

wIntegrate®

**INSTALLATION TIPS
AND
TROUBLESHOOTING**

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WINTEGRATE TECH TIPS

COMPATIBILITY PROBLEMS WITH OTHER APPLICATIONS AFTER INSTALLING WINTEGRATE 4.0.2



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Since the original 1991 version, the 16-bit wIntegrate has never made changes to boot files or system folders, etc. (other than setting up icons/program groups). That meant we had to do extra technical workarounds, but it was worthwhile because we were always very nervous of changing system files.

Unfortunately we don't have this option with wIntegrate 98. Like all 32-bit Windows programs it uses the Registry and system files. 4.0.2 uses the latest system DLLs - version 6 of MFC42.DLL and the associated files. We had no choice but to use these when wIntegrate started crashing after users installed Microsoft's new Visual Studio 6 (which comprises Visual C++, Visual Basic, etc.). This was because the system DLLs supplied with the first, and possibly second, release of Visual Studio 6 were not properly backward-compatible.

So we had to recompile wIntegrate 98 to use version 6 of the system DLLs, which meant we had to install these DLLs with the product. In fact, all previous versions of wIntegrate 98 (and indeed every properly-written 32-bit app) check the version of system DLLs and updates them if necessary. In the past, we have always shipped the oldest possible version to minimize the possibility that they will be updated.

Having installed the DLLs it's necessary to set them up properly in the Registry and this entails rebooting. Again there is no alternative here for us or anyone else. Of course we install the standard system files as supplied by Microsoft.

Not all applications are compatible with the current DLLs. For example, Microsoft Internet Explorer 3.x appears to be one of these incompatible applications and, following installation of wIntegrate 4.0.2, and the latest DLLs, ceases to work.

Should you find that you have an application that no longer runs properly after installing wIntegrate 4.0.2, you will need to re-install that application to restore the older DLLs, or manually copy them from another PC. The system files we update are:

- * mfc42.dll
- * msvcr7.dll
- * oleaut32.dll
- * olepro32.dll
- * psapi.dll
- * regsvr32.exe
- * wininet.dll

As wIntegrate requires the current DLLs, you will not be able to run wIntegrate 4.0.2 after re-installing the older DLLs.

WINTEGRATE TECH TIPS

CREATING A CUSTOM INSTALLATION DISK



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wIntegrate provides the ability to create, and install from, a custom setup disk. This feature is used commonly by many of our VARs to ensure their users have a uniform environment. For example, you might have an application written in the wIntegrate scripting language or, perhaps, a custom startup script to prompt users for a login name and password. In both cases, you want to make it as easy as possible for your users to install these. A custom installation disk can give you the means to standardize the installation of such items as these.

THE BASICS

Custom files must be installed under the wIntegrate root directory in either existing or new subdirectories. If in new directories, the installation procedure will create those for you.

There are 2 steps to creating a custom installation disk: set up the directory tree for your source files, and create CUSTOM.INF.

Custom Files Directory

On your source disk, typically a floppy disk, you must create the wIntegrate directory structure into which your custom files will be installed. For example, if you have created a script called MYSCRIPT.WIS, and you want it to be copied to the WINTEG\WINTSYS\SCRIPT directory on the PC, you must create this same path on the floppy disk and put MYSCRIPT.WIS in it. You will need to do the same thing for any other files you wish to install, creating the appropriate subdirectories under the wIntegrate root where your files will reside.

CUSTOM.INF

The CUSTOM.INF file specifies the parameters for the custom files, which can be changed by software developers as required. They are shown in the custom install dialog so the user can check dates and versions, and see instructions. Create CUSTOM.INF using any text editor, and place it in the directory on your source disk at the same level as your custom files directory. For example, if your custom files directory is called CUSTOM, a directory listing of the disk should show both CUSTOM.INF and CUSTOM. For ease of use, we suggest naming this directory WINTEG.

The following is an example CUSTOM.INF file:

```
[Header]

; Directory specifies the location of the custom files.
; These should be stored in regular directory structures.
; For example file A:\WINTEG\WINTSYS\SCRIPT\MYSCRIPT.WIS
; will be copied to WINTEG\WINTSYS\SCRIPT\MYSCRIPT.WIS
; The specified directory name must be in the same
; directory as this CUSTOM.INF file. For example the root
; directory of drive A: would contain both CUSTOM.INF
; and the WINTEG directory

Directory = "WINTEG"

; WindowTitle specifies the title of the custom install dialog

WindowTitle = "wIntegrate: Install custom files"

; Date specifies the date of this disk

Date = "May 6, 1999"

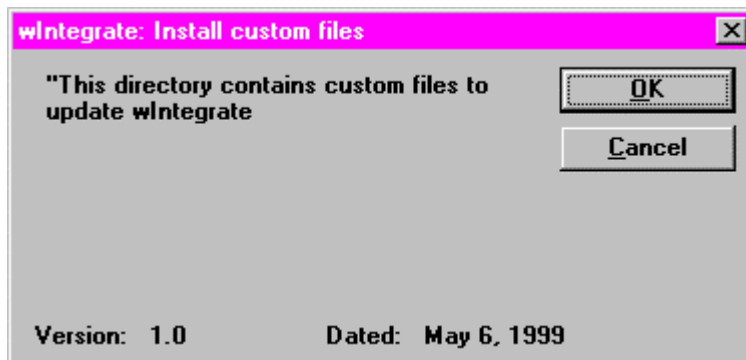
; Version specifies the version of this disk shown in the custom
; install dialog

Version = "1.0"

; Description is a free-format description of the disk contents
; and other instructions \n starts a new line in the dialog

Description = "This directory contains custom files to update wIntegrate"
```

When this INF file is used, the dialog box displayed will be:



EXAMPLES

For all of our examples, we want to install a custom script into the Example\Script\Test folder under the wIntegrate root. The name of the script is Instest.wis. The folder 'Test' does not exist in the standard wIntegrate directory tree so we want it to be created.

First, we create a folder on the floppy disk called 'WINTEG' in which to set up our files. CUSTOM can be thought of as the equivalent of the wIntegrate root directory. Its structure will be:

```
WINTEG
 |
Example
 |
Script
 |
Test
```

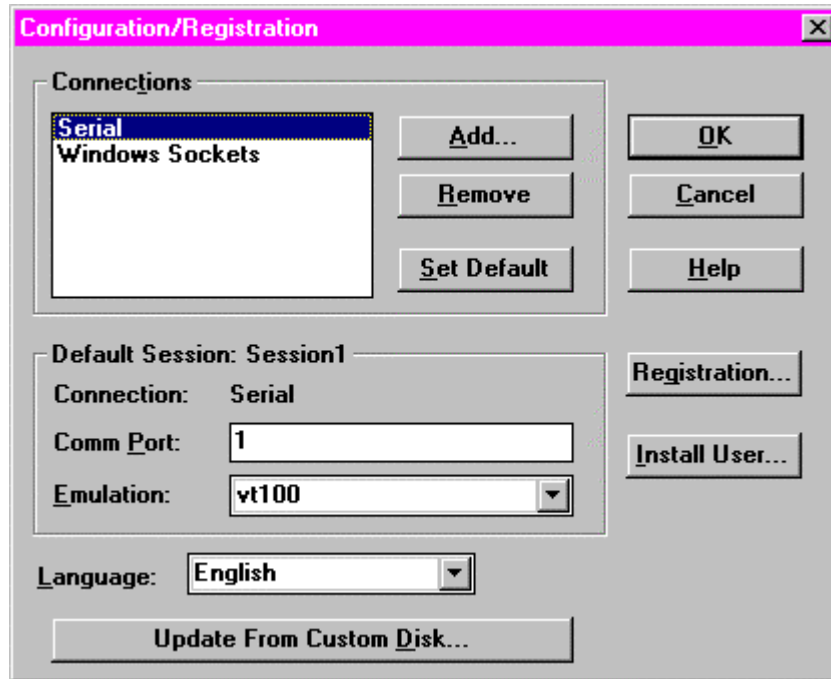
Next we copy our custom script 'Instest.wis' to the Test directory on the floppy disk.

Finally, we create CUSTOM.INF. We'll leave the comments out for brevity.

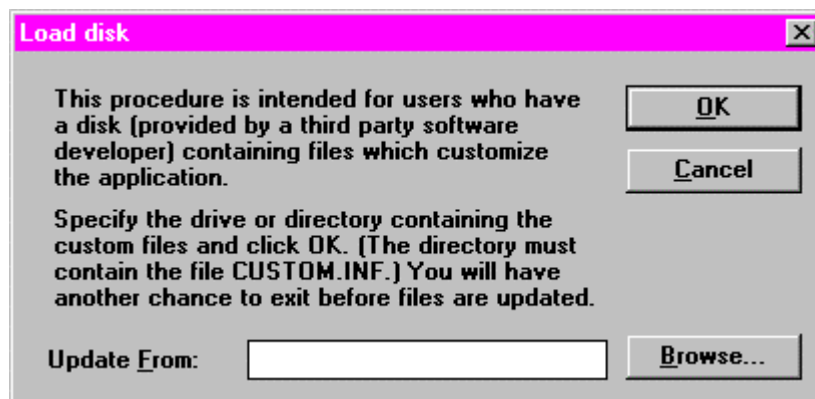
```
[Header]
Directory = "WINTEG"
WindowTitle = "wIntegrate: Install custom files"
Date = "July 22, 1999"
Version = "1.0.0"
Description = "Install custom script file"
```


wIntegrate 3.0

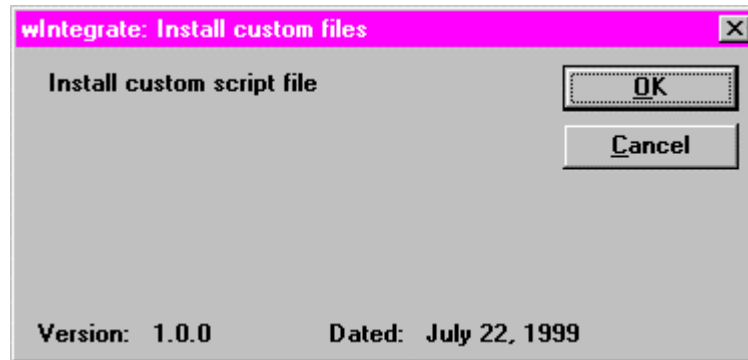
After preparing the custom install disk, as described earlier, you are ready to test it. Click **Start | Programs | wIntegrate | Configuration**. The following dialog box will be displayed.



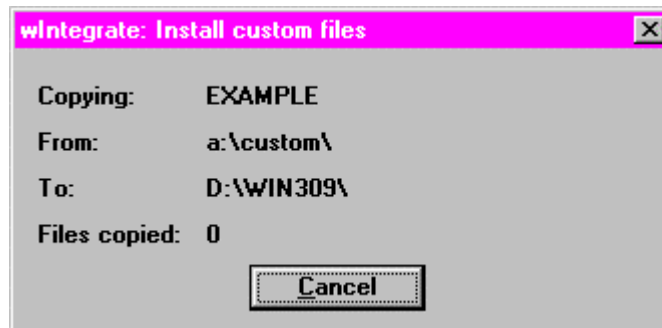
Next, click on **Update From Custom Disk** to display the following:



We've placed CUSTOM.INF in the root directory on the floppy disk so we enter a:\ in the **Update From** box, then click **OK**. We now see the information we put in CUSTOM.INF displayed in a dialog box.



