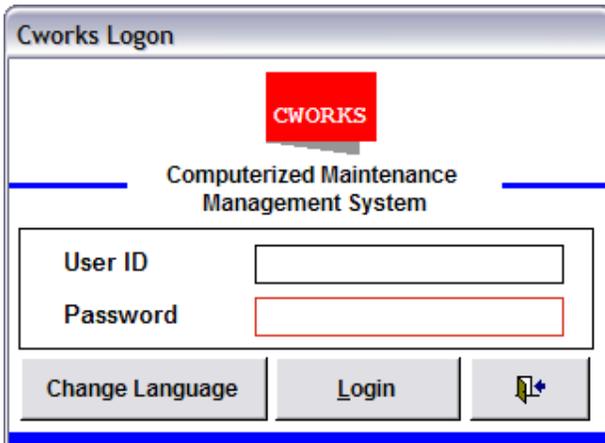


Versions	Plus Versions 3.5 and Earlier
Problems	<p>Can be any one of the following depending on the version you are running on your pc:</p> <ol style="list-style-type: none"> 1. Purchase Order Screen opened but does not show the Purchase Orders item listing. 2. Purchase Order Screen opened but you cannot proceed any further. You cannot even close the Purchase Order Screen. 3. Purchase Order Screen opened but you also get an error message. The error message is ambiguous as to what is the nature of the fault or error.
Causes	<p>The crucial Windows DLL (Dynamic Link Libraries) and OCX (ActiveX) component files below were not detected by Windows:</p> <ol style="list-style-type: none"> 1. msflxgrd.ocx 2. comcat.dll <p>This can be due to any one of these reasons:</p> <ol style="list-style-type: none"> 1. <i>The files are missing</i> 2. DLL Not Registered – <i>The DLL files are not registered with Windows</i> 3. <i>A Windows application or an installation or a virus or a Windows Security(KB960715) update has unregistered the DLL files</i> 4. <i>The Cworks application file or files (or database) could be corrupted</i>
Fixes	<p>For reasons number (1) to (3), to clear this issue, follow the following steps:</p> <ol style="list-style-type: none"> 1. Un-register the two DLL files in Windows (see below). 2. Re-register the DLL files with Windows (see below). 3. This should fix this problem. <p>Both files can also be downloaded from the following link, if required: http://www.cworks.com.my/download/Grid/Flexgrid.zip</p> <p>For reason number (4) to clear this issue:</p> <ol style="list-style-type: none"> 1. Re-install the Cworks application. If this fixes the problem, skip the rest of the steps. 2. Restore the database with the latest database back up. (This is where your database back up efforts will give a big pay back). 3. This should fix the problem. Otherwise, the problem is elsewhere and not with the Cworks application or the database. Please contact your IT expert for technical assistance with the Windows configuration or settings.
Notes	<p>If symptoms persist do check the following:</p> <ol style="list-style-type: none"> 1. You are running versions shown on this FAQ. 2. You correctly follow the <i>Windows DLL un-register and re-register procedure. Ask someone who knows if you are not.</i> 3. The DLL (Dynamic Link Libraries) files are in the correct directory. 4. The DLL (Dynamic Link Libraries) files could be corrupted.

The following figures give step-by-step screen shots to re-produce this bug and what to look for.



