between different computers, it is possible you may run into the following Windows error when you load a database or display any attachment (including thumbnail) image -



The “parameter” numbers displayed may be different from those shown above.

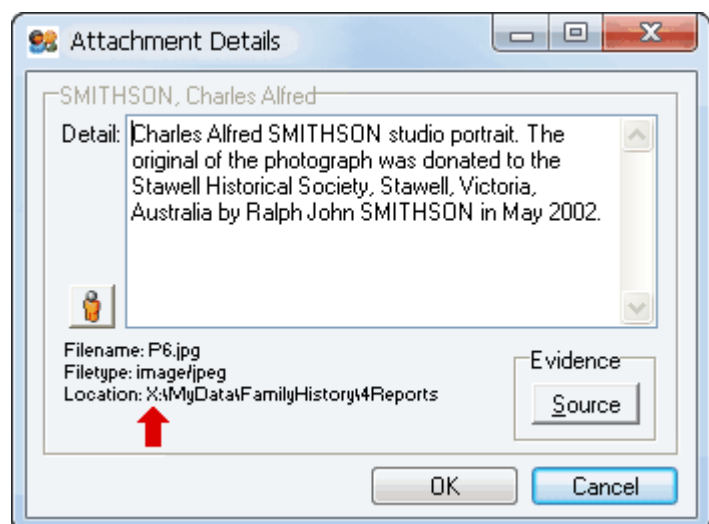
Background:

1. If you have ScionPC “attachments” referring to a specific drive (maybe a thumb-drive) on another computer, that drive reference may now be to an *empty* memory card reader on your current computer. Accessing that drive is causing this error.
For example, your database attachments may refer to drive “X:” which was a valid disk drive on the previous computer, but “X:” now refers to an empty memory card reader on your current computer.
2. ScionPC is now attempting to load attachments from an empty memory card reader which will trigger this error.
3. This error will only occur if any USB memory-stick/thumb-drive (**NOT** memory card) has been plugged in since the computer was started up! Weird!

Solutions: Try these solutions in order...

In all cases, you need to know which drive ScionPC is looking on for its attachments. If you don't know the drive letter...

1. Start ScionPC and load the database. Clear the error messages by clicking on the “Cancel” or “Continue” buttons. There should be no more than three error messages displayed.
2. Click on the “List of Attachments” button in ScionPC's toolbar (Ctrl+H).
3. In the list of attachments displayed, click on any attachment referring to the



problematic drive, and click on the "Edit" button to display the dialog with the details of the attachment.

4. In the "Location" label at the bottom of the dialog, note the disk drive expected. For our example, we will assume it is drive "X:" (indicated by the red arrow above).

Solution 1:

If you have a memory card for the "offending" location ("X:"), insert it. Windows can now recognise the drive and will not display any further errors.

Use ScionPC's "Attachment Locator" (accessible from the "Tools" menu) to refer the attachments to the correct location on your current computer and save the database.

Solution 2:

If you do not have an appropriate memory card, remove any USB memory-stick/thumb-drive that may be plugged in and restart the computer (using the main Windows "Start menu" button / Shutdown / Restart).

Do **NOT** re-insert the USB memory-stick/thumb-drive. It is the presence of such a drive that triggers the error.

If you now load the database, there should be NO error displayed.

Use ScionPC's "Attachment Locator" (accessible from the "Tools" menu) to refer the attachments to the correct location on your current computer and save the database.

The USB memory-stick/thumb-drive may now be plugged in again.

Solution 3: Not as complicated as it looks!

If neither of the above solutions work, then here's a solution which (temporarily) disables the problematic memory card reader -

1. Start the **Windows Device Manager** as follows...

Windows 95/98/Me

- a. Click Start, then select Settings -> Control Panel
- b. Select System applet, then Device Manager tab.

Windows 2000 and Windows XP

- a. Select the Start menu at the bottom-left of your screen.
- b. Choose Control Panel (or Settings, then Control Panel on some computers).
- c. In the window that opens, double-click the control panel titled System. If there is no item titled System listed in the Control Panels window, click the link in the upper-left of the window titled Switch To Classic View. The System Control Panel icon should now be visible to the right. Double-click it to open the System Properties window.
- d. At the top of the System Properties window that opens, click the tab titled Hardware.

- e. Then click the button labelled Device manager. You will be presented with a list of all the components installed on your computer.