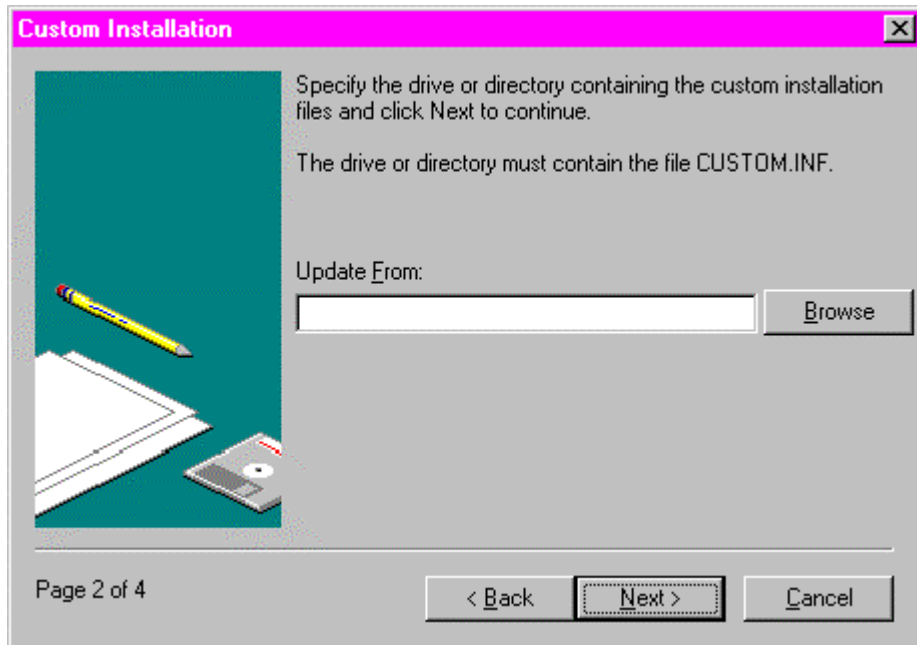
After clicking **OK**, the installation will complete, displaying each file as it is installed:



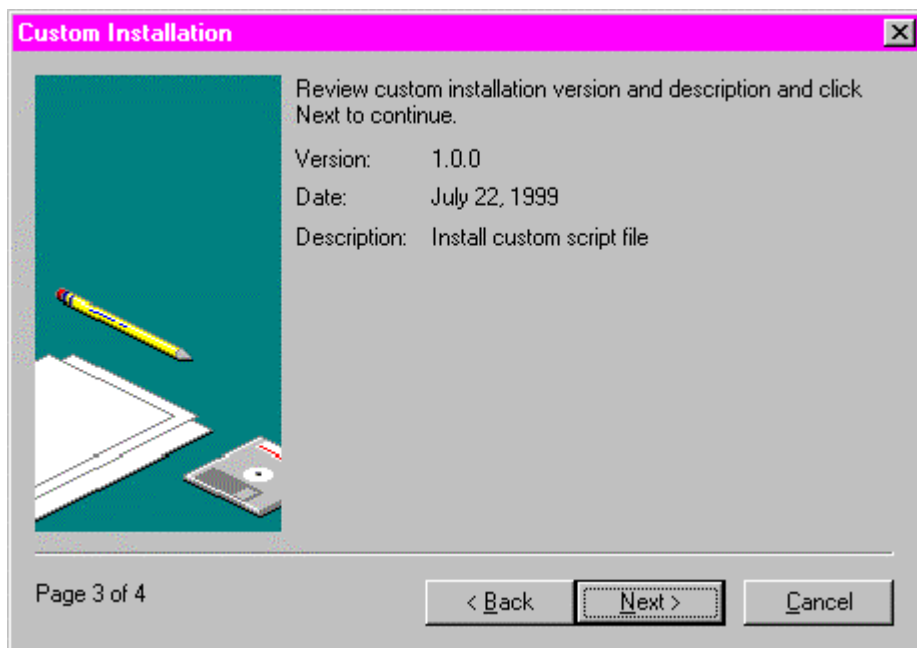
WINTEGRATE 4.0

A new script **example\script\custom.wis** has been added which helps in installing custom files to the wIntegrate folder. This script is in the form of a wizard and makes it easy for users to copy custom files to the wIntegrate folder and sub-folders. Custom.wis uses the same folder layout and custom.inf file as the **Update From Custom Disk** utility in wIntegrate 3.x.

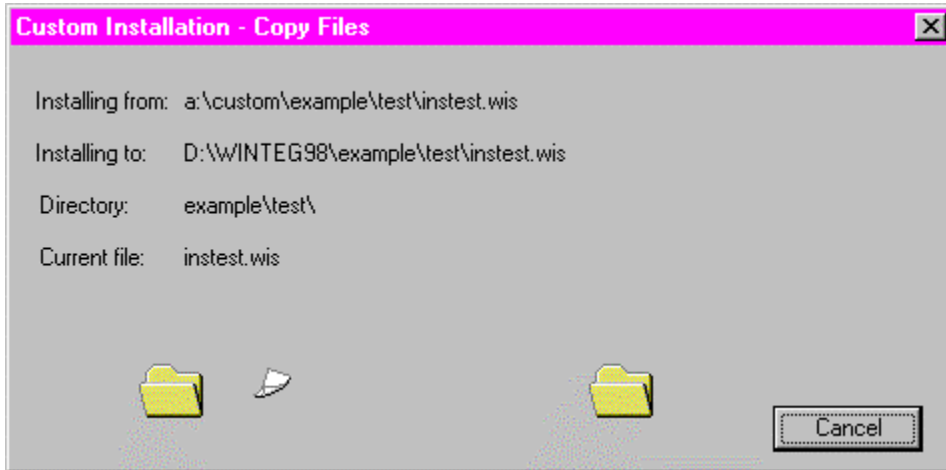
To install the custom files, click **Run | Script**, then select **Example\Script\Custom.wis**. A general warning dialog box will be displayed. After clicking **Next**, you will be prompted for the location of the CUSTOM.INF.



Enter the location of CUSTOM.INF, for example, A:\CUSTOM.INF, then click **Next**. Note, you must enter CUSTOM.INF . The information dialog, using the parameters in CUSTOM.INF, will be displayed. Click **Next** to continue.



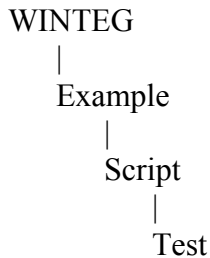
The confirmation dialog box will be displayed. You have the opportunity at this point to continue with the installation, go back a screen, or cancel out. When you select **Finish**, the installation continues, and a dialog will show the progress.



UPDATE.WIS

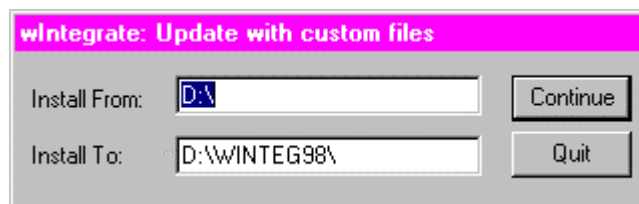
Update.wis is an installation script, available for both wIntegrate 3.0 and 4.0, which reads a standard wIntegrate directory tree and installs the files found in that tree to the corresponding directories on the PC.

Using our previous example, we create a directory structure on the floppy as follows:

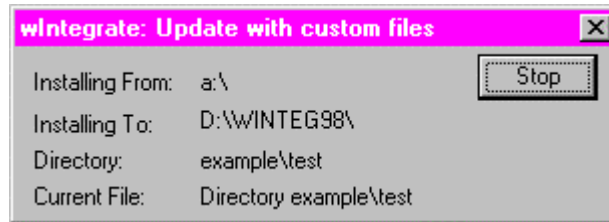


You must use WINTEG as the parent directory name. There is no CUSTOM.INF file as the files will be copied one-for-one from the floppy disk to the PC.

Now, click **Run | Script**, then select **\EXAMPLE\SCRIPTUPDATE.WIS**. You will be prompted for the location of the custom disk. Enter the location where the WINTEG directory can be found and the target wIntegrate directory. The default target is the directory wIntegrate is currently running from.



When you click **OK**, the installation will complete, displaying the progress in the wIntegrate Update dialog box.



WINTEGRATE TECH TIPS

DEVICE LICENSING FOR UNIDATA AND UNIVERSE



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UniVerse and UniData are host-based database systems supplied by Ardent Software. Prior to wIntegrate 4.0.3, every wIntegrate session on a single PC would consume its own user license on the UniVerse or UniData database. For example, if you opened 3 wIntegrate sessions on a PC and connected to the same database with all 3 sessions, 3 user licenses would be consumed on the database.

With the introduction of device licensing, certain editions of UniVerse and UniData can be licensed to recognize that multiple sessions are active on a single PC, and consume only a single user license for all the sessions. To use device licensing you must be using wIntegrate 4.0.3, Universe 9.5.1C or UniData 5.1 (or later versions of each) with a suitable authorization key. This is because a conversation takes place between wIntegrate and the host database.

UniVerse and UniData on NT

This conversation takes place automatically during the initial connection (i.e. the Telnet negotiation). So device licensing is always active if supported by both the host database and wIntegrate. No further configuration is required in wIntegrate.

UniVerse and UniData on UNIX

The conversation takes place as the user logs in to the database. In order for this conversation to complete successfully, you must:

- Configure UniVerse/UniData to perform device licensing. Please see the UniVerse/UniData documentation for instructions on how to enable device licensing when they are running on UNIX.
- In wIntegrate, click **Setup | Preferences | Options** turn on the checkbox "**Enable device licensing for UniVerse and UniData on Unix**"

WINTEGRATE TECH TIPS

HOW DO FONTS AFFECT THE DISPLAY?



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OVERVIEW

wIntegrate uses fixed-pitch fonts for display. IBSFont, included with wIntegrate, is defined as the default font at installation but may be changed via **Setup, Character**. The size of a character for a given font is described by the number of pixels used to display that character. For example, IBSFont 8x14 would display characters 8 pixels wide, 14 pixels high, IBSFont 5x14 would display characters 5 pixels wide by 14 pixels high.

The number of lines displayed is user-selectable, with choices of 24, 25, 51 and 66 lines per screen.

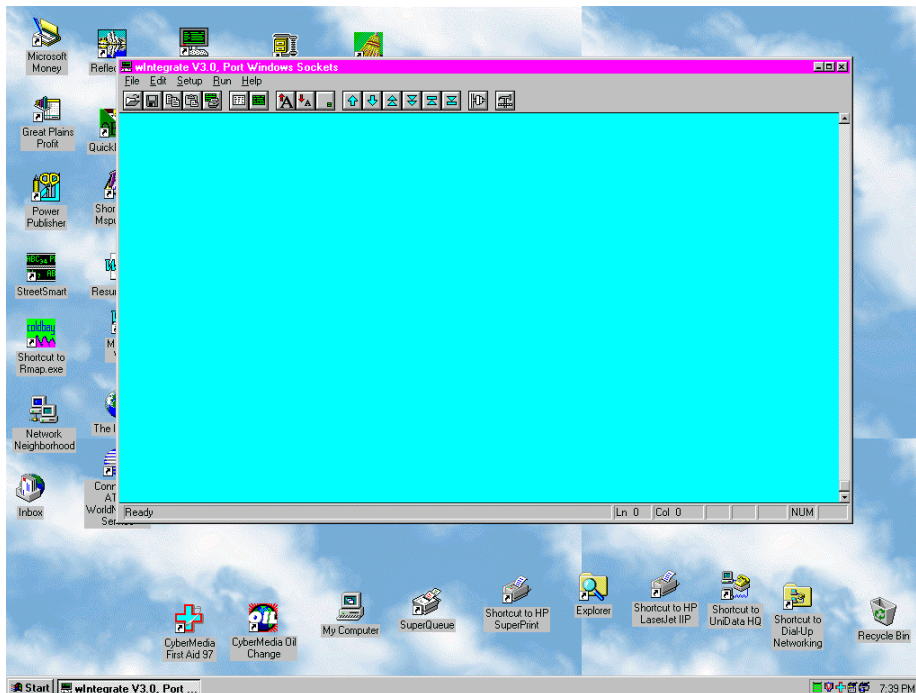
HOW AUTO SCALING AFFECTS DISPLAY

If Auto Scaling is OFF, the window can be resized by dragging the corners, or setting the size from within a script, and the font size will not change as the windows size changes - only the focus will change. For example, if you have displayed a file containing 80 columns of data, and you reduce the size of the window, the effect is much like a piece of paper with a small square cut out passing over a page of text. You use the horizontal scroll bar to move the focus back and forth across the data on the screen, and the vertical bar to move the focus up or down.

USE OF 132-COLUMN MODE

When displaying 132 columns, the host terminal device must be configured for 132 columns. The same constraints, the width and height of the window, the number of lines displayed, the font size, and whether Auto Scaling is ON or OFF, as described previously, all apply.

