Install and License file FAQ for SOS suite

(Revised 4/21/2023)

The word "SNAP" is used specifically in this FAQ since that is the program with the greatest userbase. Each of the other programs; PROCAST, FORECAST, PTA, TANK, WELLSCHM have their own directory structures that can be anticipated by replacing the word SNAP with the program you are using.

The folders that SNAP uses are:

Name	Contents	Recommended user rights
C:\Program Files (x86)\SNAP\	Executables (.exe), libraries (.dll), Sample Datasets, Utilities	RWD (Read required)
C:\users\USERID\AppData\Local\SNAP	graphics templates, default dataset, scratch report files	RWD (ReadWriteDelete required)
C:\ProgramData\SNAP\	License file, graphics templates, default dataset	RWD (ReadWriteDelete required)

Windows 10&11 have security features which control user specific install and execution rights. Because of these limitations, users should follow these specific instructions to avoid problems. All the files referenced in these instructions are located here http://www.ryderscott.com/Software/download2/

- 1) As a general rule, download all installers and the license file refresher to your desktop by following your browser's download directions. This way you can run them "As Administrator" by right-clicking.
- 2) If you are just refreshing expired license files, download the license file refresher, refreshsos.exe. Once refreshsos.exe is on your desktop, right click it then select "Run as Administrator" from the pop-up menu options shown below.



If **your User ID** does not have the rights to select this option, contact your IT department to perform this and any remaining steps.

3) If you are installing new versions over the top of older versions, it is not typically necessary to uninstall the older versions of the same program since the installer is designed to patch files that are updated. For those patching installations frequently, Installshield may have a hard time removing an old installation or patching an existing installation due to a long list of installed patches. Microsoft provides an installer cleanup tool referenced here: <u>https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed</u> that may help in those cases.

4) Once the installer (I.E. setupsnap.exe) is on your desktop, right-click it, then select "Run as Administrator" from the pop-up menu options shown below. If your User ID does not have the rights to select this option, contact your IT department to perform the remaining steps.



5) Once the install has completed, an Icon for the program can be found on the desktop or you can browse to C:\program files (x86)\snap\snap.exe. To force the operating system to allow the program to run as designed, right-click on the Icon and select "Properties" from the bottom of the pop-up menu as show below.



6) From the shortcut properties dialog that appears, select the "Compatibility" Tab and check the boxes shown below for functionality that overrides the unnecessary user restrictions. Each user who uses the computer may have to make this change unless you use the "All users" button to set the options.

Security	Details	Previous Versions	Security	Details	Previous Versions
General	Shortcut	Compatibility	General	Shortcut	Compatibility
1	Snap.exe - Shortcut		If this program isn't try running the com	working correctly on a npatibility troubleshoot	this version of Windows, er.
pe of file:	Shortcut (Ink)		How do I choose of	compatibility settings m	nanually?
scription:	Snap - Systems Nodal Analys	sis Program	Compatibility mod	de	
			Run this prog	ram in compatibility m	ode for:
cation:	C:\Users\swilson\Desktop		Windows 7		~
e:	1.29 KB (1,330 bytes)				
a on diek:	4 00 KP (4 096 https)		Settings		
e on disk.	4.00 KB (4,030 Bytes)		Reduced col	or mode	
ated:	Tuesday, February 14, 2012	2, 10:13:47 AM	8-bit (256) color	~	
Modified: Tuesday, February 14, 2012, 10:17:37 AM		Run in 640 x	Run in 640 x 480 screen resolution		
cessed:	Tuesday, February 14, 2012	2, 10:13:47 AM	Override high Scaling perfo	DPI scaling behavior med by:	
			Application		4
ibutes:	Read-only Hidden	Advanced	Disable fullsc	reen optimizations	
			Run this prog	gram as an administrate	or
			Change set	tings for all users	

- 7) There are some machines that will continue to ask for ADM ID and passwords when you set these options. In those cases, don't set them and see if you can get the programs to work with your own ID. If not, ask your IT staff to find a combination that works for you since this is no longer a software issue, it is an IT security settings issue. In rare cases it even makes sense to install the program (+support files) to your Desktop or My Documents folder since then it will run just like it did in WindowsXP/7. Windows Security features have their costs, and only you can decide when they are too high and address it with your IT staff.
- 8) Sometimes even after doing steps 1-7, the User ID may not have adequate rights to the C:\Program files (x86)\Snap directory shown below or <u>even the c:\ProgramData\SNAP\ folder that was specifically designed</u> by Microsoft Windows designers to hold user data.

