



BPMS SOFTWARE

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Troubleshooting BPMS Errors

Last Updated: 4 March 2017

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Error #2501 The OpenForm action was cancelled

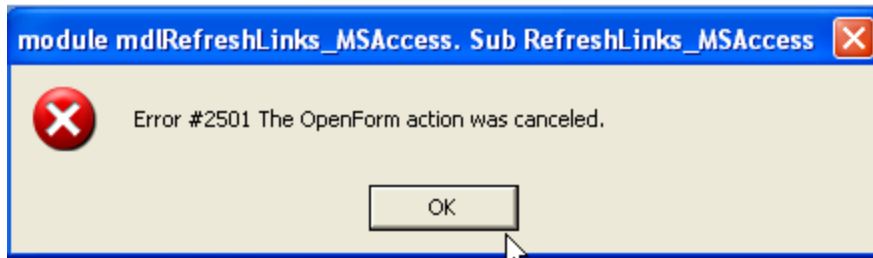
Last Updated: 01-Dec-2012

Applies to

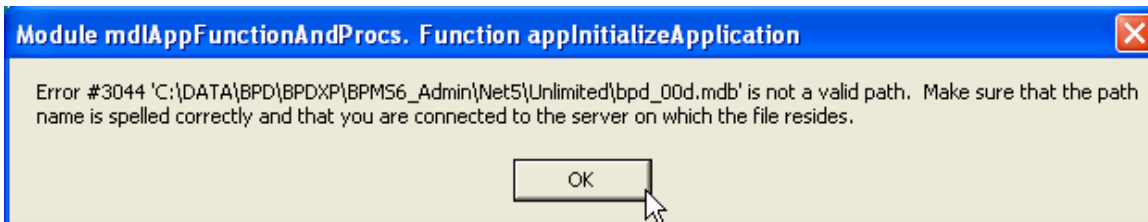
1. BPMS 6 Administrator, BPMS 5 Tester
2. All Windows versions

Symptoms

After installing an update the following "Error #2501 The OpenForm action as cancelled" appears.



If you continue this error message will appear:



Cause

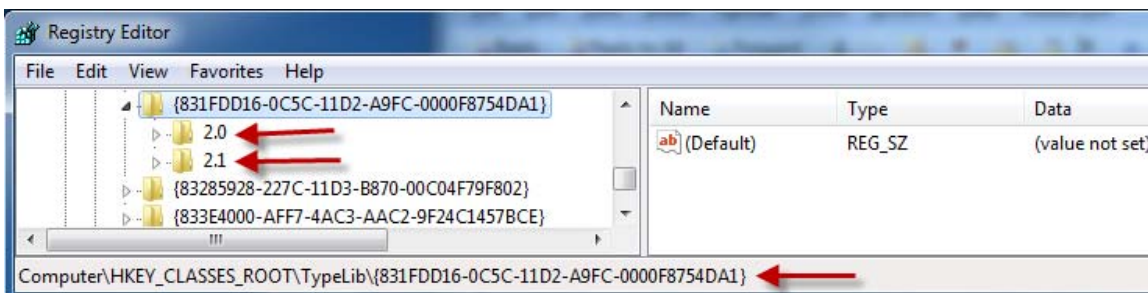
Microsoft security update MS12-060 causes certain ActiveX controls, such as the Windows Common Controls (file MSCOMCTL.OCX) to fail to load properly.

How to Check if Problem Exists before Attempting a Fix

1. Click Start, then Run.
2. In the Open box, type "REGEDIT" (without quotes) and click OK.
3. Browse to this key in the registry:

[HKEY_CLASSES_ROOT\TypeLib\{831FDD16-0C5C-11D2-A9FC-0000F8754DA1}](#)

If you see two registry keys, 2.0 and 2.1 as shown below then you may be experiencing the issue.



Resolution

Fix it solution for versions of Windows earlier than Windows 8

1. Close all BPMS applications running on that computer.



Fix this problem

2. Run the Microsoft Fix it Tool **Microsoft Fix it 50930** , URL:
<http://go.microsoft.com/fwlink/?LinkId=263512>)

Fix it solution for Windows 8-based systems

1. Close all BPMS applications running on that computer.



Fix this problem

2. Run the Microsoft Fix it Tool **Microsoft Fix it 20097** , URL:
<http://go.microsoft.com/?linkid=9830950>)

Microsoft Access 2010 and 2007 Recommended Fixes

If you are Running BPMS with MS Access 2010 or 2007, you should use

Office 2010:

A fix is now available for download that installs the control and also fixes the registration of the control. We recommend that you install this fix to resolve the issue. You can download the fix from here instead: <http://download.microsoft.com/download/9/9/7/99775BB8-1759-4B21-8CF0-247DAEC127B4/mscomctlocx2010-kb2687503-fullfile-x86-glb.exe>.

Office 2007:

A fix is now available for download that installs the control and also fixes the registration of the control. We recommend that you install this fix to resolve the issue. You can download the fix <http://download.microsoft.com/download/2/D/8/2D842B97-0038-4055-836F-F869B6D42703/mscomctlocx2007-kb2687493-fullfile-x86-glb.exe>.

Manual Fix the Registry

For additional information about this issue, including how to manually update the registry go to: <http://support.microsoft.com/kb/2597986/EN-US>

Error #3027 cannot update. Database or object is read-only.