For example, if you want to set the session window size, perhaps to fill a specific portion of the screen (see example. below) AND display in 132-column mode, you will need a font size that can fit 132 characters into this window using the number of lines you have selected. Depending on the size of the window, you may not be able to find a font size that do this. If the font requires a window wider than that selected to display 132 characters, and Auto Scaling is OFF, some characters may extend off the edge of the window. The horizontal scroll bar can then be used to scroll right to display that portion of the text.



The height of the font is also important. If the font selected can't display the number of lines (24, 25, 51 or 66) within the vertical limits of the window, the height of the window will be changed to fit the font.

SUMMARY

The font size is the limiting factor in what size a window can be. Further, the width of the font has priority over the height. For a given window size, if there is no font available which can display the 80 or 132 columns exactly, and Auto Scaling is OFF, the text will either extend to the right of the window border, requiring a horizontal scroll bar, or not fill the full width of the window. In either

case, the vertical dimension of the window will change to fit the selected number of lines using the height of the font. If Auto Scaling is ON, you can't arbitrarily set the window dimensions of the window, they will be set automatically to fit the closest available font.

WINTEGRATE TECH TIPS

HOW LICENSING WORKS



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At version 3.0.00 of wIntegrate we abandoned the copy protection scheme used in earlier versions in favor of a serial number/authorization key methodology. By doing so, we have achieved a number of advantages. In earlier versions we could only provide multi-user licenses in 10-, 25-, 50- and 100-user increments. The new licensing frees us from those constraints – we can now create a license for any number of users. Also, we no longer have separate media for single-user and multi-user kits – a single disk set can be used on a client or a server regardless of the number of users allowed by the license. Finally, we have more flexibility in how the licensing can be implemented. A multi-user license can be used on a server-based installation or on stand-alone clients, and still function correctly.

THE MECHANICS

When a wIntegrate client first starts, it broadcasts its serial number over the network via Windows sockets. Any other wIntegrate client on the network running version 3.x or 4.x will respond with its own serial number. The first client checks these responses for other clients having the same serial number as its own.

- ◆ If it finds no other client with the same serial number wIntegrate continues to load and no other broadcasts are made.
- ◆ If wIntegrate finds other clients using the same serial number as its own, it then checks the authorization key to determine if the key would allow one more client to load using that serial number. If the key will allow another client to use the serial number, wIntegrate loads and no other broadcast is made.
- ◆ Should the first client determine that all available licenses allowed for the given serial number are in use, it will continue to load as a demo copy with reduced functionality. Until the client can load with a valid license it will continue to broadcast its serial number every three minutes. At the same time it will display the demo message on the screen. Once it's able to load with a valid license the broadcasts cease.

The license broadcast is made when wIntegrate starts on the client, and behaves the same whether being loaded from a stand-alone PC or from a server, or using a single-user or multi-user license.

SERIAL OR NON-NETWORKED PCs

Prior to version 3.0.05, if a PC is not configured for Windows sockets, wIntegrate still makes the licensing broadcast but that broadcast is gracefully declined by Windows, and the user is completely unaware it happened. At version 3.0.05, the broadcast is not made if wIntegrate is configured to use only a serial connection.

NON-STANDARD SOCKET

Some Internet Service Providers (ISP) provide their own, non-standard socket. These specialized sockets are designed to connect the user directly to the ISP's proprietary dialer. AOL and CompuServe are prime examples. ArtiSoft manufactures a modem-sharing device which uses their own non-standard socket to connect to it. Because these sockets are non-standard, any program which uses Windows sockets, including wIntegrate, may have difficulty functioning.

WINTEGRATE TECH TIPS

HOW TO UPDATE THE LICENSE INFORMATION



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At version 3.0 of wIntegrate, we replaced the copy protection scheme ('life') with one using a combination of serial number and authorization key. Under the new licensing you enter the serial number, user, organization and authorization key. At a later date, you may have the need to change any or all of these attributes. This Tech Tip will explain how to change the license information in wIntegrate 3.0 and wIntegrate 98.

WINTEGRATE 3.0

When you first install wIntegrate you are prompted for the license information. This information is written to LICENSE on the second floppy disk and to the hard disk in \winteg\LICENSE. Should you use the floppy disks to re-install wIntegrate this license information will be used and you will not be prompted for it again.

If you wish to change the serial number and authorization key on the PC, but not the user or organization, run \winteg\wreg.exe. This will bring up the license information dialog box. You may also run \winteg\wconfig.exe. This is the same program that was run when you first installed wIntegrate. Note: wIntegrate cannot be running when you run wconfig.exe. Click on the 'Registration' button. The existing serial number, user and organization is displayed, and the key is shown as 'VALID'. The user and organization will be in gray, indicating those fields cannot be changed. Enter the new serial number and/or key in the appropriate boxes, then exit wconfig.exe.

If you wish to change the user and/or organization, you must first delete \winteg\LICENSE, then run \winteg\wconfig.exe. Wconfig.exe will now go directly to the registration screen where you can enter the serial number, user, organization and key.

The licensing in a multi-user environment functions as it does in the single user environment, with two differences: 1) if you've installed wIntegrate on a server, and set up the clients to run this copy, you only have to change the license on the server, using the previously described procedure, 2) if you have installed stand-alone copies on each PC but used the same multi-user serial number/key on each, you only have to change the license on one of those PCs and wIntegrate will propagate the change to the others.

WINTEGRATE 98

The license scheme used in wIntegrate 3.0 is also used in wIntegrate 98, however, the name of the license file has been changed and a new licensing program is used to enter/change the information. License information is now stored in \winteg\LICENSE.WIL. To change only the serial number or key, you can select *Start, Programs, wIntegrate 98*, then select *Licensing*, or simply run \winteg\wlicense.exe to display the licensing dialog. Your serial number will be displayed and the key will indicate 'VALID'. User and organization will be gray. If you wish to change the user or organization you will need to delete LICENSE.WIL, then use one of the previous methods to re-enter the complete license information.

WINTEGRATE TECH TIPS

INSTALLING WINTEGRATE ON A SERVER



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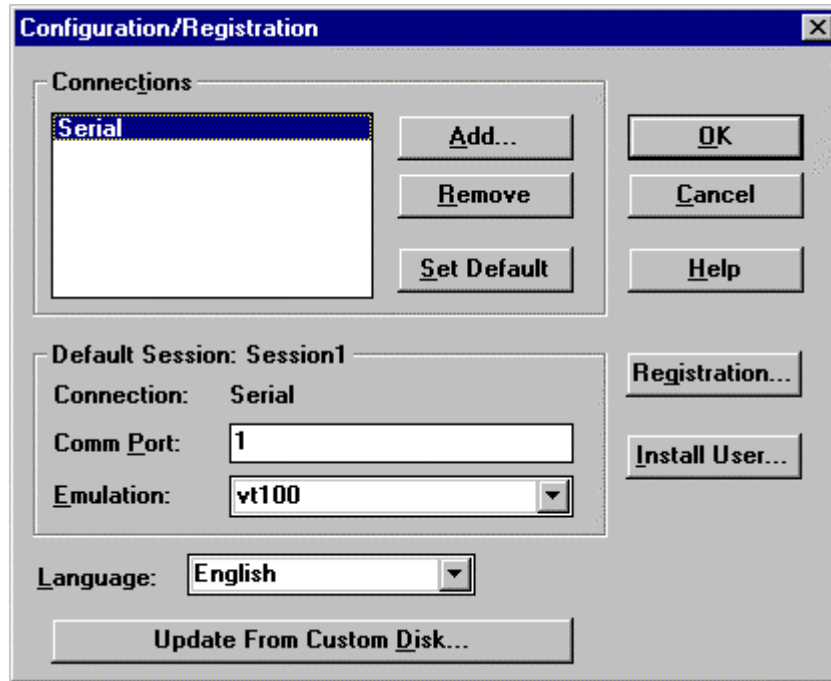
wIntegrate is designed to be installed stand-alone on a client, or on a server to be executed from a client. When setting up wIntegrate to run from the server, you need: 1) a multi-user license key, 2) to install the program files on the server and, 3) to perform the client configuration on each PC.

WINTEGRATE 3.0 SERVER INSTALLATION

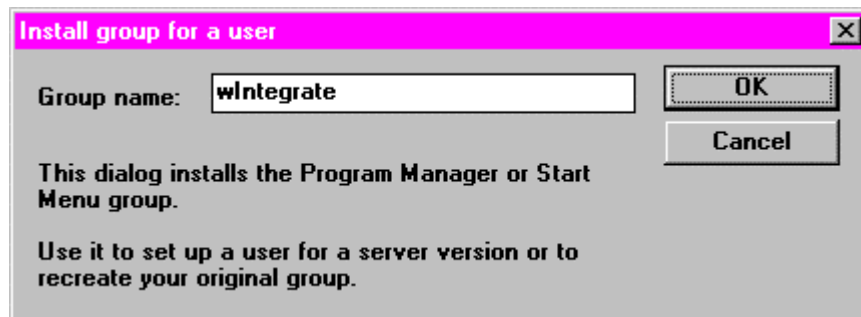
The server installation for wIntegrate 3.0 is the same as a typical stand-alone installation except that the target disk is a shared drive on the server. Instructions for installing wIntegrate can be found on the “How to Install wIntegrate” card included with the wIntegrate Complete CD, or on the Web at <http://www.ardentsoftware.com/database/adt/wintegrate/installtipsv3.html>. When you do the installation, be sure to map the shared drive to a drive letter rather than use the UNC path. You may perform the installation from either the server console or from a client attached to the server via the network. If everyone will be using the same communication method (Windows sockets, serial, etc.), you can configure that method at this time and it will be propagated for you when you set up the clients.

WINTEGRATE 3.0 CLIENT INSTALLATION

Once the program files have been installed on the server you must run the client installation procedure on each client that will be running wIntegrate. Map the shared drive to a drive letter, then run `\winteg\wconfig.exe`. You must use a drive letter rather than the UNC path when mapping the shared drive on the client. The following dialog will be displayed.



Select '**Install User...**'. You will be prompted for the name of the program group into which the wIntegrate icons will be placed.



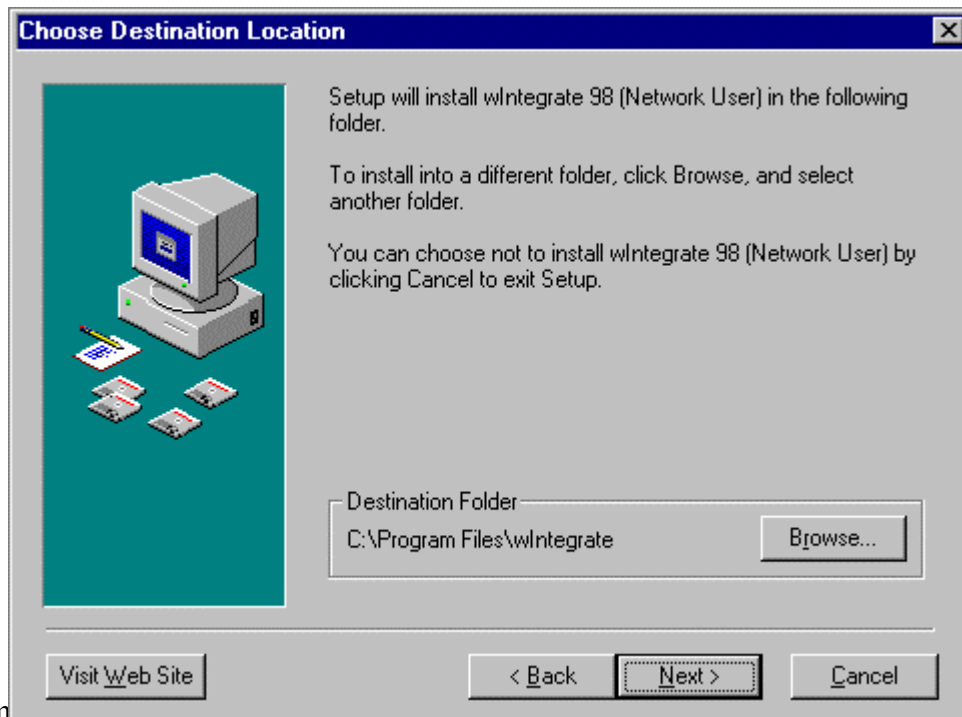
After clicking 'OK', the installation process will complete. Afterwards, you will have a copy of WINTEG.INI and SESSION1.WIS in the WINDOWS directory on the client. Any customization to the wIntegrate environment on the client (colors, connections, etc.) will be saved locally in these files.