In that case, the user may be able to turn on SNAP, but it will have problems accessing the license file and/or writing temporary scratch files for reports in those directories.

In rare cases, you may have rights to the folder, but not rights to specific files like snap.lic and snapmessages.txt. To test this, see if you can rename each file. If you can't change the name, SNAP can't work with it either.

IF you find a file that is locked out to you, try the options below on the files as well as the folders.

6				x
G	Cocal Disk (C:) F Pro	gram Files (es (x86) Shap Search Shap	ρ
	File Edit View Tools Help			
- (Organize 🔻 Include in library 👻	Share wit	with ▼ Burn New folder 🛛 🗮 ▼ 🗍 (?
	🖻 퉲 SD 🔷 🖍 Name		Date modified Type Size	1
	🕨 🎍 StekEdi 🛛 🔒 data		9/17/2012 1:54 PM File folder	
	Nindows	7sosSOP		
	STMicri Snap.exe		9/7/2012 11:45 PM Application 3,409 KB	
	Symant 🗸 🚳 3DChart.	ll	9/7/2012 11:45 PM Application extens 70 KB	
	Open in new window		General Sharing Security Previous Versions Customize	
<u>f thi</u>	s happens, right click on the SNAP	directory	bry, and select properties from the POP-UP menu shown belo	<u>)w:</u>
	Open in new window		General Sharing Security Previous Versions Customize	
	Share with	•	Object name: C:\Program Files (x86)\Snap	
Œ	Snagit	•	Group or user names:	
ŋ	WinZip	•	& CREATOR OWNER	
s	Shared Folder Synchronization	•	& SYSTEM Administratore (DEN-S IW/NEW) Administratore)	
_	Rectore previous versions			
100	Restore previous versions			
2	Combine supported files in Acrobat		✓ III To change permissions, click Edit. Edit	
-	Combine supported files in Acrobat Include in library	•	✓ III To change permissions, click Edit. Edit Permissions for Everyone Allow	
4	Combine supported files in Acrobat Include in library Send to	F F	To change permissions, click Edit.	
42	Combine supported files in Acrobat Include in library Send to	•	Image of the second	
η <u>β</u>	Combine supported files in Acrobat Include in library Send to Cut Conv	•	Image of the second	
η <u>β</u>	Combine supported files in Acrobat Include in library Send to Cut Copy	•	Image Image To change permissions, click Edit. Edit Permissions for Everyone Allow Deny Full control ✓ ▲ Modify ✓ ▲ Read & execute ✓ ■ List folder contents ✓ ■ Read ✓ ✓ Write ✓ ▼	
Ψ <u>β</u>	Combine supported files in Acrobat Include in library Send to Cut Copy Delete	•	Image of the second settings, click Edit. Image of the second settings, click Edit. To change permissions, click Edit. Edit Permissions for Everyone Allow Deny Full control Image: second sec	
	Combine supported files in Acrobat Include in library Send to Cut Copy Delete Rename	•	Image of the second settings. To change permissions, click Edit. Demissions for Everyone Allow Permissions for Everyone Allow Permissions for Everyone Allow Permissions for Everyone Allow Full control ✓ Modify ✓ Read & execute ✓ List folder contents ✓ Read ✓ Write ✓ For special permissions or advanced settings. Advanced	
	Combine supported files in Acrobat Include in library Send to Cut Copy Delete Rename New	<i>•</i>	Image of the second sector of the second second sector of the second second sector of the second	

Create or Modify the User Permissions to allow Full Access to any potential users.

9) For some environments or network installs, you may never have RWD (ReadWriteDelete) access to your own <u>c:\ProgramData\SNAP\</u> Directory. To solve this, an option on the AboutBox <u>and</u> Preferences Panel is to redirect SNAP to hold all data that the user can change to C:\users\USERID\AppData\Local\SNAP. Even though that folder name is awkward and hard to find, Microsoft will hopefully let you continue to use it for a few years.