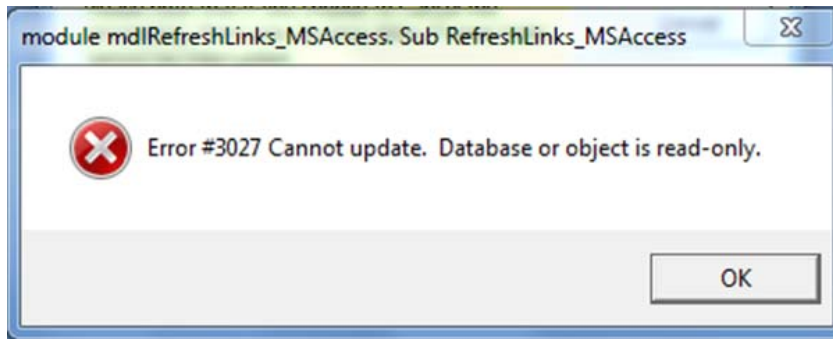
Last Updated: 01-Dec-2012

Applies to

1. BPMS 6 Administrator, BPMS 5 Tester
2. All Windows versions

Symptoms

After installing BPMS, when you open the application, you receive "Error #3027 Cannot update. Database or object is read-only."



If you keep clicking OK, the same message appears repeatedly (about 20 times).

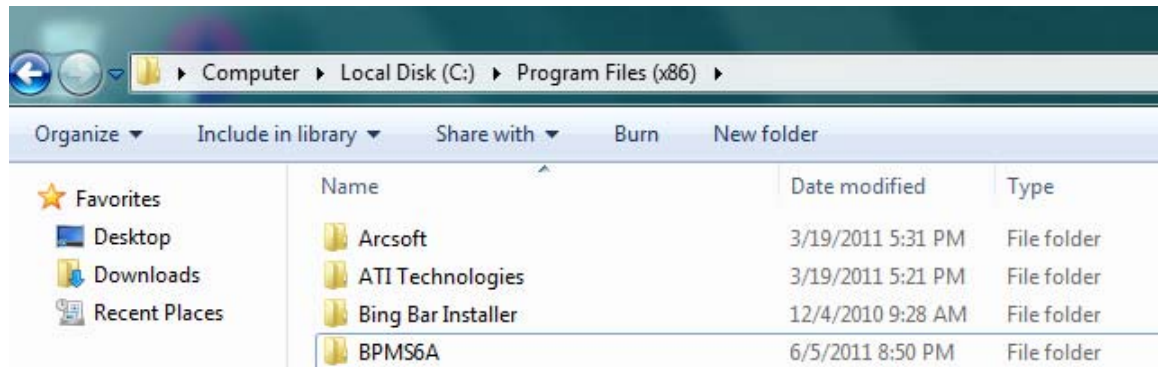
Cause

The user doesn't have full rights to the BPMS client (front-end) folder. In order for the BPMS search function to work properly, users need update access to the folder where the BPMS client application is installed.

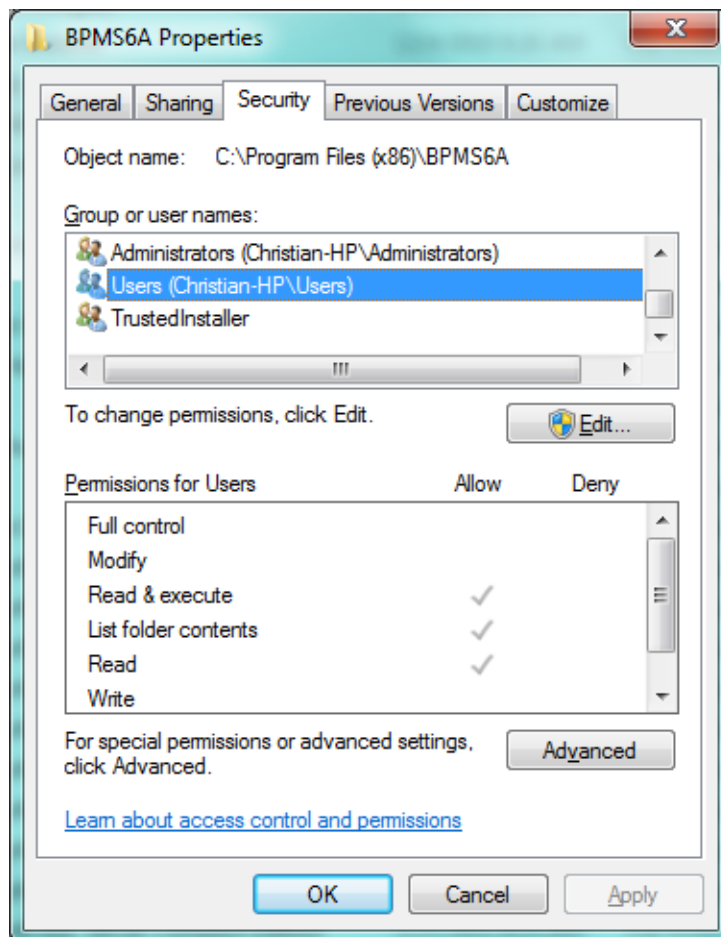
This error is more common on Windows 7 or newer operating systems.