WINTEGRATE 98 SERVER INSTALLATION

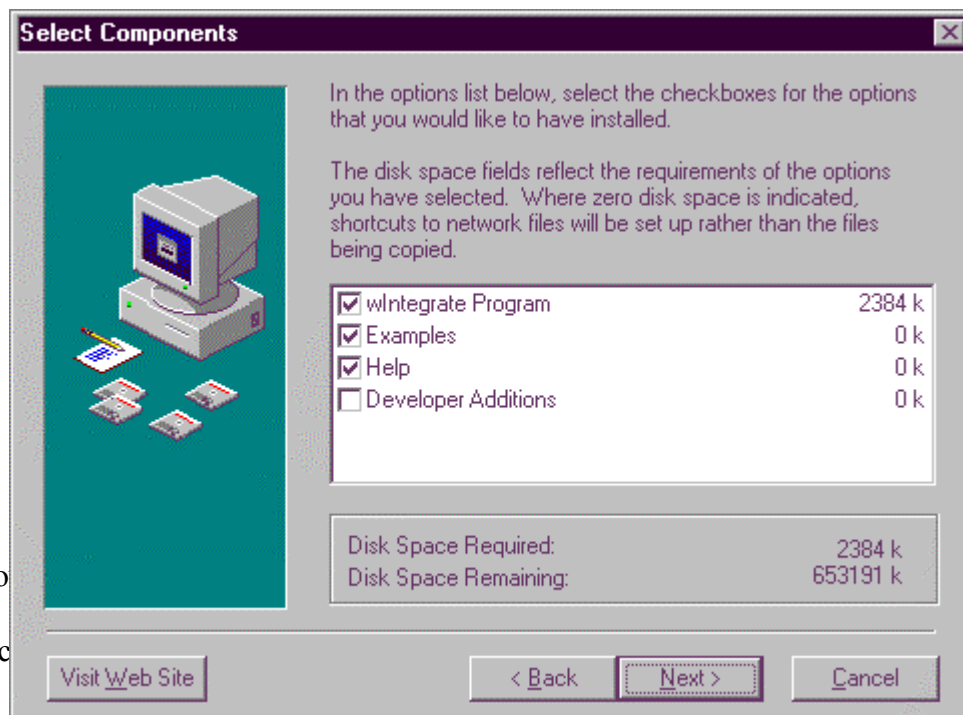
The server installation for wIntegrate 98 is the same as a typical stand-alone installation except that you must install it from the console on the server. Also, be sure to install the Network Administrator Tools. Without them, you won't be able to install the client. Instructions for installing wIntegrate 98 can be found on the "How to Install wIntegrate" card included with the wIntegrate Complete CD, or on the Web at <http://www.ardentsoftware.com/database/adt/wintegrate/installtipswint98.html>.

WINTEGRATE 98 CLIENT INSTALLATION

From each client, map a drive to the shared drive on the server where wIntegrate was installed. You may use either a drive letter or the UNC path to map this drive. Run `\winteg\NetSetup.exe`. In the first dialog you will be prompted for the destination folder, by default `\Program Files\wIntegrate`.

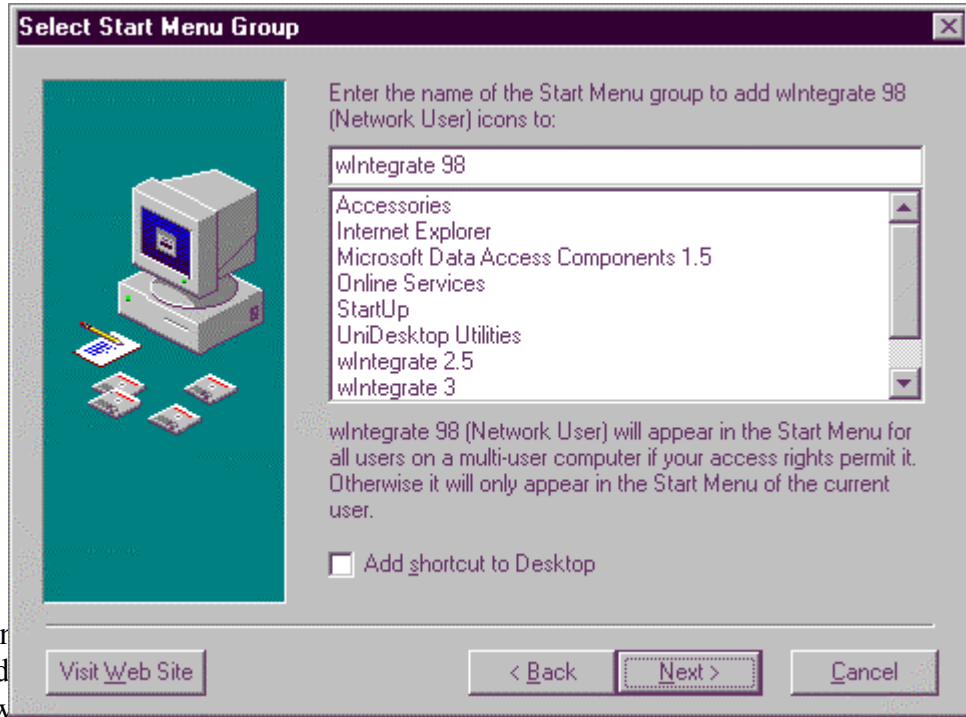


Next, you will be prompted for the components to be installed by default.



Note: If you

Now, select



Following completion, add wIntegrate 98 icons to the Start Menu. The icons are now ready to run wIntegrate 98.

Installation will be complete. The icons are now ready to run wIntegrate 98.

WINTEGRATE TECH TIPS

MISSING FILE TRANSFER OPTIONS



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wIntegrate has a number of options for transferring files. These can be found on the **Run** menu. They include **Import File**, **Export File**, **Bridge Copy File**, **Receive Binary File**, **Send Binary File**, **Query Builder** and **SQL Builder**. The presence, or absence, of these options is controlled by one or more wIntegrate scripts.

On occasion, you may find the file transfer options missing from the **Run** menu. Usually, this is due to a script name having been removed from a configuration file or setup dialog box. Adding the script name back should resolve the problem.

Version 3.0

Application configuration information is stored in `\winteg\winteg.ini`. Within this file the `[Script]` section controls the scripts that are run each time a wIntegrate session is started. The file transfer options are created by the script `\winteg\wintsys\menu\ftmenu.wis` and referenced by the `NewWindow` entry in the `[Scripts]` section of `winteg.ini`. If the file transfer options are missing, the most likely cause is a missing `NewWindow` line in `winteg.ini`.

Edit `\winteg\winteg.ini`. At the bottom locate the `[Script]` section. Be sure the `NewWindow` line is as follows.

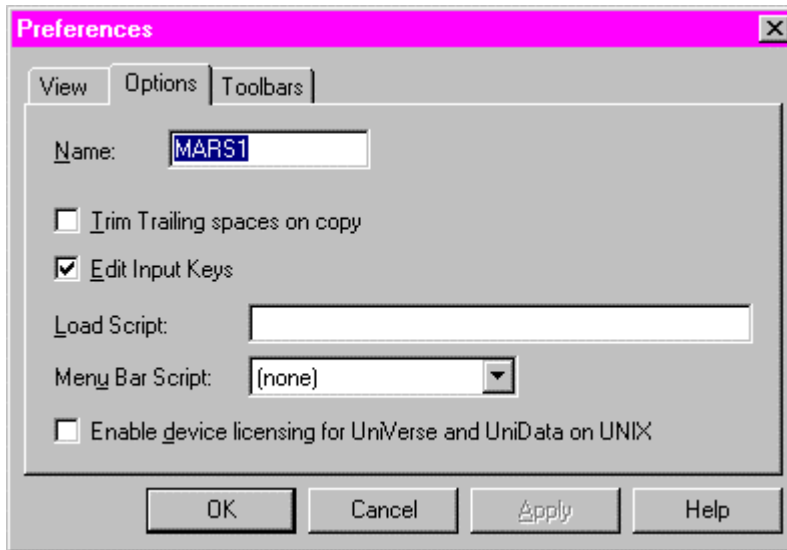
```
[Script]
StartUp=wintsys\script\StartUp
NewWindow=wintsys\menu\FTMenu
```

Version 4.0

At version 4.0, wIntegrate configuration information is stored in the Windows Registry while session information is stored in the session WIC file. There are 2 places where scripts can prevent some or all of the transfer options from being displayed. The first is the **Menu Bar Script**; the second is the **Pre-session open** script.

Menu Bar Script

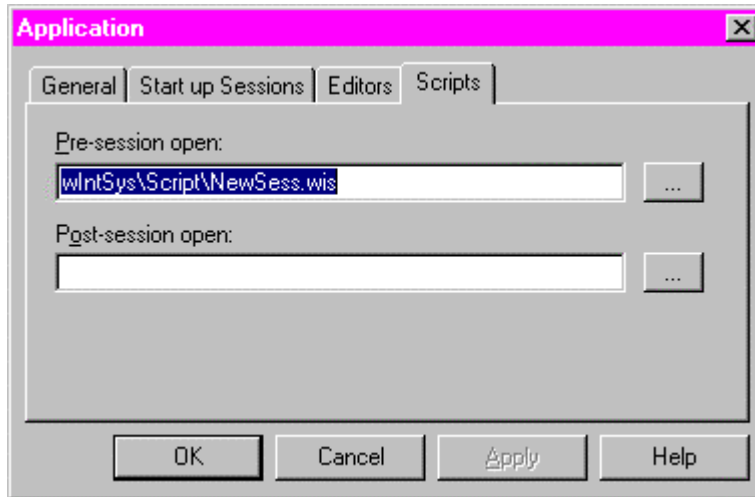
The **Menu Bar Script** can be used to implement a custom menu. There is a sample script, `usermenu.wis`, included with wIntegrate that removes the **Export File** option, grays out the **Bridge Copy** option, and adds an option for a Batch Report. If you find that your **Run** menu is missing the **Export File** option and has **Bridge Copy** grayed out, it's likely this sample menu is being used. To disable it, select **Setup | Preferences | Options**. Change the **Menu Bar Script** to **(none)**.



Pre-session open script

When you first open a session, wIntegrate 4.0 runs a script to define various menu options, including the file transfer options on the **Run** menu. This script is `\wintsys\script\newsess.wis`. If this script has been removed from the wIntegrate Registry entries, there will be no transfer options.

Select **Setup | Application | Script**. The Pre-session open script should be as follows:



Unless you have a custom script to be run at session open, change the **Pre-session open:** field to `wintsys\script\newsess.wis`.

WINTEGRATE TECH TIPS

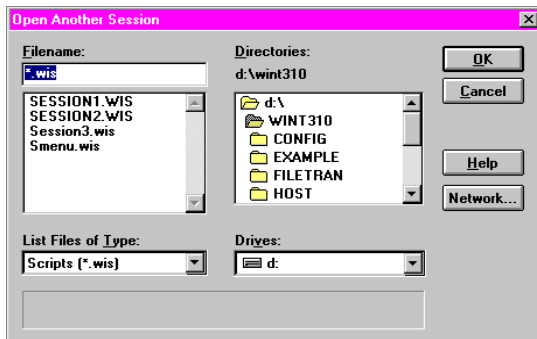
OPENING MULTIPLE SESSIONS



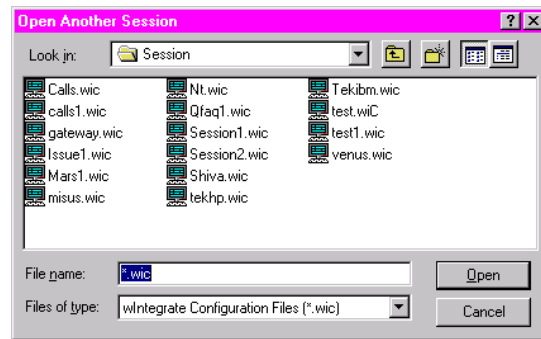
wIntegrate®

wIntegrate allows you to open multiple sessions to the same host or to different hosts, depending on the communication method being used. If you are using Windows sockets you can open multiple sessions to the same host; if using a serial connection you can only open one session to a given host.