Preferences		
Interface Preferences Plot with Excel (when available)	-Gas L Valv	
✓ Keep legend in upper right corner	The	
Highlight loading areas on main nodal plot Show Net Oil Rates instead of total liquid		
Allow background actions & Show advanced panels	Ctr	
Show MD instead of TVD on depth plots		
Use Large Toolbar Buttons	Valv	
C: \ProgramData \SNAP	Bell	
	ov	
Reset window/Input Panel Positions	TRO	
Other Desferrer		

SNAP will attempt to help you through this change by copying the files you need to the new location.

SNAP Registration		×
Tom Nations to Scott J. W ECCN 5DS	Contacts: om@nationsconsultinginc.com ilson sjw@ryderscott.com 092, HTSUS 8523.49.2010 d bore: C:\ProgramData\SNAP\	User Profile Program Version SNAP 2.905 4/14/2023 SNAP II:
User Details	Expiration	Date September 15, 2023 0:1 rem
Company Snap e-mail	Would you like to copy files f	rom the original directory into
Name Phone	Yes	No Cancel
City Country		
Check for	new version	
C:\installers10\\$	SNAP\Snap.exe	 < App Directory Press to Confirm Change

- 10) When browsing for datafiles, if you can see all your local drives but not any mapped network drives, it is probably because your drive mapping is tied to your regular user ID, and (strangely enough) not the admin version of your ID that you are running SNAP "as Administrator" under. In that case, just uncheck the "run as administrator" check box (shown in item 6), save and try it again. It may take a reboot for SNAP to run just as user w/o admin elevation. You may also lose other functionality, but you'll be able to see all your network drives.
- 11) The message below may appear if you forget to use the "Run as Administrator" option.

🛃 SNA	P Installer Information	\times
1	Error 1925.You do not have sufficient privileges to complete this installation for all users of the machine. Log on as an administrator and then retry this installation.	
	ОК	
or iggi SNAP	Installer Information	
1	Error 1926.Could not set file security for file C:\ProgramData\. Error: 0. Verify that you have sufficient privileges to modify the security permissions for this file.	
	OK	

Sometimes even after doing steps 1-9, the User ID may not have adequate rights to the <u>all the individual</u> <u>files in C:\Program files (x86)\Snap directory or the c:\ProgramData\SNAP\ folder</u>. In that case, the user may be able to turn on SNAP, but it will have problems accessing the license file and/or modifying working files in those directories. In rare cases, you may have rights to the folder, but not rights to specific files. <u>If</u> <u>you suspect this, see if you can move/edit each file in the problem directory</u>. Occasionally the XXXX.lic files will be locked out from specific users and if so, change the file permissions as shown in step 8 to allow access to all users. Sometimes the user can corrupt or set a "read only" attribute on one of the work files in these directories. Corrupted files will need to be manually deleted if it is a scratch file or re-loaded if it is a necessary work file.

12) For Spanish language versions of Windows, the "Users" group policy may not exist. It can be easily created using the process shown in item 8 above, then "edit" and "Add" as shown below. Once the "Users" group is created, the install should go smoothly.

📙 SNAP Properties 📃 🎫
General Sharing Security Previous Versions Customize
Object name: C:\ProgramData\SNAP
Group or user names:
& SYSTEM
Wilson, Scott (swilson@ryderscott.com)
& Administrators (DEN-SJW-NEW\Administrators)
Series (DEN-SJW-NEW\Users)
To change permissions, click Edit. Edit
Permissions for Users Allow Deny
Full control 🗸 🛕
Modify 🗸
Read & execute 🗸 🗉
List folder contents 🗸
Read 🗸
Write 🗸 🔻
For special permissions or advanced settings, Advanced click Advanced.
Learn about access control and permissions
OK Cancel Apply

13) Starting in 9/2017, Microsoft Windows Defender may stop SNAP from running with the following message



To globally turn off this feature, type "Windows Defender" in the search windows tool, and select options 2 or 3 in the App & browser control panel as shown below :

□ App & browser control
Set up Windows Defender SmartScreen settings for apps and browsers.
Check apps and files
Windows Defender SmartScreen helps protect your device by checking for unrecognized apps and files from the web.
▲ Check apps and files is off. Your device may be vulnerable. Dismiss
O Block
O Warn
● Off
Privacy statement

If that is not an option, you can tell Windows Defender that these programs are fine by following the directions here: https://support.microsoft.com/en-us/windows/add-an-exclusion-to-windows-security-811816c0-4dfd-af4a-47e4-c301afe13b26

14) How do I resolve "Error reading setup initialization file" when installing"?