Resolution

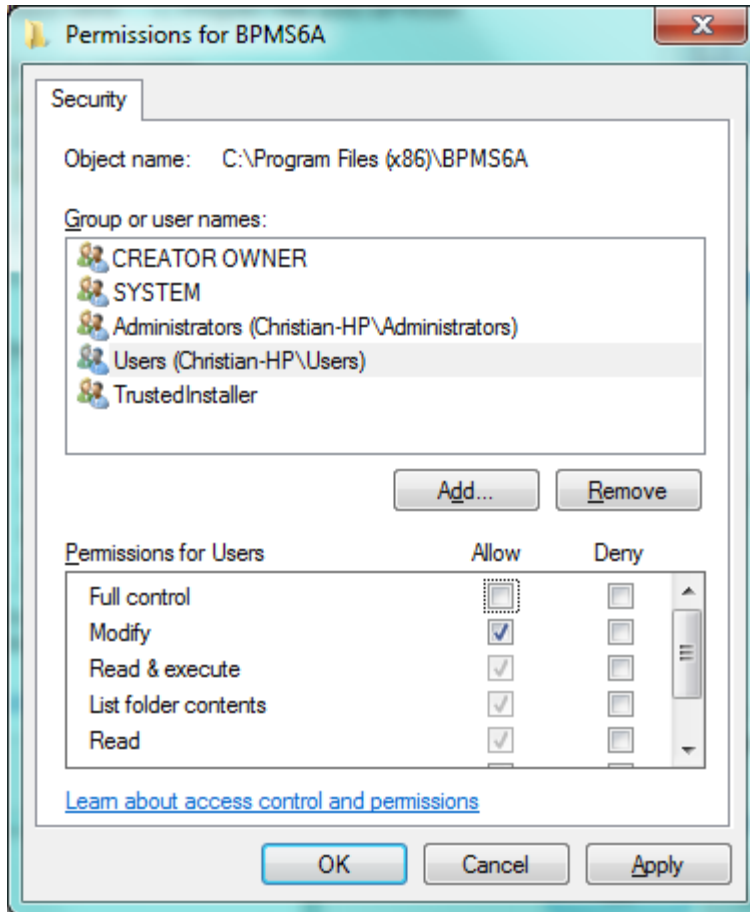
1. Close all BPMS applications running on that computer.
If you keep getting Error #3027, you can end the application by pressing CTRL+ALT+DEL then choose START TASK MANAGER. Under the Applications tab, click BPMS then click END TASK then proceed to the next section.
2. Open the COMPUTER application
3. Locate the folder where BPMS is installed. The default folder is either:
C:\Program Files\BPMS6A\ (32 bit)
C:\Program Files (x86)\BPMS6A\ (64 bit)



4. Right-click the BPMS6A folder then choose Properties



5. Scroll down the list of "Group or user names" then click on the group that starts with "Users (".
6. Click on the Edit button
7. Click again on the group that starts with "Users".
8. Click on the Modify check box then click Apply

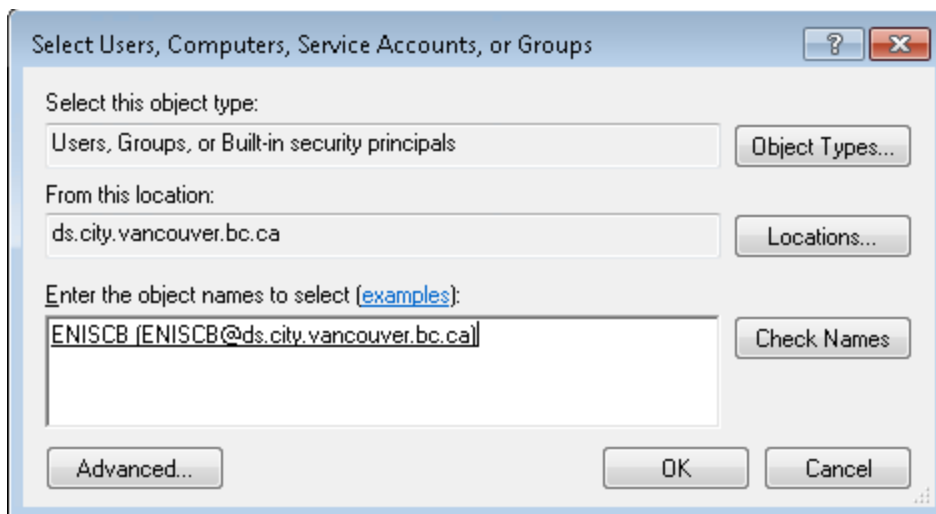


9. Click OK again to complete your changes.

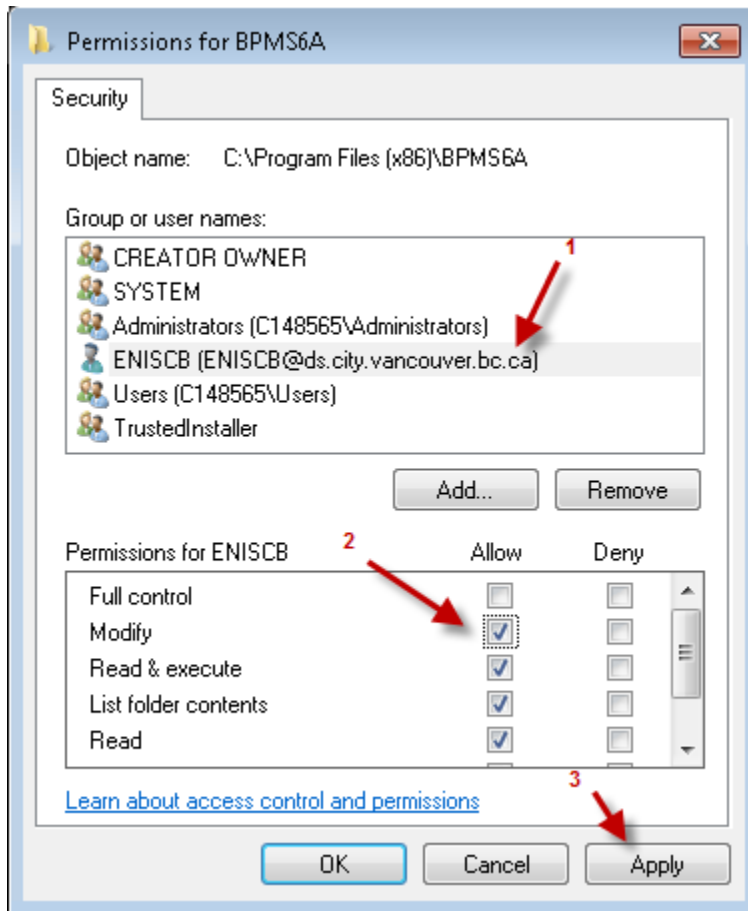
Run the BPMS 6 Admin application. If the issue persists, follow this rest of these steps

10. Right-click the BPMS6A folder then click **Properties** then click the **Security** tab then click the **Edit** button.