To open an additional session, click **File | Another** on the wIntegrate menu. Depending on the version of wIntegrate one of the following dialog boxes will be displayed:



wIntegrate 3.0



wIntegrate 4.x

Select the WIS or WIC (version 4.x) file for the session you wish to open, then click **OK** (version 3.0) or **Open** (version 4.x).

When you start a wIntegrate session you select a particular configuration file to use. You may also use the same file to open multiple sessions. However, if you make changes to a session and select **File | Save** you will be overwriting any changes you may have saved in another session. For this reason, it's advisable to have a separate configuration file for each session you may wish to open.

wIntegrate 3.0

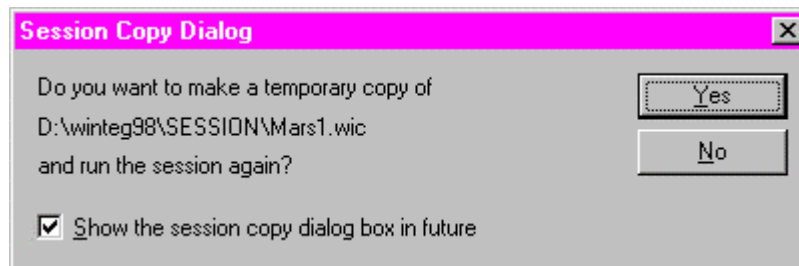
wIntegrate 3.0 is a 16-bit application. You can only run a single instance at a time. If you start wIntegrate, then attempt to start it again, you will receive an error message:



To open multiple sessions you must use **File | Another**. These additional sessions, though distinct, are actually sharing the same instance of wIntegrate. Because of this, if one session crashes all sessions may crash. If this occurs, you will probably have to reboot to free up the memory. Due to Windows memory and resource limitations, you can only open about 6-7 concurrent sessions.

wIntegrate 4.0 (98)

wIntegrate 4 uses configuration files with .WIC extensions by default. These are non-editable binary files. It can also use the earlier .WIS files. You may use the same .WIS file to open many sessions but you can't use the same WIC file to do so. If you attempt to use a WIC file already in use by another session a warning dialog will be displayed. This dialog allows you to open a copy of the WIC file.



When you use a copy of a WIC file be sure not to make it a default session as this can sometimes confuse the Registry. If you wish to save this session configuration, use **File | Save As** and change the name. Now, when you exit wIntegrate you can set the session as default.

Because wIntegrate 4.x is a 32-bit application, each open session is a separate instance. If one session crashes the others are completely unaffected, and you don't need to reboot to free up memory. The number of sessions that may be opened is limited by Windows memory and resources, but you can open far more sessions than with version 3.0. We have heard of users opening 256 sessions.

WINTEGRATE TECH TIPS

PC HANGS WHEN STARTING WINTEGRATE



wIntegrate®

When using Windows95, the PC may hang after starting wIntegrate. The most common symptom observed is the splash screen appearing, followed by the mouse movement being lost, effectively hanging the PC. You may also see a GPF in GDI.EXE. This behavior is being caused by incompatibility between Windows95 and the video driver. It does not occur on NT. Typically, when the problem occurs the PC has a Cirrus Logic video driver, though we have seen the problem when using an ATI Mach64, Matrox, or IBM video driver.

The problem appeared when newer video drivers were shipped with Windows95. wIntegrate is not 'aware' of the specific video driver installed so relies on Windows to send its standard calls to the video library. A given call is the same regardless of the video driver installed. If the video driver is not fully Windows-compliant it may not handle the calls properly, resulting in the problem behavior. The specific calls wIntegrate makes to video happen to discover the incompatibility.

HARDWARE ACCELERATION

Select **System** from the Control Panel, then click the **Performance** tab. Now select the **Graphics** button from **Advanced Settings**. Set the **Hardware Acceleration** to **None**. This should correct the problem behavior.

The fact that Windows allows users to adjust the graphics acceleration to fix the "problem" (their word) indicates that it's at the driver/hardware level and Microsoft is aware that it needs a system-level fix. We aren't aware of a difference in performance when the graphics acceleration setting is reduced to None.

We believe that the problem is related only to the version of the video driver. As far as we are aware it is not connected with any particular Service Release of Windows 95. Of course it does not happen on Windows NT. We have had no reports of problems on Windows 98 but this is not conclusive at this stage.

If this is unsuccessful, select a standard VGA driver.

STANDARD VGA

In most cases, selecting a standard graphics driver will solve the problem. From the desktop, click the right mouse button, select **Properties**, then the **Settings** tab. Depending on the version of Windows95, you may have a button to **Change Display Type** or one for **Advanced** settings. Select whichever button you have to display the settings for your particular display adapter. Now select the Standard VGA adapter.

The disadvantages of using the standard driver are 1) you don't have access to higher resolution displays, such as 1024x768, and 2) the number of colors that can be displayed is limited.

DOWNLOAD NEW VIDEO DRIVER

If the limitations imposed by a standard driver prevent you from using the standard driver, you can try to locate an updated video driver from the manufacturer of your PC or video card. Most manufacturers maintain web sites and make updated drivers available for download. Be sure you download the correct driver for your hardware.

WINTEGRATE TECH TIPS

SERVER INSTALLATIONS AND UNIVERSAL NAMING CONVENTION PATHS



wIntegrate®

Windows95, Windows NT, and Novell support the use of Universal Naming Convention (UNC) paths when accessing directories and files, however, wIntegrate 3.0 does not. A UNC path means you don't have to map a drive letter to a service on a server in order to run an application. The following example illustrates how the UNC works:

We have an NT server, called HOST1, with a volume/file service called C\$. On volume C\$, we have a directory, WINTEG, in which wIntegrate has been installed and from which we will install each client. If you use Windows Network Neighborhood to search the network to find HOST1, the service C\$, and \WINTEG, then run WCONFIG.EXE to perform the user installation, a shortcut to WINTEG.EXE will be created on the client. The shortcut target will have the path to the source program as \\HOST1\C\$\WINTEG.EXE. This is the UNC path to WINTEG.EXE. Notice, there is no mention of a drive letter, such as C:, D:, etc.

After the installation, wIntegrate will probably run but you won't be able to set up unique configurations for each client. Any changes made to a client's configuration will be made on the server and applied to all clients.

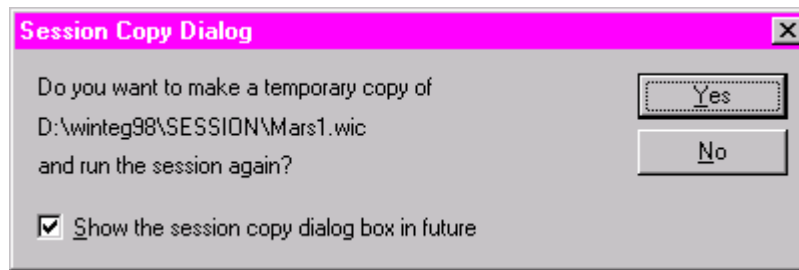
When you install a wIntegrate 3.0 client be sure to map a drive, with a drive letter, to the server where the WINTEG directory exists, then perform the client installation using this mapped drive. This will ensure the path to WINTEG.EXE uses a drive letter rather the UNC, client configurations will be stored on each client, and wIntegrate will run correctly.

WINGRATE TECH TIPS

SESSION COPY DIALOG IS DISPLAYED WHEN STARTING A SESSION



When you first start wIntegrate 4.0, or attempt to start another wIntegrate 4.0 session, the **Session Copy Dialog** is displayed.



WIS vs. WIC

At version 3.0 of wIntegrate, session configuration information, such as colors, connection, font, etc., is stored in a text file with a .WIS extension. By default, **SESSION1.WIS** is used when starting wIntegrate 3.0.

At version 4.0 of wIntegrate, session configuration information is now stored in a binary-format file with a .WIC file extension. By default, **SESSION1.WIC** is used when starting wIntegrate 4.0. Unlike the WIS format files, you can double click on a WIC format file and start wIntegrate using the configuration information in that WIC file.

You may start multiple sessions in either version of wIntegrate using the same WIS format configuration file, however, at version 4.0, you can only open one session at a time using a given WIC format configuration file.

SESSION COPY DIALOG

By default, wIntegrate will show the **Session Copy Dialog** when an attempt is made to use a WIC file already in use. If you unchecked the box to **Show the session copy dialog box in future** you will not be prompted to use a copy of the WIC file – it will occur automatically. If the **Session Copy Dialog** is disabled you may enable it by clicking **Setup | Application | General** and click **Show session copy dialog**. This will apply to all wIntegrate 4.0 sessions.

There are 2 situations when the **Session Copy Dialog** will be displayed: when you attempt to start a session using the WIC file in use by another running session, or when a wIntegrate session terminated abnormally.

WIC File in Use

When starting a wIntegrate session using a WIC format configuration file, you can't use that file again to open another session until the first session using it is closed. When you attempt to use the file already in use, the **Session Copy Dialog** appears. This is normal behavior. If you click **'Yes'**, a copy of the WIC file will be made and the session opened using the copy. This is an exact copy of the original WIC file and the session will behave just as had it been using the original WIC file. If you save the settings using the copy of the WIC file you will find a file **Session1 (Copy).wic** in the wIntegrate Session subdirectory. If you open yet another copy of the original WIC file and save those sessions settings, the file will be of the form **Session1 (CopyX).wic**, where 'X' is 1, 2, 3, etc.

If you click **'No'**, no copy of the WIC file will be made, and the session will not open.

Note

We would suggest you not make sessions using these copies default startup sessions when you exit wIntegrate. If you delete these files without first removing their names from the default startup list in the Registry, you will experience problems starting wIntegrate that are difficult to resolve.

Session Terminated Abnormally

Windows keeps track of the files that have been opened. If a wIntegrate 4.0 session terminates abnormally, Windows may believe a WIC file is still in use when it really isn't. If you try to open a session using a WIC file Windows believes is already in use and the **Session Copy Dialog** will be displayed. As described in the previous section, you may click **'Yes'** to open a copy of the WIC file and continue, or you may click **'No'** to cancel the operation.

If a wIntegrate session terminated abnormally, and you have a WIC file still locked by Windows, you must reboot the PC to clear the lock. Once you've rebooted, you can open a session using the original WIC file.

Note

We would suggest you not make sessions using these copies default startup sessions when you exit wIntegrate. If you delete these files without first removing their names from the default startup list in the Registry, you will experience problems starting wIntegrate that are difficult to resolve.

SHOULD I USE A COPY?

Absolutely! There is nothing wrong with using a copy of a WIC file already in use. If you have a standard 'look' you always want to use in a session, opening a copy of an existing WIC file is an easy way to accomplish this. As noted above, just be sure to not save this copy as a default startup session when you exit wIntegrate.

WINTEGRATE TECH TIPS

SETTING UP DEFAULT STARTUP SESSIONS



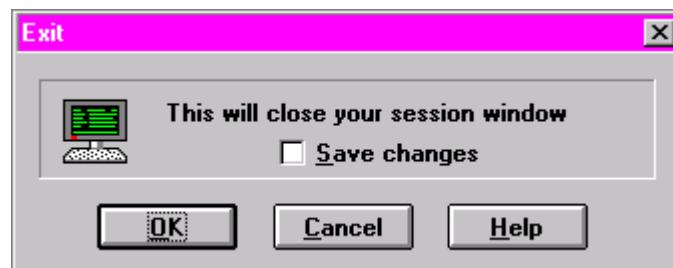
wIntegrate®

The first time you start wIntegrate a single session is opened using Session1.wis (version 3.0) or Session1.wic (version 4.0). If you open more than one session, you can configure wIntegrate to open those additional sessions at startup, as well.