These errors happen when the installation package is corrupted during the download process. To correct the problem, try to clear your download cache and re-download to other locations/names. Sometimes bad installers do make their way to the installer servers, so call Scott Wilson 303-483-3292 if an installer looks like it has –zero- size or repeatedly downloads poorly.

15) The installer has trouble writing to the directory in the error message. In this case, the ID doing the install does not have sufficient rights to create or update the directory shown in the error message. It is often best to just browse to and rename this directory (c:\programdata\SNAP_backup for example). Restart the installer and it should build and populate that directory cleanly.



- 16) As of 7/2018, SNAP has an auto-activation option where a copy can be activated by using an activation code instead of an e-mailed license file. To use this option, follow the steps below.
 - a. First, access the registration panel from the help menu (or automatically on open).

	Help	
		Help Topics
1		User Profile, Registration, About

b. Enter any relevant info on the panel and push the "Request CPU Specific License" button or copy and paste the text-box information into an e-mail and send to BOTH <u>sjw@ryderscott.com</u> and <u>tom@nationsconsultinginc.com</u>. Once received, we will generate a unique activation code for you and reply via e-mail.

ities View Window Help					
SNAP Registration					
-					
License file found here: C:\ProgramD	License file found here: C:\ProgramData\snap\SNAP.lic				
Contacts: Tom Nations tom@nationsconsultinginc.com Scott J. Wilson sjw@ryderscott.com ECCN 5D992, HTSUS 8523 49 2010		User Profile ConocoPhillips			
SNAP 2.596 8/2/2018	Expiration	Date August 04, 2019			
User Details					
Company" ConocoPhillips	Company* ConocoPhillips				
e-mail*					
*Check here if you are a current	nt Ryder Scott Clie	ent.			
Name					
Phone		Zip			
City	N/A	▼			
Country					
Send this Text to tom@nationsconsultinginc.com if the automated request fails ,NotClient,,,,,ConocoPhillips,,N/A,,,7884 15602					
Computer ID Codes Request CPU Specific License (allow 48 hours for response)					
Activation Code	Use Supplied Activation Cod	de Help Close			

Once you enter that code, and press the "Use Supplied activation code" button, your copy will be activated.

Computer ID Codes	Request CPU S	
7884 15602	(allow 48 hours	
Activation Code	Use Supplied	
ABC-DEF-GHI-JKLM-NOP	Activation Code	

17) Windows Defender SmartScreen keeps coming up.



Just unblock SNAP.exe from right-click -> "properties" as shown below.

👖 Snap.exe Properties		
General Com	patibility Security Details Previous Versions	
	Snap.exe	
Type of file:	Application (.exe)	
Description:	SNAP.exe	
Location:	C:\Program Files (x86)\SNAP	-
Size:	3.70 MB (3,887,104 bytes)	
Size on disk:	3.70 MB (3,887,104 bytes)	
Created:	Yesterday, October 10, 2019, 9:59:48 AM	
Modified:	Today, October 11, 2019, 5:54:25 AM	
Accessed:	Yesterday, October 10, 2019, 9:59:48 AM	
Attributes:	Read-only Hidden Advanced	
Security:	This file came from another Unblock computer and might be blocked to help protect this computer.	
	OK Cancel Apply	

18) "I want to run SNAP in a Citrix or Server environment."

The SNAP interface and IO options were designed starting in 1990 on Windows 3.1 but have had (at least) monthly updates for these last 30 years. Microsoft Windows has also not stood still, first changing the names of directories where programs are stored; C:\program files\XXXX to C:\program files (x86)\XXXX, then not allowing users to write to those directories. This last change forced programmers to re-direct any working files to the default hidden directory C:\programdata\XXXX.

SNAP is theoretically able to run in a shared environment, and if only one person runs it at a time, 100's of people can, theoretically, share one copy of the program. However, if two people try to use it at the same time, they may attempt to access the same working files at the same time, causing the user who tries to open the file last to get an error, or worse, simply crash.