11. Click the **Add** button then enter either the Windows user name or the name of an **Activity Directory** group then click **Check Names** button.



12. Once you have a valid name click OK
13. Select the name added in the previous step then click on the **Modify** check box then click **Apply**



14. Click OK again to complete your changes.
- Run the BPMS 6 Admin application. If the issue persists, contact BPMS Software

Error #3086 Could not delete from specified tables

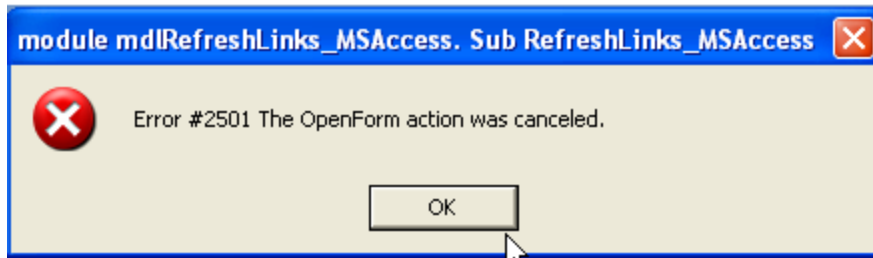
Last Updated: 01-Jan-2010

Applies to

1. BPMS 6 Administrator, BPMS 5 Tester
2. All Windows versions

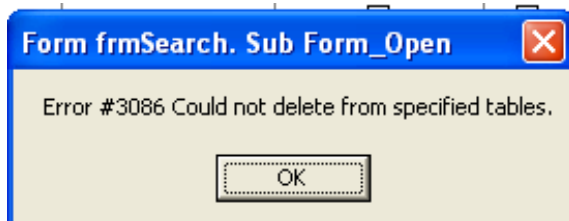
Symptoms

The Search function returns "Error #3086 Could not delete from specified tables".

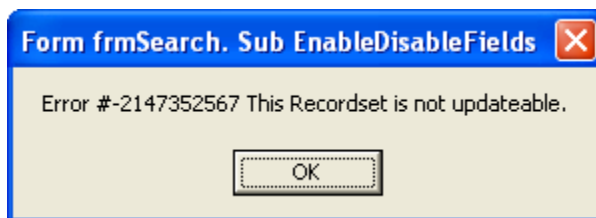


Steps to Reproduce the Problem

1. Open BPMS
2. Click on the FACILITIES form
3. Click on Search button. The follow error appears:



4. Followed by:

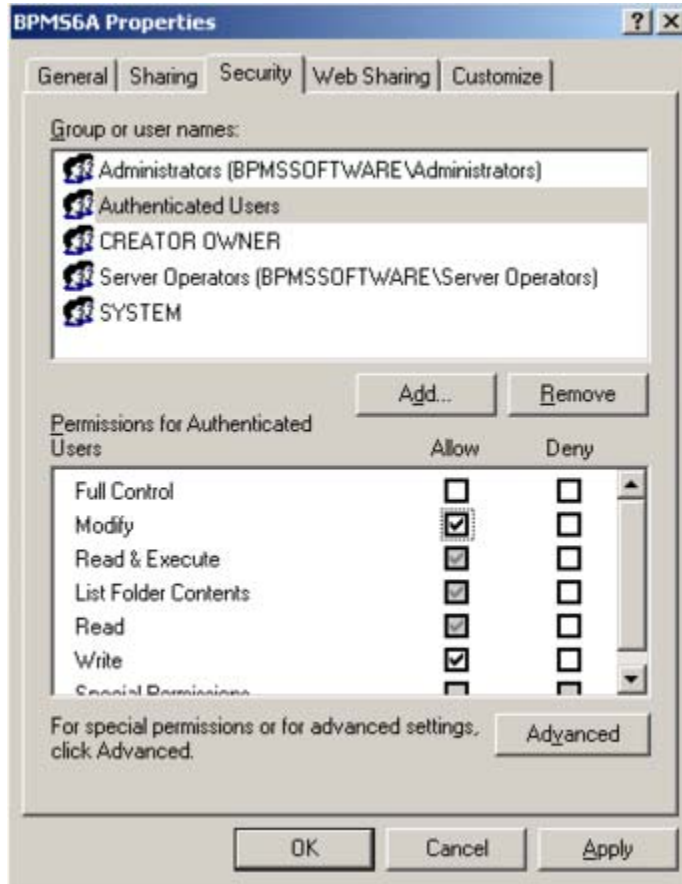


Cause

The user doesn't have full rights to the BPMS client (front-end) folder. In order for the BPMS search function to work properly, users need update access to the folder where the BPMS client application is installed.

Resolution

1. Using the "My Computer" (Windows XP) or "Computer" program, locate the folder where the BPMS client is installed.
On computer running Windows XP, the default folder is **C:\Program Files\BPMS6A**.
On a 64 bit Windows OS, the default folder is **C:\Program Files (x86)\BPMS6A**.
2. Right-click the BPMS6A folder then chose **Properties**.
3. Set the permissions as follow then click OK.