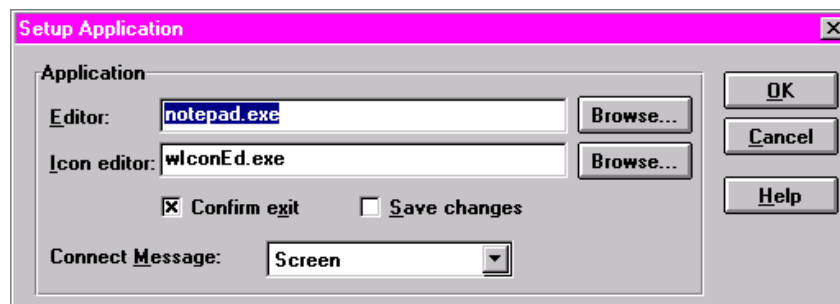
WINTEGRATE 3.0

wIntegrate 3.0 starts a single instance of wIntegrate but you can open up to 6-7 sessions. This limitation is due to Windows resource issues when running 16-bit applications. Because there is but a single instance of wIntegrate running, if one of the sessions aborts, all other sessions will be terminated, as well.

Before you can save multiple sessions in your startup configuration you have to be able to display the **Exit** dialog box. By default, this dialog will be displayed when you click **File | Exit** or **File | Exit All**.



If, when you exit wIntegrate, you don't receive this dialog box, click **Setup | Preferences** and click **Application Preferences...** Click the **Confirm exit** checkbox to enable the display of the **Exit** dialog box. You only need to enable this in one of your sessions.



When you click **File | Exit** and check the **Save changes** box, all of the settings for the current session will be saved to Session1.wis (or whatever file name you are using). The file name will also be added to Winteg.ini as the default startup session. Each session you close using the **File | Exit** command will overwrite Winteg.ini making the last session closed the default session.

If you have opened more than one session and wish to make all of them default startup sessions, click **File | Exit All**, then select **Save changes**. This will save any changes in the appropriate session startup files as well as to Winteg.ini. The next time you start wIntegrate all of the sessions you had open when you last used **File | Exit All** will start automatically.

Winteg.ini

Parameters global to all wIntegrate sessions are stored in \winteg\winteg.ini. The session information is in the [Windows] section at the beginning of the file:

```
[Windows]
Number=2
Window1=SESSION3.WIS
Window2=SESSION1.WIS
Focus=2
```

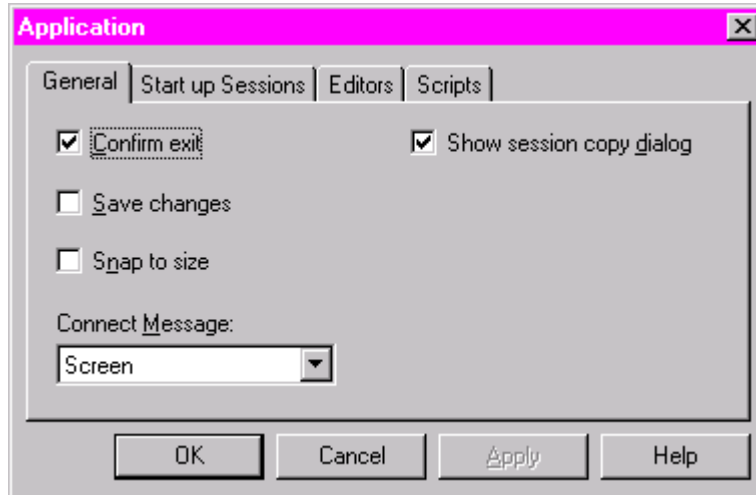
'Number' is the number of sessions to be opened at startup; 'Window1, 2, ...' are the names of the script files used to start each session; 'Focus' is the window that will be active after all sessions have started. In the above example, there are 2 sessions to be started using SESSION1.WIS and SESSION3.WIS. SESSION1.WIS will be the active window.

WINTEGRATE 4.0.0

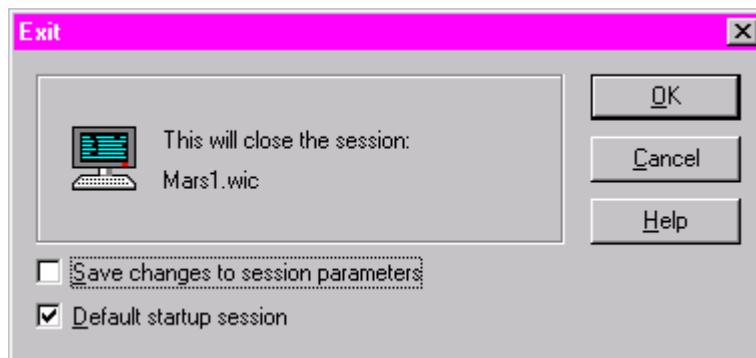
wIntegrate 4.0 starts a separate instance of wIntegrate for each session. The number of sessions you can open is only limited by the amount of memory available (we know of one user who opened 256 sessions). Because each session is a separate instance, if one of the sessions aborts, the other sessions will be unaffected.

Unlike version 3.0, wIntegrate 4.0 does not have a Winteg.ini to store global configuration information. We now store this information in the Windows Registry.

wIntegrate 4.0 must be configured to display the **Exit** dialog box on exit. This is the default setting. If this dialog box is not being displayed when you exit wIntegrate, click **Setup | Application** then click **Confirm exit**.



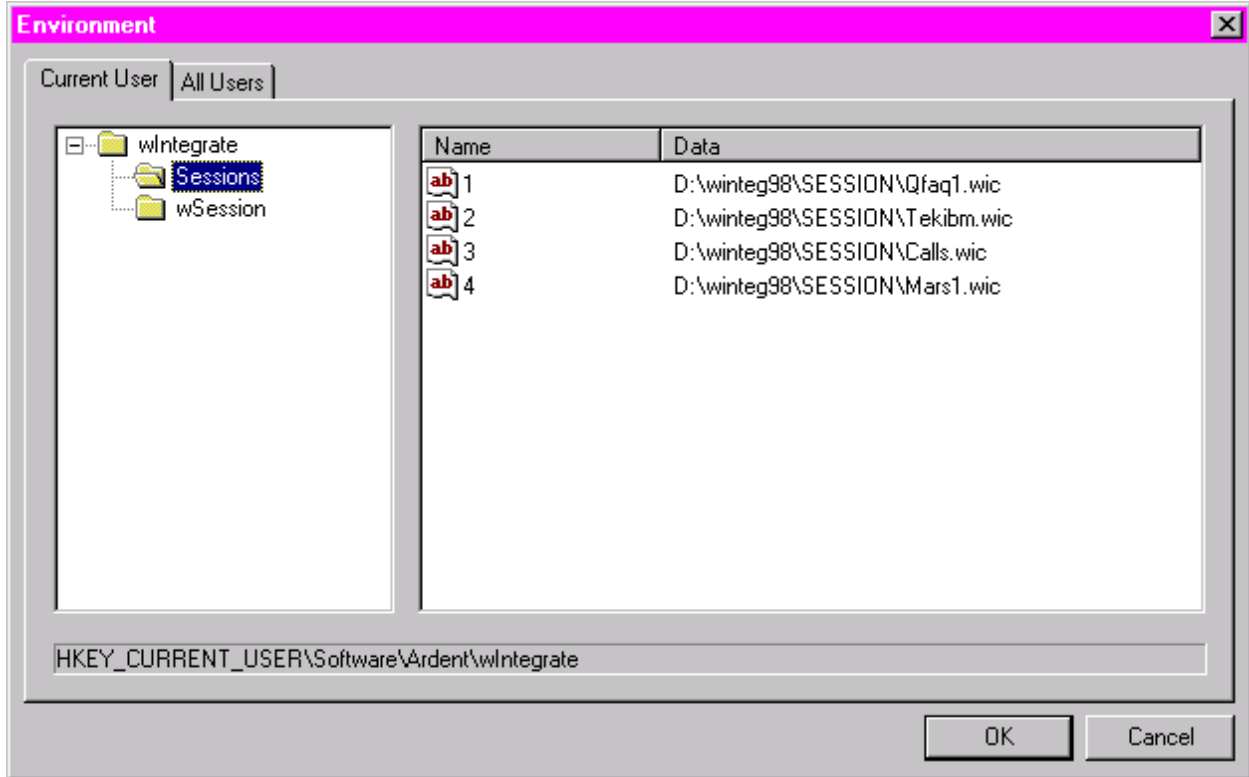
When you click **File | Exit** and check **Save changes to session parameters**, all of the settings for the current session will be saved to Session1.wic (or whatever file name you are using) and any global settings will be written to the Registry.



If you click **Default startup session**, the session will start up automatically when you start wIntegrate. Click this option on the **Exit** dialog box for each session you want to start automatically. Once checked, this option will remain so until you remove it.

Checking Default Startup Sessions

wIntegrate 4.0 includes a program to view the current Registry settings, including which sessions will be default startup sessions. Click **Start | Programs | wIntegrate | Check Installation**. In the **WCheck** dialog box, click **View | Environment | Sessions**. The default startup sessions, including their paths, will be displayed.

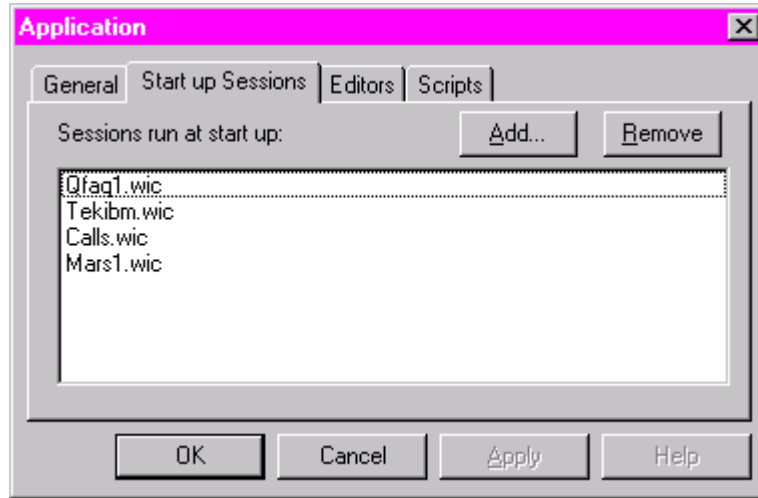


Note

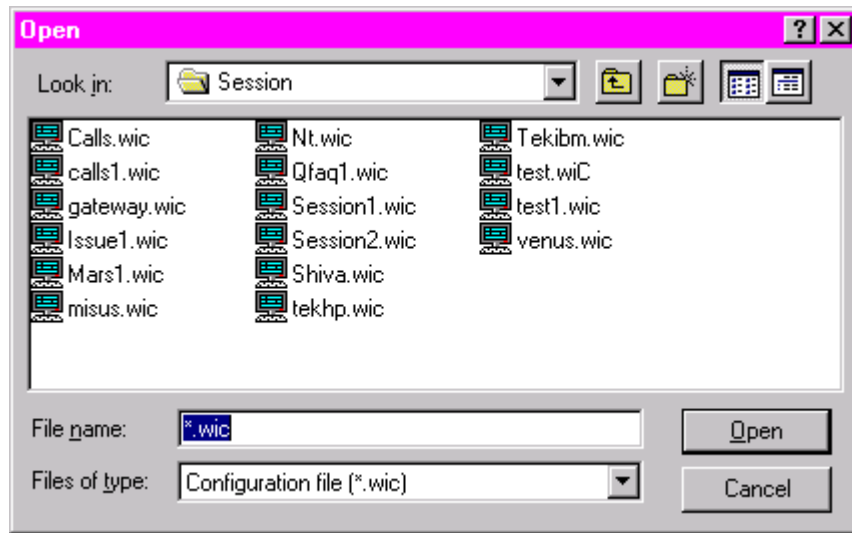
To discontinue the automatic startup of any session, uncheck **Default startup session** on the **Exit** dialog box when exiting the session. Do not delete the WIC file without having first removed the session from the default startup list.

WINTEGRATE 4.1

At version 4.1 a new tab **Start up Sessions** was added to the **Setup | Application** dialog box to allow easier maintenance of startup sessions. This new option allows you to add or remove session files.



When you click **Add...** the Open dialog is displayed. You may select both WIC and WIS format startup files.