Since a full installation of SNAP is less than 62 MB (including all the help files and examples), it takes up only 0.00124% of a typical 500 Gig hard drive, so it's not beneficial to ask users to share copies from a space saving argument. On the other hand, many IT departments have other reasons for program installation decisions.

General	Sharing	Security	Previous Versions	s Customize
	4	SNAP		
Type:	F	ile folder		
Location	n: C	:\Program F	Files (x86)	
Size:	6	2.3 MB (65,	,430,689 bytes)	
Size on	disk: 6	2.9 MB (65,	,966,080 bytes)	
Contain	s: 2	56 Files, 8 F	Folders	
Created	: T	hursday, Se	eptember 7, 2017, 3	3:35:00 AM
Attribute	es: [Read-only	y (Only applies to fi	les in folder)
	Ľ	Hidden		Advanced

ConocoPhillips, Oxy, BP, Chevron, Hilcorp and many other large firms with corporate SNAP licenses install SNAP on each user's Computer the same way the smaller user groups do. Those who attempt to install it on servers or shared client server environments tend to have more problems so these users have chosen the simpler path.

A multi-user SNAP environment is available for those who feel this is better for their specific circumstances.

We will continue to evaluate options to simplify this process and welcome any feedback or advice you can provide based on your experience at <u>sjw@ryderscott.com</u> or <u>tom@nationsconsultinginc.com</u>.

User Account Control Settings

The SOS programs do not change any Windows or operating system settings so running with no UAC notifications is safe and recommended. Other settings may require user interaction that will make the SOS programs (and others) very difficult to use.

& User Accounts		– o x
← → ∽ ↑ 🍇 : Control Panel → All Control Panel Items →	Jser Accounts The path ~	٩ ٥
File Edit View Tools		
Control Panel Home Make changes to your user a	ccount	3
Manage your credentials Create a password reset disk Make changes to my account in P	C settings	
Manage your file encryption certificates	Administrator Local Account Administrator	
 Configure advanced user profile properties Manage another account Change User Account Control sett 	ings 1 Password protected	
Change my environment variables	J Settings —	
Choose	e when to be notified about changes to your computer	
User Acc Tell me n	ount Control helps prevent potentially harmful programs from making changes to your computer nore about User Account Control settings	
Alwa	ys notify	
_	- Never potify me when:	
	Apps try to install software or make changes to my	
-	Computer	
	· · · · · · · · · · · · · · · · · · ·	
-	-	
2 -	- (i) Not recommended.	
Neve	r notify	
	-	
	3	
	Cancel	

There are ways to add programs as UAC exceptions but this looks very time consuming. https://silicophilic.com/add-program-to-uac-exception/

Even the how-to has a bug in it. /c start "" application.exe should be /c start" application.exe

Program Specific Issues

In our experience, 99% of install issues are related to user rights; in other words, installation headaches usually have nothing to do with the SOS programs themselves, but a lot to do with how tightly controlled your computing environment is.



Most "off the shelf" computers install these programs with no problems, so if you are at a loss with one computer, try installing on your home computer to isolate the source of the problem.

SNAP

1) SNAP special user features

Since SNAP has significant proprietary technology that is licensed only to ConocoPhillips, ExxonMobil, and Oxy users, an advanced features password is required when selecting these user types on the about-SNAP dialog.

w.ryderscott.com act: Scott J. Wilson	User special features specific to which group
w@ryderscott.com 9-8123 Fax US 303-623-4258	ConocoPhillips
is cor Enter advanced features pa	Expiration Date Corp License ssword
	ОК

To receive this password,

- ConocoPhillips users should contact Jason Jones or Ilnur Mustafin.
- Ovintiv users should contact Furqan Chaudhy.
- Oxy Users should contact Greg Stephenson.
- ExxonMobil users should contact Mike Romer.
- Hilcorp users should contact Brian Gleeshan or David Haakinson.