Windows Vista

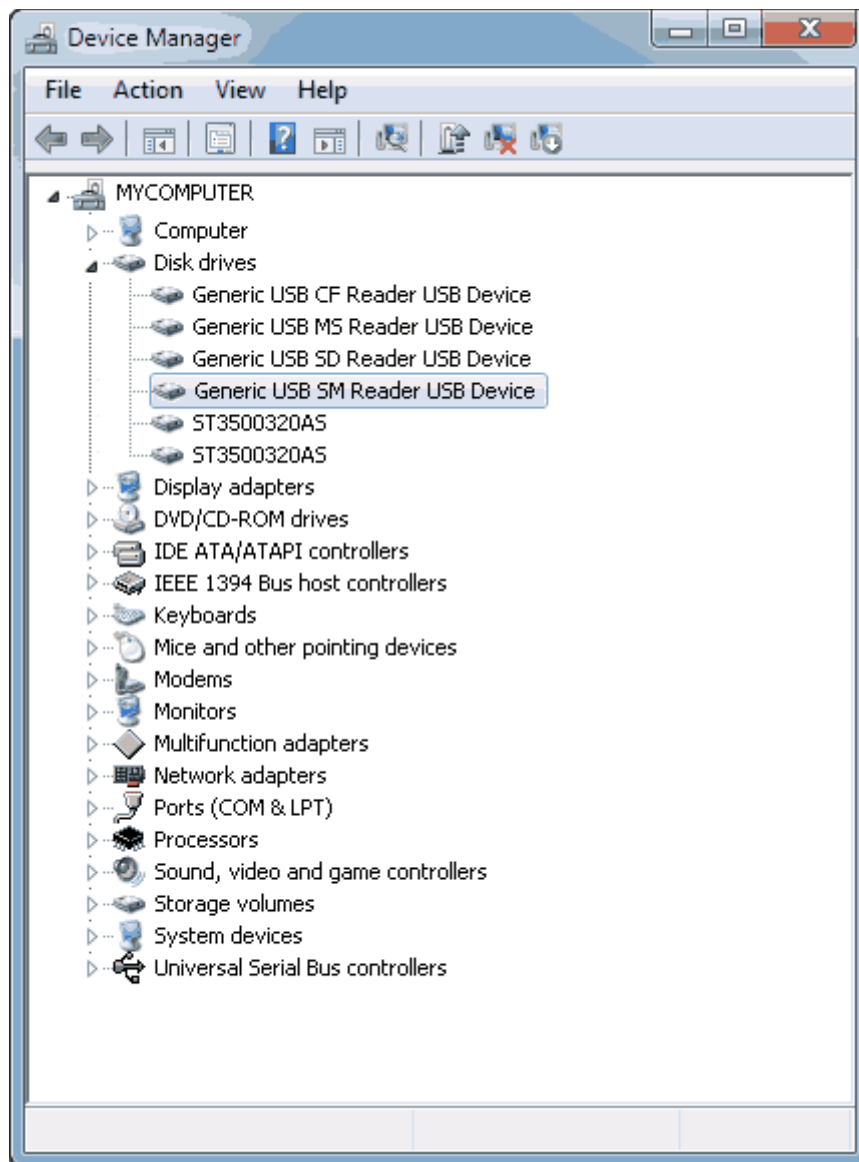
- a. Select the Start menu at the bottom-left of your screen.
- b. Choose Control Panel.
- c. In the window that opens, double-click the control panel titled System. If there is no item titled System listed in the Control Panels window, click the link in the upper-left of the window titled Classic View. The System Control Panel icon should now be visible to the right. Double-click it to open the System Properties window.
- d. At the top of the Control Panel > System window that opens, click the tab titled Hardware.
- e. Then in the upper-left of the window, under Tasks, click the link labelled Device manager. You will be presented with a list of all the components installed on your computer.