To remove a session from the start up list, click on the file name, then click **Remove**.

WINTEGRATE TECH TIPS

TOOL TIPS WON'T DISPLAY IN WINTEGRATE 98



wIntegrate®

In wIntegrate 98, we introduced Tool Tips. When you position the cursor over an icon on a toolbar, the task the icon performs should be displayed in a box. This functionality is dependent upon the version of COMCTL32.DLL you have on your PC. If you have version 4.0x.xx, Tool Tips tasks will not display. If you install Internet Explorer 4.0, Office 97, or the current version of another Microsoft program, you will receive an updated COMCTL32.DLL, and Tool Tips will display.

WINTEGRATE TECH TIPS

TOOLBARS DON'T WORK IN WINTEGRATE 98



wIntegrate®

With the release of wIntegrate 98, version 4.0.0, the toolbars failed to function properly on some PCs. This problem was observed on some Dell, and to a lesser extent, Gateway PCs. When you clicked on a particular icon on the toolbar, nothing happened, and no error message was displayed. The following script change will resolve this problem.

1. Edit wintsys\lib\iconlib.wis
2. Locate the subroutine, AddIcon. You will be changing one line.
3. Change the line:

```
GraphicButton bitmap, $icon_name, icon_col, icon_row, icon_size,  
icon_size, WS_CHILD | WS_VISIBLE | GBS_FLAT
```

to:

```
GraphicButton bitmap, $icon_name, icon_col, icon_row, icon_size,  
icon_size, WS_CHILD | WS_VISIBLE | GBS_RAISED
```

All you need to do is change GBS_FLAT to GBS_RAISED, at the end of the line.

This problem is resolved in wIntegrate 98, version 4.0.1.

WINGTEGRATE TECH TIPS

UNEXPECTED LICENSING ERROR

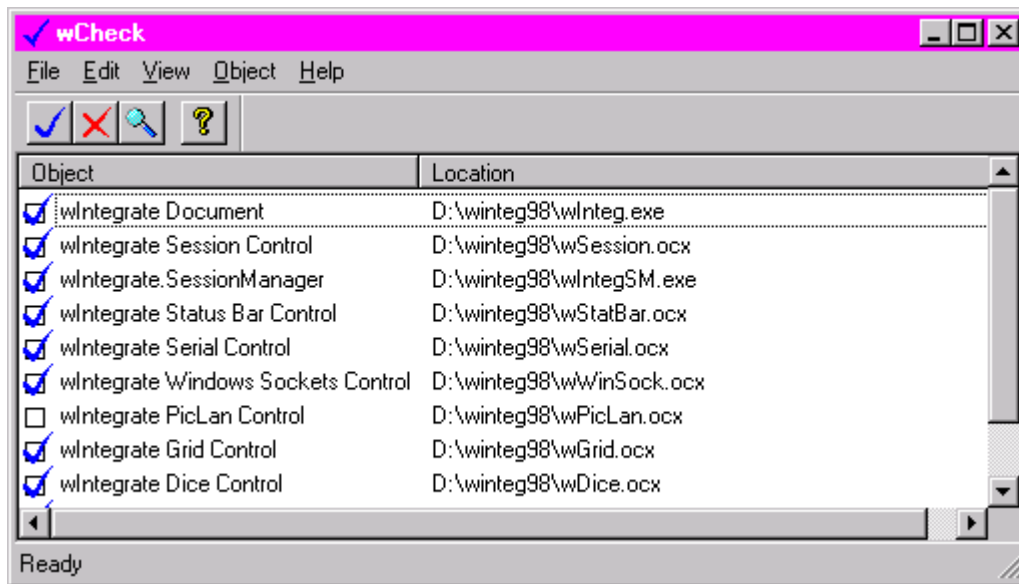


wIntegrate®

wIntegrate 4.x uses objects which must be registered in Windows. If the object wSession.ocx is not registered the error 'Unexpected Licensing Error' may result.

CHECKING THE REGISTRY

wIntegrate provides a utility to check the wIntegrate environment. This utility, wCheck.exe, is used to check the wIntegrate Registry entries. Click **Start | Programs | wIntegrate** and select **Check Installation**. The following dialog box is displayed.



Object

There are 9 objects installed with wIntegrate. During a normal installation all but the PicLan Control will be registered automatically.

Location

The path and filename for each object is listed. The path should be the same for all of the objects.

RESOLUTION

Registering wSession.ocx

If wSession.ocx is not registered, as indicated by a missing check mark to the left of the object name, click **wIntegrate Session Control** then **Object | Register** on the wCheck menu. You should now see a check mark in the box to the left of the control name.

Replace License File

If, after registering the wIntegrate Session Control, wIntegrate continues to display the error message, delete the wIntegrate license file, License.wil, found in the wIntegrate directory. Then click **Start | Programs | wIntegrate | Licensing** and re-enter your license information.

MFC42.DLL

On rare occasions, the Windows DLL MFC42.DLL has been linked to another program, is out of date for other Windows DLLs, or perhaps corrupt in some fashion. This may prevent wIntegrate licensing from working. Locate MFC42.DLL, rename it, then uninstall/reinstall wIntegrate. wIntegrate will install a new copy of MFC42.DLL.

Reinstall Windows

If after using one or all of these possible resolutions you continue to receive the licensing error it's likely you have other problems related to Windows, possibly out-of-date or corrupt DLLs or a problem with your Windows Registry. In this case, you will need to reinstall Windows.

WINTEGRATE TECH TIPS

UNINSTALLING WINTEGRATE



INTRODUCTION

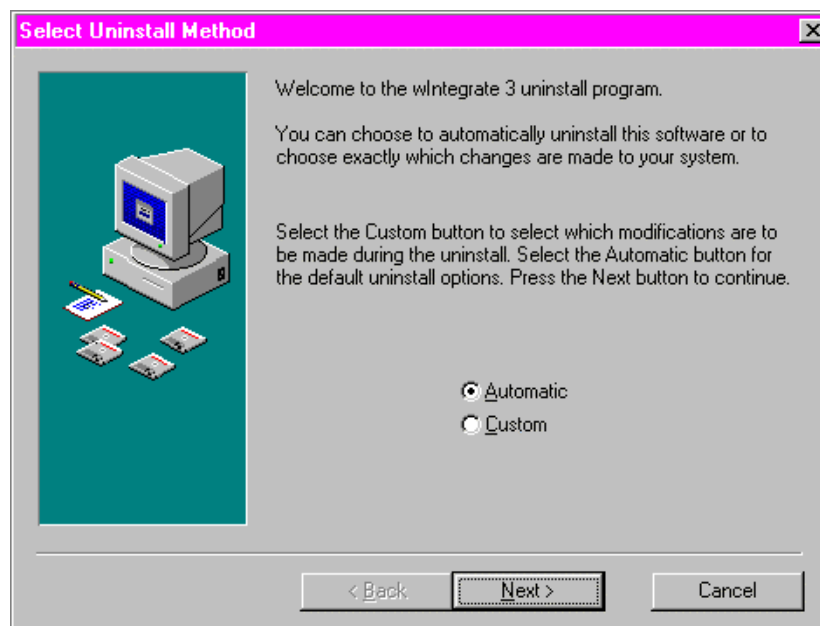
Prior to version 3.0, wIntegrate used copy protection. Each time wIntegrate was installed a 'life' was removed from the floppy disk and placed on the hard disk. To properly uninstall wIntegrate you needed to remove the life from the hard disk to the floppy disk, then delete the wIntegrate files. Failure to follow these steps resulted in the copy protection, the 'life', being corrupted.

At version 3.0, we removed copy protection, opting, instead, for a system which used a serial number and authorization key to control usage. We also added an option to the wIntegrate program group to **Uninstall wIntegrate**.

This Tip will discuss the procedure for uninstalling both versions 3.0 and 4.0 of wIntegrate.

WINTEGRATE 3.0

Click **Start | Programs | wIntegrate | Uninstall wIntegrate**. The **Select Uninstall Method** screen will be displayed:



Automatic, which is recommended, is the default method. Click **Next | Finish**. The uninstall process will delete the files in the wIntegrate directory. Any DLLs in use, for example, CTL3D.DLL, unwise.exe, and the wIntegrate directory will not be deleted, however.

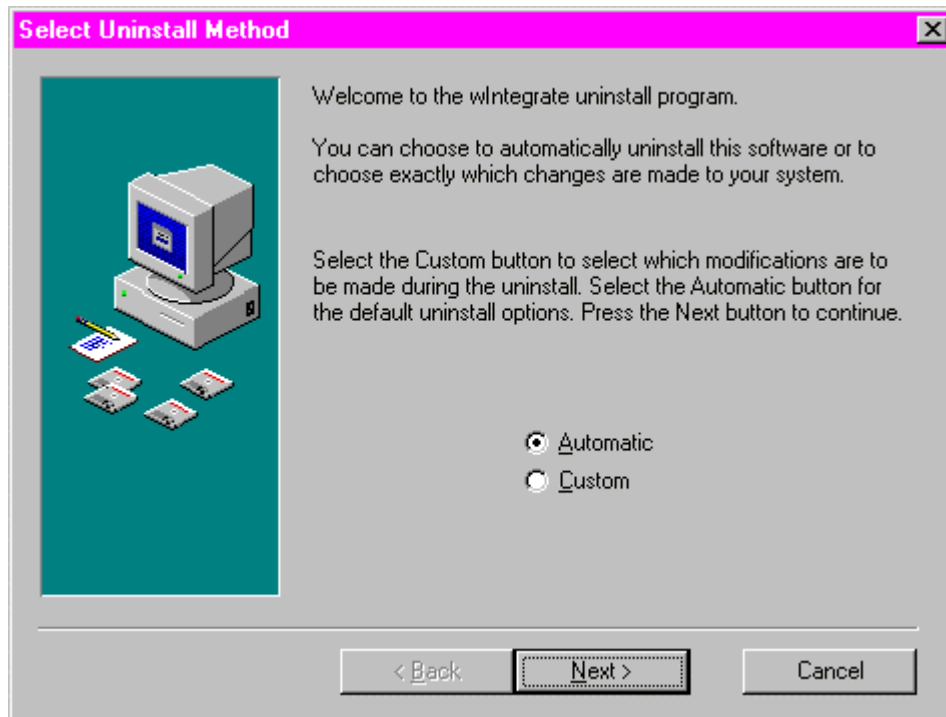
If you select **Custom**, you can select specific files to be deleted from a list of files installed by wIntegrate.

An alternate method is to simply delete the wIntegrate directory tree, and use Windows Explorer to manually remove the shortcuts from the program group under **Start Menu | Programs**.

Note: there are no Registry entries made by wIntegrate 3.0 and no files to be removed.

WINTEGRATE 4.0

Starting with version 4.0, wIntegrate now makes entries in the Registry. This means you must use the uninstall program to remove it from your hard disk. Click **Start | Programs | wIntegrate | Uninstall wIntegrate**. The **Select Uninstall Method** screen will be displayed.



Select **Automatic**, the default, to remove all wIntegrate files, **Custom** to select specific files. After clicking **Next | Finish**, the uninstaller will remove the files and Registry entries made by wIntegrate. It will not delete the license file, any files in use by Windows or the wIntegrate directory. Following the uninstall process you may delete the wIntegrate directory.

WINTEGRATE TECH TIPS

USING .WIS AND .WIC CONFIGURATION FILES



wIntegrate®

All of the session settings, from communications, to colors, to emulation, are stored in a configuration file. If you open more than one wIntegrate session each session will usually have its own configuration file.

DIFFERENCES BETWEEN .WIS AND .WIC FORMATS

wIntegrate 3.0

wIntegrate 3.0 stores configuration information in files in the wIntegrate folder using a .WIS extension. By default, this file is called SESSION1.WIS. Like all wIntegrate script files, SESSION1.WIS is a text file that can be modified with any text editor. To use a configuration file you must have wIntegrate running, select **File | Open** or **File | Another**, then select the WIS file you wish to use.