2) Error 1606. Could not access network location

This installer error pops up when the user does not have a valid location for the standard "Common Documents" folder as defined in the registry key [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders]

> -	PrintersAndFaxes	Name	Type	Data
> -	PublishingWizard	ab (Default)	REG SZ	(value not set)
> -	QueryBuilder	ab Common Administrative Tools	REG SZ	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Administrative Tools
-	RecentDocs	ab Common AnnData	REG SZ	C\ProgramData
> -	RemoteComputer	ab Common Deskton	REG SZ	C:\Ilsers\Public\Deskton
-	RemoveAccess	ab Common Documents	REG SZ	C:\Users\Public\Documents
> -	ResetUserProfileCallbacl	ab Common Programs	PEC SZ	C. (Osers / Dolic (Documents
-	ResourceTimers	ab Common Programs	REG_SZ	C:\Programbata\Microsoft\Windows\Start Menu\Programs
> -	Search	Common Start Menu	REG_SZ	C:\ProgramData\Wicrosoft\Windows\Start Menu
>	SearchFolder	Common Startup	REG_SZ	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup
	SharedUserData	Common Templates	REG_SZ	C:\ProgramData\Microsoft\Windows\Templates
	Shell Folders	CommonMusic	REG_SZ	C:\Users\Public\Music
	ShellExecuteHooks	CommonPictures	REG_SZ	C:\Users\Public\Pictures
>	ShelllconOverlayIdentifi	(ab) CommonVideo	REG_SZ	C:\Users\Public\Videos
> -	ShellServiceObjects	ab OFM Links	REG SZ	C:\ProgramData\OFM\Links

The solution to this problem is to install as a user who has a valid common documents registry setting or to make sure the address that is listed is accessible.

3) "SNAP Installer keeps re-launching whenever I generate a graph"

💱 SNAP	X
The feature you are trying to use is on a network resource that is unavailable.	ОК
No.80	Cancel
Click OK to try again, or enter an alternate path to a folder containing the installation package 'SNAP.msi' in the box below.	
Use source: C:\Users\swilson\AppData\Local\Temp\{DFD8E	Browse

If the message above appears, you have an incomplete or duplicate install and just need to let windows know that it does not need to interrupt your runs. Often this will fix itself by just hitting "Cancel" and ignoring the messages until they go away, but if that does not help, you may need to "repair" or uninstall and re-install using the Programs and Features control Panel. The Microsoft installer fix-it tool may also help in these situations: https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed

					SÞ	SlickEdit 2008 (13.0.2) SlickEdit Inc.		199 MB 2016-10-26	
					Щ	Snagit 10.0.2 TechSmith Corporation		99.7 MB 2016-11-10	
File Edit View Tools Help Control Panel Home View installed updates	All Control Vanel Items > Programs and reacu	es • • t and then click Uninstall, Change, or Rep	•• Search Programs and re	atures D		SNAP Nations Consulting, Inc. 18.5.2575		16.6 MB 2018-05-09	
off Install a program from the network	Organize - Uninstall Change Repair	Publisher Installed On	Size Version	• •			Modify	Uninstall	
	SNAP SQL Server Browser for SQL Server 2012	Scott Wilson 7/12/2013 Microsoft Corporation 3/18/2013	17.6 MB 20.20.351 9.87 MB 11.0.2100.60	ę	9	Sports Microsoft Corporation		16.0 KB 2018-04-04	
						SQLite ODBC Driver for Win6 Unavailable	i4 (remove only)	2017-11-06	

For those not averse to clearing registry keys, those near

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\000000043214321214302000003015] that are related to SNAP installer tracking and can be deleted when necessary.

4) Graphs not showing up or showing up but not plotting:

First, use the Window > Cascade Menu command to see if the graphs are just offscreen.

If that doesn't work, the graphics libraries may not be registered or are registered in the wrong directories. You can teach the operating system to use your preferred graphics libraries with the following 4 DOS commands:

1) Open the start menu and type CMD into the search box

2) THEN >> Hold down Ctrl + Shift and THEN press the Enter key (yes...3 keys at the same time) (This runs the Command Prompt in Administrator mode.)