4. Ask the user to test the search again to confirm that the problem has been resolved.
5. If you can't set the permission properly, ask your system administrator. If you need further assistance, contact BPMS Support at 877-250-2698.

BPMS Application can only be run as Administrator

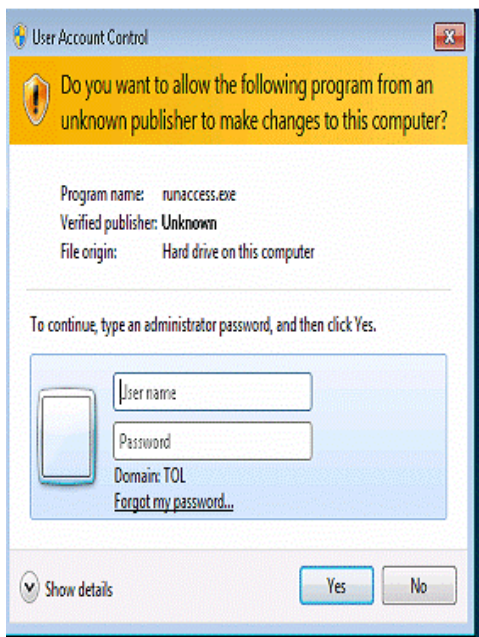
Last Updated: 18-Nov-2014

Applies to

- All BPMS installations with Microsoft Access Runtime installed prior to January 1, 2014
- Windows 7 or newer operating systems

Symptoms

After installing BPMS runtime version on Windows 7 or newer operating system, when the user tries to run the application, the User Access Control dialog box prompts to enter an Administrator user name and password.



Another symptom is that the BPMS Icons should have a small chequered flag in yellow and blue near the lower right corner as shown in icon below.



Cause

The RUNACCESS.EXE program cannot be run on Windows 7 or newer operating system.

Resolution

There are two options.

Option 1 – Reinstall BPMS

Re-install BPMS using an installation program created after Aug 1, 2013 for BPMS 6 Administrator or after 18-Nov-2014 for BPMS 5 Tester version. You may download the latest

version from one of the following locations. Be sure to click link to “DOWNLOAD BPMS FULL INSTALL”.

BPMS 6 Administrator edition

<http://www.bpms.net/update6a.htm>

BPMS 5 Tester edition

<http://www.bpms.net/update5t.htm>

User Account Control Prompt when Running BPMS

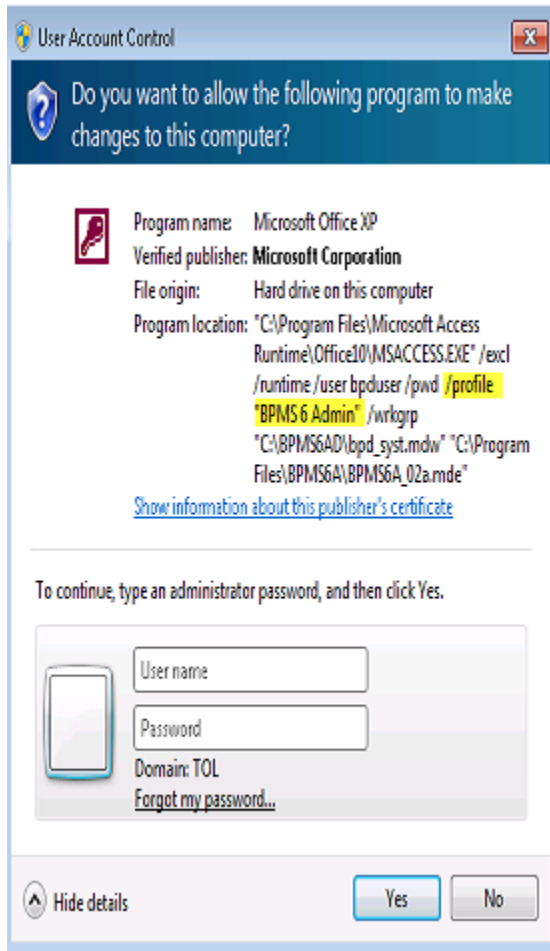
Last Updated: 29-Nov-2013

Applies to

1. BPMS 6 Administrator edition where the last FULL INSTALL was run from a BPMS version older than 1-Jun-2013.
2. BPMS 5 Tester edition where the last FULL INSTALL was run from a BPMS version older than 22-Nov-2014.
3. Windows 7 or newer Operating Systems

Symptoms

Every time a user tries to run the BPMS application, the “User Account Control” dialog box pops up asking to type an administrator password to continue.



Cause

Under Windows 7 or newer operating systems, the option **/profile “BPMS 6 Admin”** required the account running the application to have administrator privileges on the local machine.

Resolution

Two options:

Option 1

1. Reinstall BPMS (FULL INSTALL).

You can download a copy of the latest version of BPMS from one of the following folders:

For BPMS Administrator Edition:

Go to <http://www.bpms.net/update6a.htm> then click [“DOWNLOAD BPMS 6 Full Install”](#)

For BPMS Tester Edition:

Go to <http://www.bpms.net/update5t.htm> then click [“DOWNLOAD BPMS 6 Full Install”](#)

Option 2

For each application shortcut (a.k.a Application icons), edit the Target properties and delete the text `/profile "BPMS 6 Admin"` or `/profile "BPMS 5 Tester"`. You should also remove the text `"/runtime"`.

Be sure to update not only icons on the desktop but also applications shortcuts under the BPMS program groups under the Windows start menu => All Programs.