Two configuration files are provided when you first install wIntegrate 3.0: SESSION1.WIS and SESSION2.WIS.

wIntegrate 4.0 (98)

A new configuration file format was introduced in wIntegrate 4.0 (98). This improves compatibility with other Windows applications. Configuration information is now stored in the SESSION subdirectory in the wIntegrate folder in files with a .WIC extension. These files are not to be edited, and doing so will render them unusable. The default configuration file is called SESSION1.WIC. .WIC files may not be used with wIntegrate 3.0.

You can double-click on a WIC file in Windows Explorer, My Computer, or a shortcut on the Desktop to start wIntegrate using the settings stored in the WIC file.

Four configuration files are provided when you first install wIntegrate 4.0: SESSION1.WIS, SESSION1.WIC, SESSION2.WIS, and SESSION2.WIC. The .WIS files are text files and may be modified using any text editor.

USING .WIS AND .WIC FILES

.WIS configuration files may be used with both wIntegrate 3.0 and 4.0. .WIC configuration files can only be used with wIntegrate 4.0. Unless you specify otherwise, wIntegrate 4.0 will default to the .WIC format.

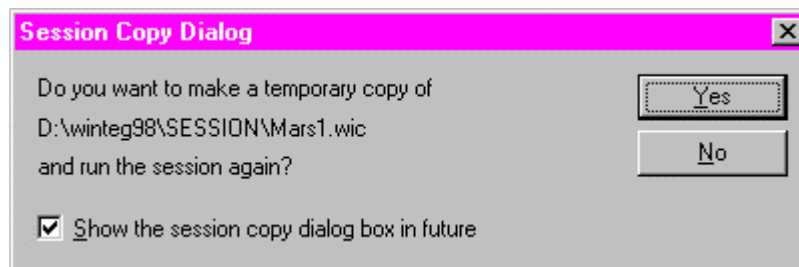
wIntegrate 3.0

When you start a wIntegrate 3.0 session, whether using **File | Open** or **File | Another**, you select a particular configuration file to use. You may also use the same file to open multiple sessions. However, if you make changes to a session and select **File | Save** you will be overwriting any changes you may have saved in another session. For this reason, it's advisable to have a separate configuration file for each session you may wish to open.

wIntegrate 4.0 (98)

When you start wIntegrate for the first time using SESSION1.WIC or SESSION2.WIC wIntegrate starts the Session Wizard and prompts you for the necessary connection information. At the end of the Session Wizard script you are given the opportunity to save the changes to the SESSION file or to create a new file using your choice of names. If you use a .WIS extension when saving the configuration it will use the earlier text format. If you use a .WIC extension it will be saved in the new, non-editable, format. All configuration files are stored in the SESSION subdirectory of the wIntegrate folder.

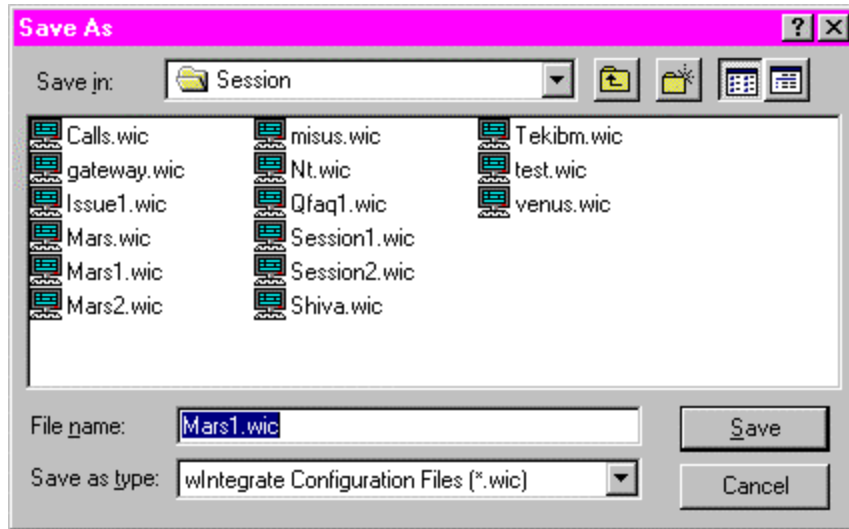
You may not use the same WIC file to open more than one session at a time. If you select **File | Another** and attempt to use a WIC file already in use by another session a warning dialog will be displayed. This dialog allows you to open a copy of the WIC file.



When you use a copy of a WIC file be sure not to make it a default session as this can sometimes confuse the Registry. If you wish to save this session configuration, use **File | Save As** and change the name. Now, when you exit wIntegrate you can set the session as default.

Changing the format

When you save a session configuration wIntegrate 4.0 defaults to the .WIC file format. You can just as easily save the configuration in the earlier .WIS file format. When you select **File | Save As**, the **Save As** dialog box is displayed. The **Save as type:** drop-down box is used to filter the types of session files to be displayed. You can display WIC or WIS files but not both. To save the file using the earlier format, use a .WIS extension. To save the session configuration in the new format, use a .WIC file extension.



WINTEGRATE TECH TIPS

WINTEGRATE 98 WON'T MAXIMIZE CORRECTLY



wIntegrate®

When you start wIntegrate 98 (version 4.0.0), the session window should appear in a non-maximized mode. In some cases, it may start believing the session window is maximized, yet not fill the screen. When this occurs, you can't maximize wIntegrate to fill the screen, and may have difficulty moving or resizing the session. To determine if wIntegrate has, in fact, started up maximized, look at the 3 controls in the upper right corner of the window. If the session is maximized the center control will appear with a shadow, as follows:



If the session has started in a normal mode, the center control will be displayed as a single box:



Work-Arounds

1. Save in normal mode

If wIntegrate opens maximized (the center control, described above, has a shadow) , click on the center control to return it to normal (there will be a single box displayed). Now select File, Save. Exit wIntegrate. When you restart wIntegrate the session should open in normal mode and behave correctly, including filling the screen when maximized. Be sure to not save the session while wIntegrate is maximized or you will have the same problem all over again.

2. Start wIntegrate using a WIS script

In some cases, simply saving the session in normal mode, as described previously, may not resolve the problem. Should this be the case, open wIntegrate, click the maximize button to display the session in normal mode. Now click File, Open, and select Script files (*.WIS) as the file type to be displayed. Open one of these scripts, SESSION1.WIS, for example. Configure the session for the

appropriate communications port, and any other settings you would normally use, then save the settings as a .WIC format, for example, SESSION1.WIC. Now close/restart wIntegrate.

Ultimately, you will want to upgrade to wIntegrate 98 (version 4.0.1), the version in which this has been resolved.

WINTEGRATE TECH TIPS

WINTEGRATE ERROR MESSAGES



wIntegrate®

Error	Possible Cause	Solution
"Unable to find Network Descriptor"	<ol style="list-style-type: none"> 1. Domain Name Server (DNS) hasn't been configured properly in the user's environment. 2. User is running Windows 98 but using an older version of winsock.dll 	<ol style="list-style-type: none"> 1. The user must either configure DNS properly or use the IP address instead of the host name. 2. The version of winsock.dll required for Windows 98 is 4.10.1998.
"Connection Error: Connection Reset by Host"	<ol style="list-style-type: none"> 1. The Host has terminated the connection. 2. Network instability has terminated the connection. 	<ol style="list-style-type: none"> 1. Check the host system as wIntegrate only reports that the connection was lost from the host. 2. Troubleshoot the Network connectivity.
"Unable to start server program WIN.SERVER on host computer"	<ol style="list-style-type: none"> 1. The wIntegrate Host routines aren't installed properly. 	<ol style="list-style-type: none"> 1. Make sure the user is executing the file transfer from the account where the host routines are installed. (See WIN.SHARE in user manual) 2. Make sure the host routines have been compiled and globally catalogued.
"Cannot find ordinal 6464 in dynamic library MFC42.DLL"	<ol style="list-style-type: none"> 1. This problem usually occurs during installation. The user has an older version of MFC42.DLL on the PC and wIntegrate requires version 6.00.8267.0. 	<ol style="list-style-type: none"> 1. Rename the existing version of MFC42.DLL to MFC42OLD.DLL or something. Then reinstall wIntegrate. wIntegrate will then place the required version on the PC.
"Demonstration Version"	<ol style="list-style-type: none"> 1. The user has not obtained a serial number and authorization key from Ardent. 2. wIntegrate is unable to find a valid license. The license file has been deleted, moved or corrupted. 	<ol style="list-style-type: none"> 1. The user should contact the reseller where they purchased wIntegrate or Order Administration if they purchased directly from Ardent. 2. The user should delete the existing license file in the winteg directory and then run the licensing utility.
"wIntegrate has caused a general protection fault in module nnnnnnnn.drv"	<ol style="list-style-type: none"> 1. This is due to a faulty video driver or incompatible video setting in relation to the display adapter on the PC. Commonly this is seen with Cirrus Logic Video cards. (Note: This is outside of wIntegrate) 	<ol style="list-style-type: none"> 1. Change Graphics Acceleration to none under System Properties Performance Graphics. 2. Obtain an updated driver from the manufacturer.

<p>Unable to load connection dll, wpiclan.dll</p>	<ol style="list-style-type: none"> 1. The user does not have PicLan installed properly on the PC. 2. The user has not selected PicLan as an option in the wIntegrate configuration utility. 	<ol style="list-style-type: none"> 1. Advise the user to make sure PicLan is configured and running properly. Two PicLan utilities must be working in order for wIntegrate to work. The utilities are PLTW.EXE and PL-STATW.EXE. 2. Run the wIntegrate configuration utility (wconfig.exe) and add PicLan from the connection options.
<p>"Unable to load connection dll, wwinsock.dll"</p>	<ol style="list-style-type: none"> 1. The TCP/IP settings aren't configured properly on the user's PC. 2. The user hasn't selected Windows Sockets as one of the connection protocols in the wIntegrate configuration utility. 	<ol style="list-style-type: none"> 1. The user should verify that the TCP/IP settings are configured properly. (Test using Telnet to the desired host) 2. Run the wIntegrate Configuration utility and add Windows Sockets as one of the protocols to be used. Remove others that aren't necessary.
<p>"Unable to load connection dll, ftptcp.dll"</p>	<ol style="list-style-type: none"> 1. FTP's PC/TCP is compatible only with Windows 3.1 machines. 2. FTP's PC/TCP is selected in addition to other protocols under the wIntegrate configuration utility. 	<ol style="list-style-type: none"> 1. Advise the user to remove this option under the wIntegrate Configuration utility. 2. Same as above
<p>"Invalid parameter passed to file transfer, unable to open/create PC file"</p>	<ol style="list-style-type: none"> 1. The file the user is attempting to import to is currently locked by another application, e.g. Excel. 	<ol style="list-style-type: none"> 1. Make sure the file is not in use by any other application.
<p>"Integer Divide By Zero"</p>	<ol style="list-style-type: none"> 1. So many fonts are installed in windows, wIntegrate is unable to load its IBSfont. 	<ol style="list-style-type: none"> 1. Upgrade to current version of wIntegrate.
<p>"Unable to find a life - error 0"</p>	<ol style="list-style-type: none"> 1. wIntegrate version 2.X is unable to find a "life" on the hard disk where it is installed. 	<ol style="list-style-type: none"> 1. Numerous different things may cause this. The easiest thing to do is refer to the Forcing a Life tech tip.
<p>"Valid name, no data record on PC"</p>	<ol style="list-style-type: none"> 1. There is no "Hosts" file on the user's PC. 2. Domain Name Server is not configured to resolve the name assigned to a given IP address for a host. 	<ol style="list-style-type: none"> 1. MICROSOFT TCP/IP requires the "Hosts" file for name to IP address resolution. 2. Have the user enter the full IP address rather than the host name.
<p>"Host is not a verb"</p>	<ol style="list-style-type: none"> 1. This is a result of wIntegrate attempting to start WIN.SERVER to invoke Query Builder. In doing this, it sends the command "HOST" which is not recognized at TCL and hence UniData balks and returns the message. 	<ol style="list-style-type: none"> 1. Make sure the host routines are properly installed and that the user is trying to run Query Builder at TCL.
<p>"communications error network subsystem failed"</p>	<ol style="list-style-type: none"> 1. This is related to the Network and is not a wIntegrate problem. 	<ol style="list-style-type: none"> 1. Advise the user to troubleshoot their Network.