■ 🖻 🕀 Filters 🗸		
Best match		
Command Prompt Desktop app		
Apps		
Map_All_Den_DrivesSC		
install.cmd		
eps2eps. cmd		
s font2c. cmd		Filters \checkmark
pdf2ps.cmd		
pf2afm.cmd	Best match	
Visual Studio x64 Win64 Command Prompt (2010)	Command Prompt	
 Visual Studio x64 Cross Tools Command Prompt (2010) 	Desktop ap	administrator
Search suggestions	Apps 🗋 Open	file location
Crmd - See web results	< Map_All_Dei 🦽 Unpin	from Start
, C cmd	install.cmd -⊨ Pin to	taskbar

3) Run batch file **enablesnapgraphs.bat** <u>or</u> type the two regsvr32.exe commands below:

regsvr32 "C:\program files (x86)\snap\olch2x32.ocx" \u ... (to unregister the failing graphics) regsvr32 "C:\program files (x86)\snap\olch2x32.ocx" ... (to re-register the correct graphics)



Re-register...

(If you have a desktop version, replace "C:\program files (x86)\snap\" with "%desktop%\SNAP\" Note: "Desktop" can be your personal desktop (C:\users\xxx\Desktop\SNAP) or the Public desktop (C:\users\Public\Desktop\SNAP) so your specific case is relevant.

License File Issues

The most common message concerning License files is the one below:



We know this is a nusiance, but in order to keep the programs from going viral and having others create entire businesses around distributing unauthorized versions, we ask that each copy "check-in" every year or so.

The easiest way to remove this message is to replace the expired license files. The easiest way to do this is to run the license file refresher found here (have the refresher password available before you run this): http://www.ryderscott.com/Software/download2/refreshsos.exe

98% of the time, running the refresher (as administrator!) will clear this irritating message for a year or so.

...if not, you may still get an expired message if the refresh task was unsuccessful. In these cases there may be other license files that the program is finding before it can find the refreshed license file. To fix this, search for and delete all copies of the problem license files as shown below.

	and the second se	
Search Results in Local Disk (C:)	•	✓ 4 tank.lic ×
View Tools Help		
Open with Save se	arch Burn	ii - 🔟 🔞
be slow in non-indexed locations: C	:\. Click to add to index	x
- Shortcut	C:\Program Files (x86)\TANK	Date modified: 9/14/2015 9:17 Size: 24 bytes
ads	tank.lic C:\ProgramData\SNAP	Date modified: 8/27/2015 2:23 Size: 32 bytes
Places Report Letters	[00k17gQU1DLXxx0000000w]tank.lic	Date modified: 7/28/2015 9:35 =

There may even be some Windows10 auto-created duplicate copies like the example below. Delete these too:

\leftarrow	÷ •	↑ 🔒 > This PC > s	jwC (C:)	> Users > swilson > A	AppData > Local > Vir	tualStore > Program Files (x86) > TANK			
		Power Bl	^	Name		Date modified	Туре	Size	
		Power Bl Desktop		📄 tank.lic		2018-04-27 10:51 AM	License	1 KB	
		- Programs		📓 Tec32.ini		2019-04-26 9:20 AM	Configuration sett	1 KB	

A batch file that will search for all license files is provided in the C:\program files (x86)\snap\SNAP_Utilities folder

- This PC > sjwC (C:) > Program Files (x86) > SNAP > SNAP_UTILITIES >					
rosoft Synchronization Services	^	Name	Date modified	Туре	Size
rosoft Visual Studio 9.0		👖 8qGL_VBA_Sample.snp	2017-03-08 6:39 PM	SNP File	4 KB
rosoft Visual Studio 10.0		Find All Copies of snap.lic.bat	2018-03-30 3:40 PM	Windows Batch File	1 KB

If you run the accurately named "Find All Copies of snap.lic".bat file, you get a DOS window that looks like below.

C:\WINDO	WS\system32\cmd.exe		-	×
2012-12-06	01:03 PM 1 File(s)	32 snap.lic 32 bytes		^
Directory	of C:\source9\NewForecas	t\pgms\debug		
2018-03-08	09:14 PM 1 File(s)	32 snap.lic 32 bytes		
Directory	of C:\source9\nusnap			
2018-05-13	04:39 PM 1 File(s)	32 snap.lic 32 bytes		
Directory	of C:\tec32\pgms\debug			
2013-05-22	07:02 AM 1 File(s)	32 snap.lic 32 bytes		
Directory	of C:\Users\All Users\SN	IAP		
2020-07-10	09:21 AM 1 File(s)	32 snap.lic 32 bytes		
Total	Files Listed: 27 File(s) 0 Dir(s) 154,709,11	856 bytes 0,784 bytes free		
C:∖≻pause Press any k	ey to continue			~

Hopefully you have fewer than 27 copies of that file....