Error #70 Permission Denied using Expanding Field

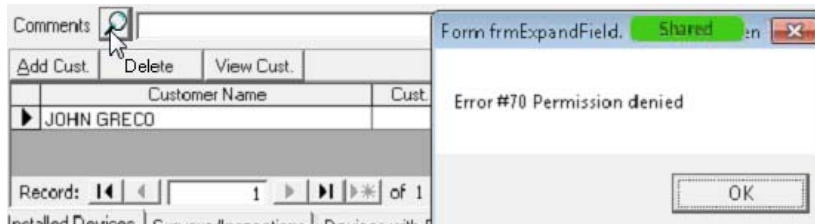
Last Updated: 29-Nov-2013

Applies to

4. BPMS 6 Administrator, BPMS 5 Tester
5. Any version of Microsoft Access

Symptoms

Every time the user opens the "Expand Field" dialog box, the error message "Error #70 Permission denied." appears as shown below. Note that other than this error message, everything else works as expected so this is a low severity error.



Steps to Reproduce the Problem

To reproduce the error, open the Facilities form then click the magnifying glass next to the Comments box. The error message should appear. You can also right-click then choose Expand.

Cause

This error can occur when multiple versions of Microsoft Access are installed on a machine. For example, the version Microsoft Access 2002 is installed when there is already a licensed version of Microsoft Access is installed (e.g. 2010).

Resolution

To resolve this issue, follow these steps.

2. Make sure Microsoft Access 2010 version installed property.

You can do that by opening the application. To open the application, click the Windows Start button then choose All Programs => Microsoft Office => Microsoft Access. If the application opens without error, it is installed properly.

3. If licensed version of Microsoft is installed properly, uninstall unnecessary versions of Microsoft Access.

First you need to determine which version to uninstall. For example, the BPMS version installs Microsoft Access Runtime 2002. If you have the licensed version of Microsoft Access 2002 or newer, you can remove the run time version.

To uninstall a program, you need local administrator privileges on your machine. If you don't have , ask your IT staff to do it for you. To uninstall a program, go to the Control Panel then choose Uninstall a program.

4. Reinstall BPMS (FULL INSTALL).

Once you have only one installaton of Microsoft Access, you need to reinstall BPMS. You can download a copy of the lastest version of BPMS from one of the following folders:

For BPMS Administrator Edition:

Go to <http://www.bpms.net/update6a.htm> then click "[DOWNLOAD BPMS 6 Full Install](#)"

For BPMS Tester Edition:

Go to <http://www.bpms.net/update5t.htm> then click "[DOWNLOAD BPMS 6 Full Install](#)"

Security Notice – A potential security concern has been identified

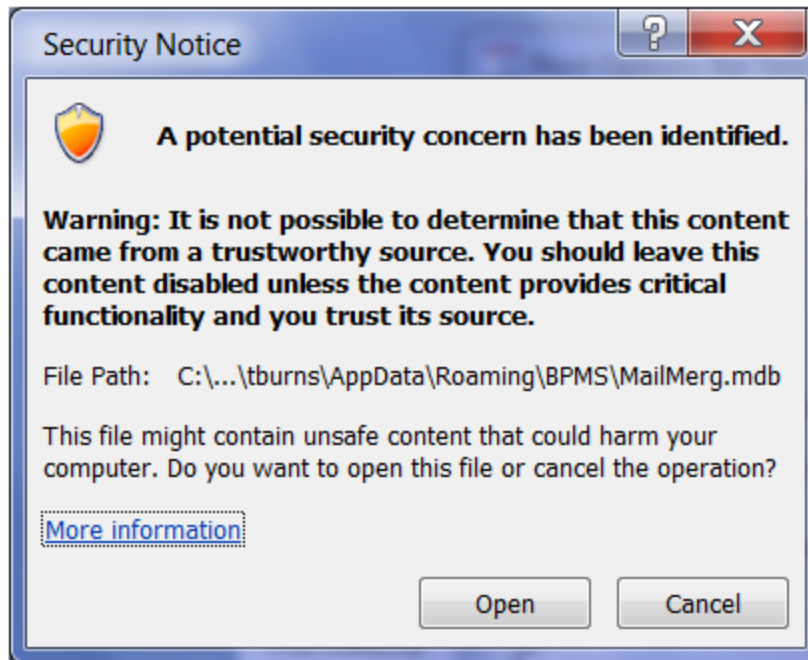
Last Updated: 02-Dec-2012

Applies to

1. BPMS 6 Administrator, BPMS 5 Tester
2. Installations with Microsoft Access 2007 or newer

Symptoms

Upon launching a BPMS application or when preparing Letters or other mail merge document a dialog box titled "Security Notice" with message "A potential security concern has been identified. Warning: It is not possible to determine that this content came from a trustworthy source. You should leave this content disabled unless the content provides critical functionality and you trust its source."



Cause

With Microsoft Access 2007 and newer versions, the BPMS client folders need to be added as trusted locations.

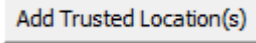
Resolution

You can suppress the Security Notice message by following these steps:

1. Run the **BPMS 6 Admin** application.

2. From the Switchboard click  then click



3. Click 
4. You should receive a message that trusted locations were added successfully.
5. The next time the user runs the application, the security warning should no longer appear.