Alternative: Control panel --> Hardware and sound --> View Hardware and Devices

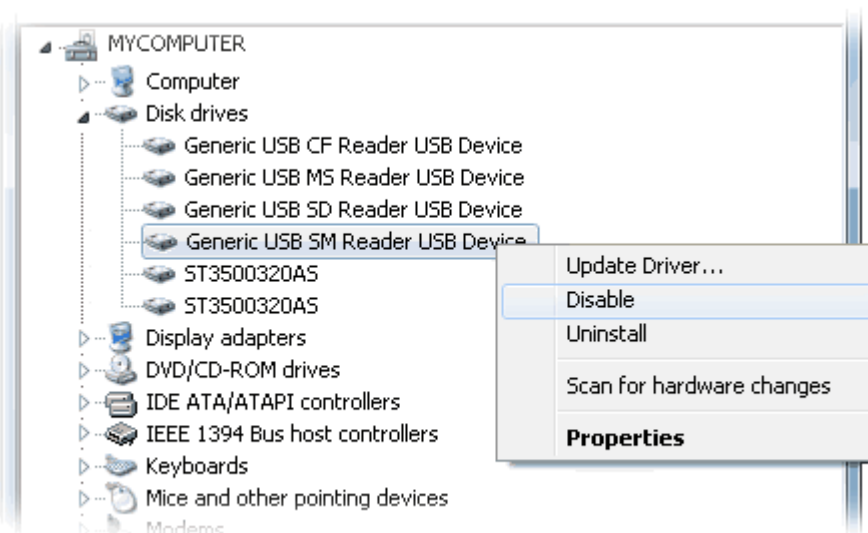
Windows 7

- a. Select Start from the bottom-left corner of your screen.
- b. Choose Control Panel.
- c. Select the first option called System and Security.
- d. Select Device Manager. Click on this and it should list all the components installed on your computer.
- e. If there is no item titled Device Manager listed, select System. In this window there should be a general overview of your computer. On the left hand side there is a list and near the top is the Device Manager. Click on this and it should list all the components installed on your computer.

2. Select the problematic in-built memory card reader (in our example, drive "X:"). You should have a dialog similar to the following -



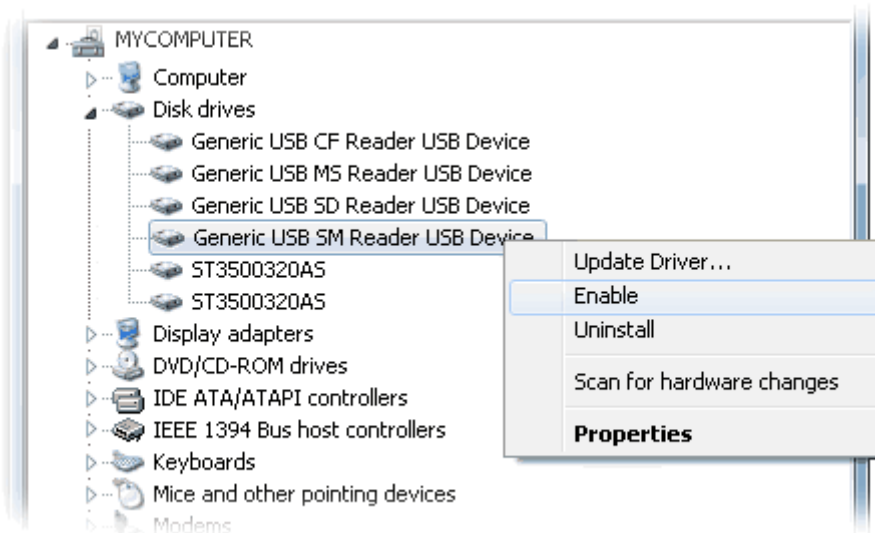
3. Right-click on the memory card reader and select "Disable" -



4. Accept the option to disable the device and then close the Device Manager.
5. Load the database - there should be NO error displayed.

Use ScionPC's "Attachment Locator" (accessible from the "Tools" menu) to refer the attachments to the correct location on your current computer and save the database.

6. To re-enable the memory card reader, repeat the steps above and select "Enable" -



Solution 4: Last resort!

1. Make sure your database is stored in uncompressed (".sgx") format. If necessary, load the database, and clear the error messages by clicking on the "Cancel" or "Continue" buttons. There should be no more than three error messages displayed. Then save the database uncompressed.
2. Open the database file in a text editor (**NOT** word processor) such as Notepad.
3. Search for all the attachments with the problematic file locations. For example -

```
<Attachment ID="FATC42">
  <ReferenceID ID="FAMY1" />
  <Filename>X:\MyData\FamilyHistory\ARCHIVE\MyFamily\RSJMJ1.jpg</Filename>
  <Fileinfo>image/jpeg|#TAGGED4REPORT#</Fileinfo>
  <Detail>Wedding photograph of Ralph SMITHSON and Helen JONES.</Detail>
</Attachment>
```

4. Change the drive (from "X:" in this example) to any valid disk drive on the computer (for example "C:"), or the actual location of the attachment (if you know it).
5. Save the edited database (**with a new name for safety**), and load it into ScionPC. There should be NO error displayed.
6. Use ScionPC's "Attachment Locator" (accessible from the "Tools" menu) to refer the attachments to the correct locations on your current computer and save the database.