Once you have deleted all the license files, run the program again and if you get this new message:

I	ank 🛛	×
	À	The license file was not found. Please visit www.ryderscott.com to obtain a new license.
		ОК

you have successfully removed all the license files and the program is waiting for one valid license file. Now, Re-run the refresher (as Administrator) and you should have one good license file that the programs like.

The last potential message is below:



This is becoming fairly rare but might happen if you try to run from a CD or have someone else install the programs, then log-in with a low-rights ID and try to run again. In these cases, just refer back to Items 8&9 above and give yourself more rights to the problem folder/files.

Program Specific Issues

Forecast

Since Forecast uses the 32bit ODBC access drivers to interface with the datapool.mdb database, an ODBC link is automatically built to access this database during the install process. Unfortunately, Win7 64bit machines will force forecast into the c:\program files (x86)\forecast\ directory. This will cause the ODBC link to be misdirected since it will be looking for those files in the c:\program files\forecast\ directory.

There are 2 options to solve this problem:

- 1) Move the entire c:\program files (x86)\forecast\ directory to c:\program files\forecast\ and then re-direct the desktop short-cut to this new location, or,
- 2) Redirect the ODBC link to c:\program files (x86)\forecast\ using the 32bit ODBC administrator located at C:\Windows\SysWOW64\odbcad32.exe. The relevant entries are shown below:

🔄 ODBC Data Source	Administrato	r	100			<u> </u>
User DSN System DS	SN File DSN	Drivers	Tracing	Connectio	n Pooling	About
System Data Sources						
Name	Driver				A	dd
OAKATDP1 pdbfprd	Microsoft ODE Microsoft ODE	C for Ora	cle cle		Re	move
TEC32 AAI Access	Microsoft Acce	lient ig_n ess Driver	ome i (*.mdb)		Con	igure
TEC32 Datapool	Microsoft Acce	ess Driver	(*.mdb)			
ODBC Microsoft Acce	ess Setup					? ×
Data Source Name:	TEC32 Datapo	ol				ОК
Description:	TEC32 AAI Acc	cess				
Database						Cancel
Database: C:\\Fo	recast\datapoo			1	_ (Help
Select	Create	Repai	r	Compact		Advanced

Help files not showing content

https://superuser.com/questions/503812/how-to-unblock-chm-files-unblock-button-is-missing

- 1. Navigate to the folder you extracted the Implementation Guide files | Right Click on the .chm file | Select Properties.
- 2. Select the 'Unblock' button at the bottom of the General tab and then click OK.



Here's how to fix it:

- 1. Open Regedit
- 2. Search for the key:
- 3. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x
- 4. Create subkey ItssRestrictions
- 5. Create DWORD MaxAllowedZone with value 2

Windows Registry Editor Version 5.00 [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp] [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x] [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\HHRestrictions] "MaxAllowedZone"=dword:00000002

If it still doesn't work, move the file to a different disk and reopen it to see

Regedit uninstall cache

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall

	Please wait while	Windows configures SNAP	
Gatherin	g required inform	ation	
			Cancel
-			
	100		
Si	NAP		×
St	NAP		×
St	NAP	Internal Error 2503.	×

Method 1

Check permissions within the Installer folder. To do this, follow these steps.

1. Highlight the C:\Program Files (x86)\SNAP folder (and/or type C:\programdata\ into the search bar than highlight the SNAP folder).

- 2. Right click on the folder then click properties.
- 3. Click on the security tab > Verify if System and Administrator account has Full access permissions.
- 4. The Everyone account should have read and execute permissions, List Folder Contents, and Read.

Method 2

Unregister Windows Installer, and then reregister Windows Installer. To do this, follow these steps:

1. On the "Start" menu, click "Run.

- 2. In the "**Open"** box, type "**msiexec /unreg**", and then press ENTER.
- 3. On the "Start" menu, click "Run".
- 4. In the "**Open"** box, type "**msiexec /regserver**", and then press ENTER.