Error Importing List of Certified Testers from BCWWA

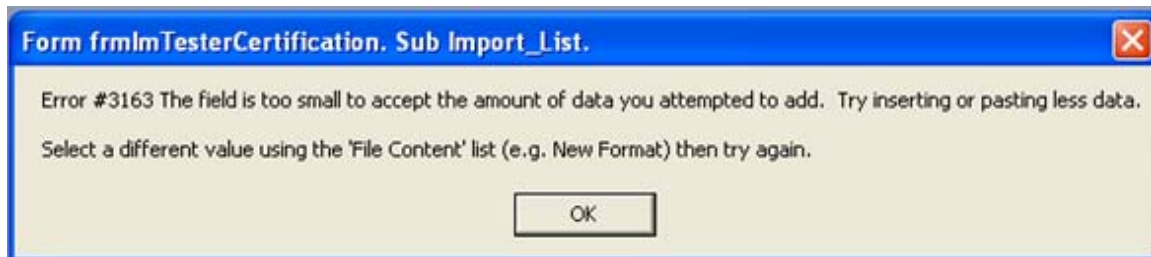
Last Updated: 02-Dec-2012

Applies to

1. BPMS 6 Administrator
2. British Columbia Users importing Certified Testers from BCWWA

Symptoms

When importing Certified Testers download from the British Columbia Water and Water Association (BCWWA), upon clicking on the Import button, you receive "Error #3163 The field is too small to accept the amount of data you attempted to add."



Cause

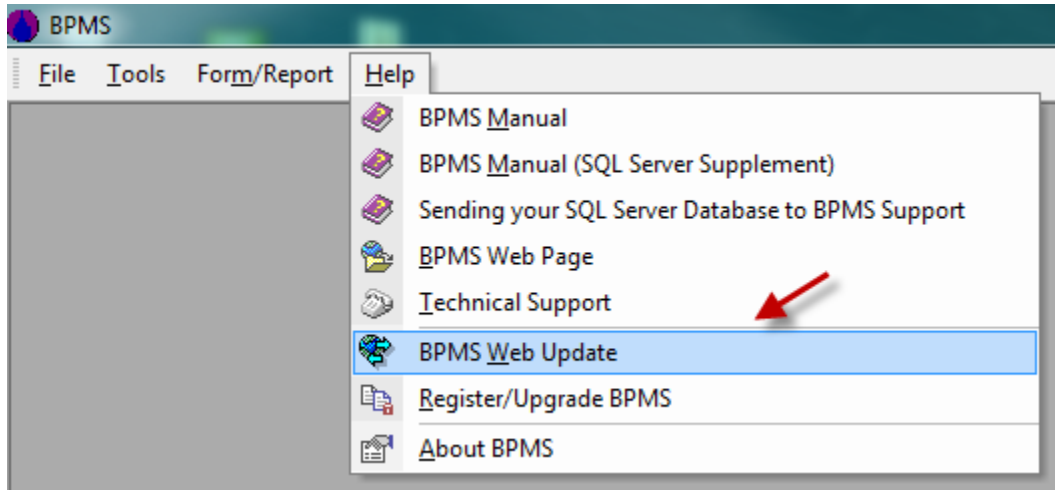
The format of the Import file has changed (e.g. New fields were added).

Resolution

Download and install the latest version of BPMS.

Please check your IT policy regarding software updates. Updates may need to be installed by your network administrator. To update the application yourself in Windows 7, you will need local administrator privileges on your machine.

Updates can be downloaded from <http://www.bpms.net/update6a.htm> or from the BPMS application, go to the Switchboard form then choose Help | BPMS Web Update as shown below.



Error You do not have access to make the required system configuration Modifications

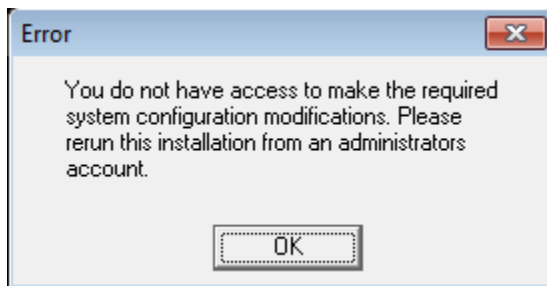
Last Updated: 02-Dec-2012

Applies to

1. BPMS 6 Administrator or BPMS 5 Tester
2. Windows 7 or Newer Operating Systems

Symptoms

When you start a BPMS Application, you receive a prompt to update. After clicking yes you receive error "You do not have access to make the required system configuration Modifications. Please rerun this installation from an administrators account."



Cause

Unlike Windows XP, Windows 7 require user to have administrator privileges in order to run the BPMS update application.

Resolution

Ask your Network Administrator to run the update for you.