1. Login to Cworks.

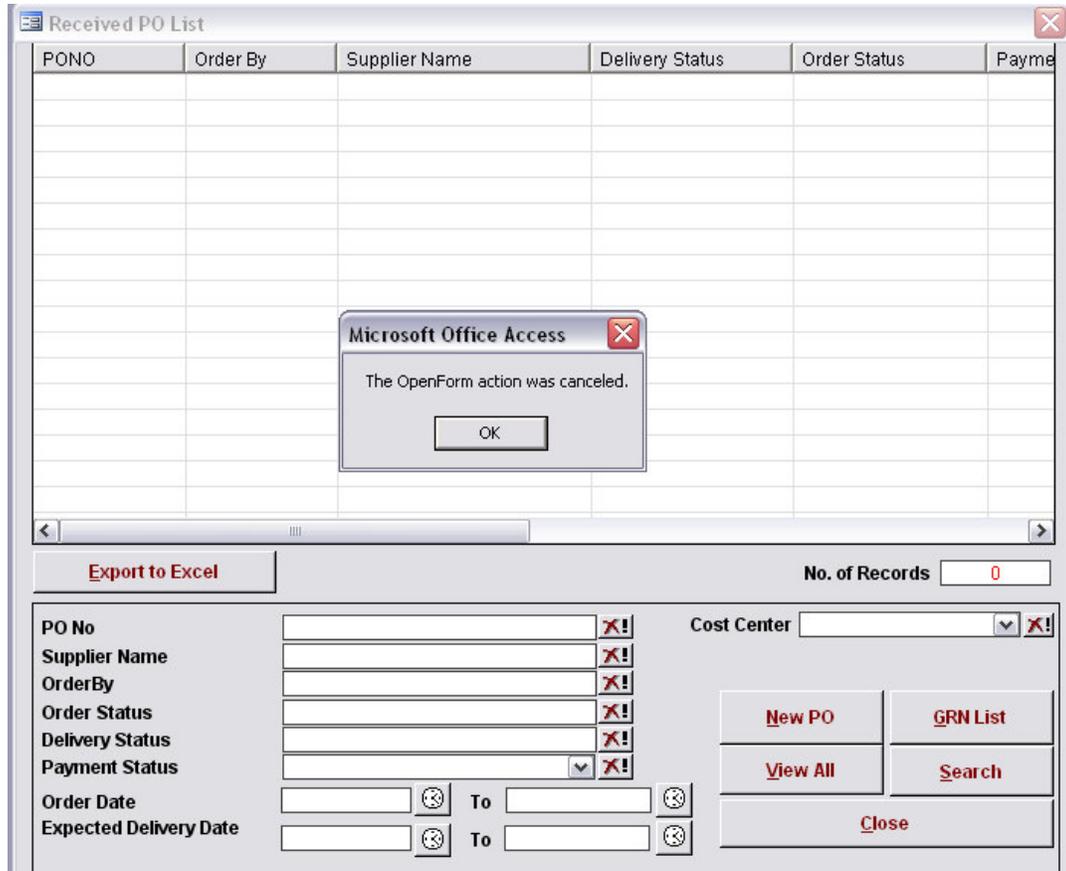


2. Click Purchasing.



4. THE ERROR SCREEN- MISSING DISPLAY.

Here the lower box in the Entry Form is totally missing if you compare this with the Normal screen in the screenshot above, also on certain machines users would be prompted by a message as per screenshot below.



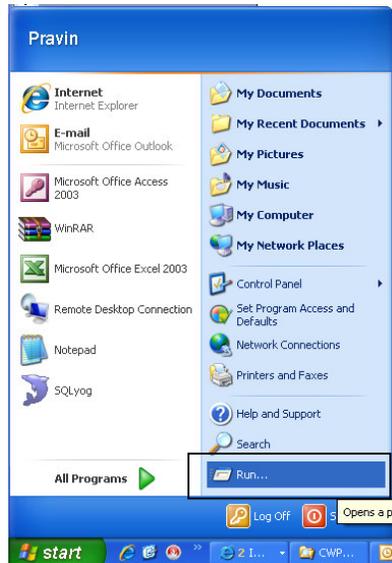
In some other fault cases,

1. The screen gives an error message which does not make any sense as the message was intended for a programmer and you can close the application window ok.
2. The screen may not give an error message. However, you can tell it is faulty when you cannot close the application window in the normal, customary way. Further, you cannot do anything else except close the application using a drastic manner.

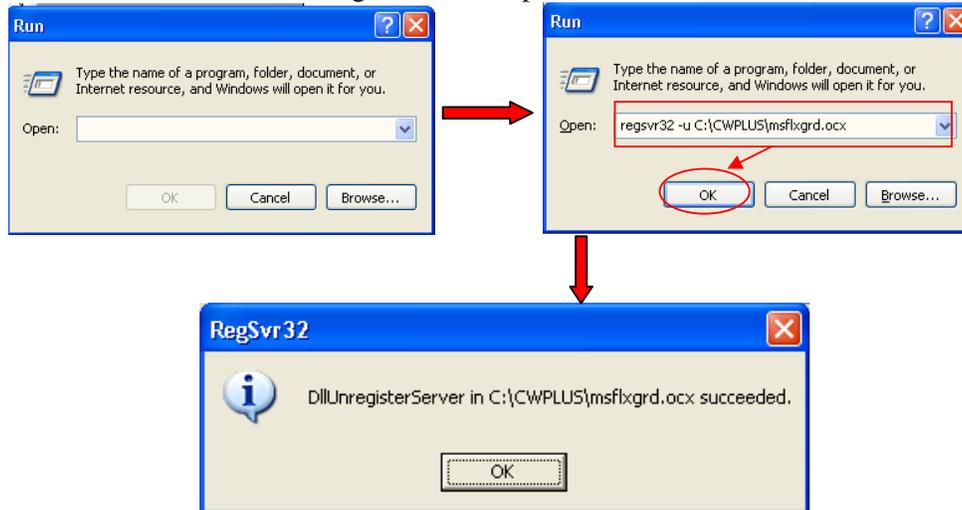
How to Unregister Component

The method below is applicable for Windows 2000 / XP (Pro/Home) / Vista.

1. From the desktop click on “Start”. Then select Run as seen in screenshot below.



2. Type the following command in the open column (without the quotes) “regsvr32 -u C:\CWPLUS\msflxgrd.ocx”. Follow the steps using the screenshot below to unregister the components.



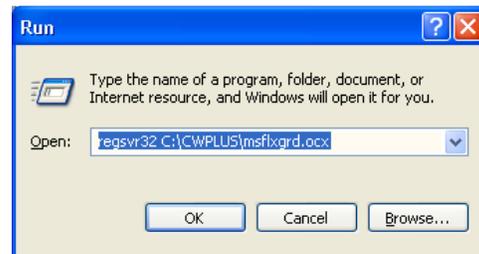
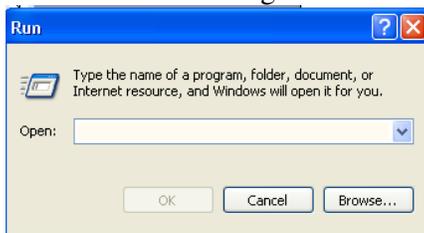
3. Repeat the same steps to unregister the component “comcat.dll” with the following command “regsvr32 -u C:\Windows\System32\comcat.dll”.

How to Re-Registering Components

1. From the desktop click on “Start”. Then select Run as seen in screenshot below.



2. Type the following command in the open column (without the quotes) “regsvr32 C:\CWPLUS\msflxgrd.ocx”. Follow the steps using the screenshot below to unregister the components.



3. Repeat the same steps to unregister the component “comcat.dll” with the following command “regsvr32 C:\Windows\System32\comcat.dll”.