Troubleshooting BPMS Errors

Updates can be downloaded from <http://www.bpms.net/update6a.htm>

Error SQL Server does not exist or access denied

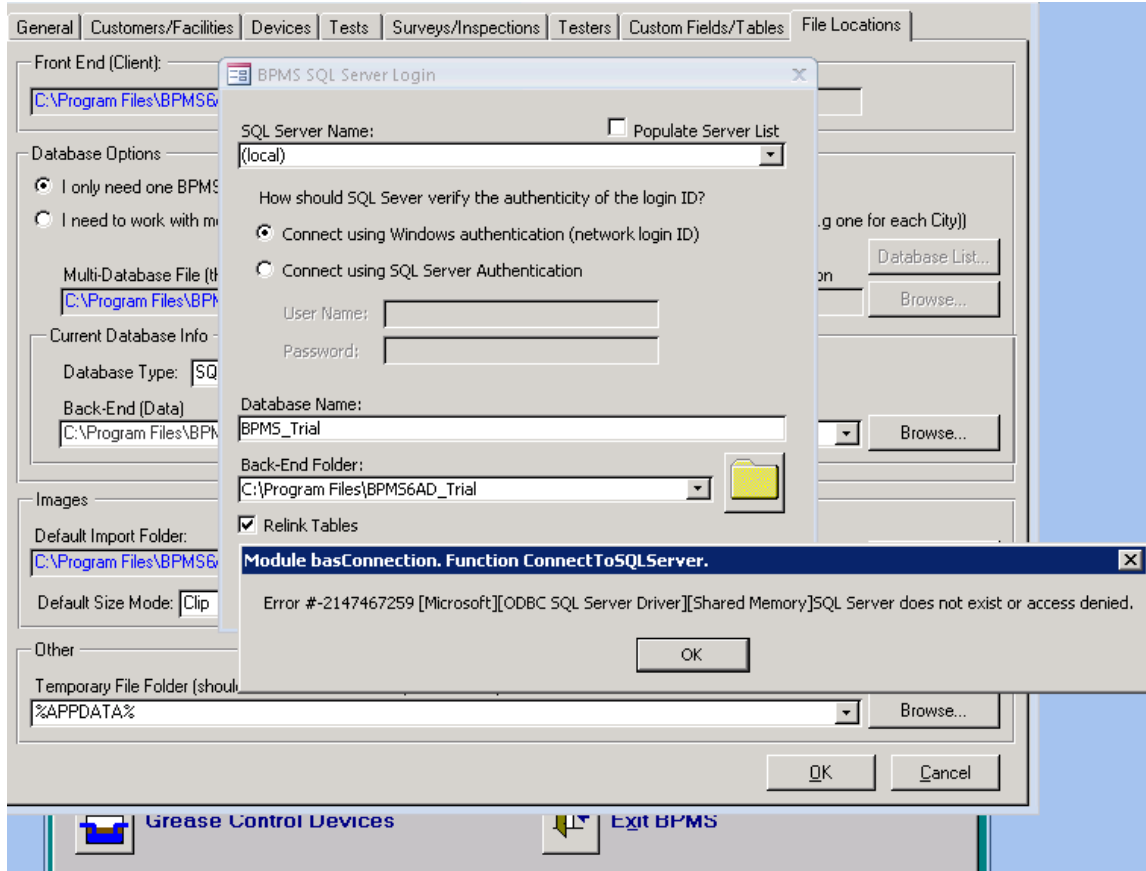
Last Updated: 02-Dec-2012

Applies to

1. BPMS 6 Administrator with SQL Server Back-End Only

Symptoms

When attempting to connect to SQL Server, you receive Error #-2147467259 [Microsoft][ODBC SQL Server Driver][Shared Memory]SQL Server does not exist or access denied."



Cause

The SQL Server Name is incorrect or the server is not available. The default name "(local)" only works if SQL Server is installed locally on the computer and you are connecting to the default server.

Resolution

Specify the correct SQL Server name and/or instance. If you need assistance ask your network or database administrator. Below is an example of SQL Server instance.



Error BPMS can't find the macro '()'

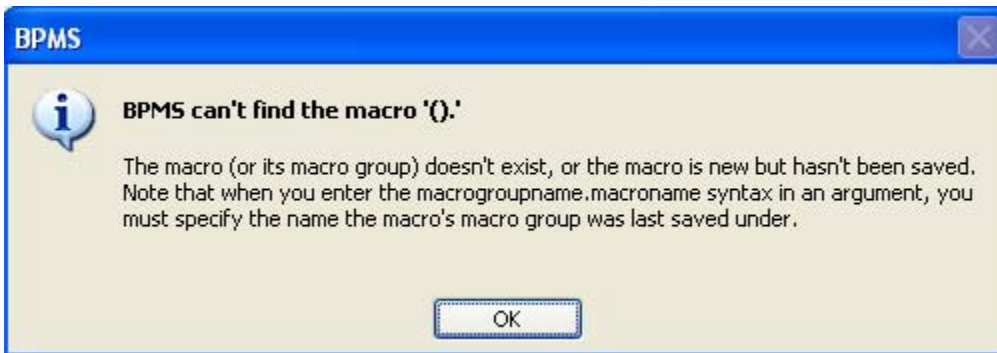
Last Updated: 14-Aug-2012

Applies to

1. BPMS 6 Administrator or BPMS 5 Tester

Symptoms

The message "BPMS can't find the macro '().'" appears either when you start a BPMS application or when click on a button to open a form (e.g. Facilities).



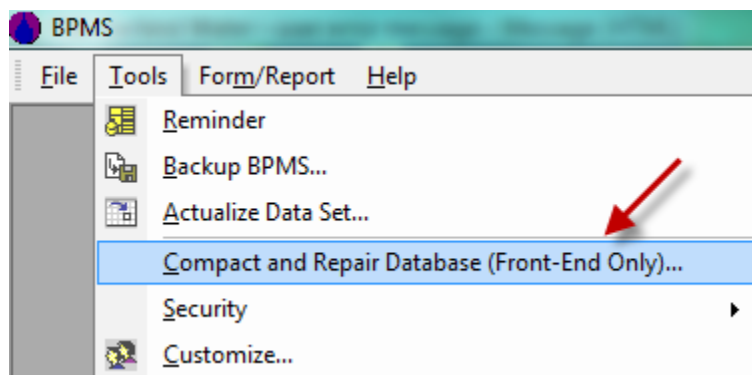
Cause

A database is corrupted.

Resolution

If the problem only occurs on one machine, it is probably because the front end (client) database is corrupted. Follow these steps to repair the front-end (client) database:

- 1) If the BPMS application is open, choose the following option from the Menu Bar:



- 2) If the problem occurs on more than one machine, or if the problem persists, follow these steps to repair the back-end database.
 - a. Ask everyone to close the BPMS application.
 - b. Run the “BPMS 6 Tools” or “BPMS 5 Tools” application. If you don’t have an icon on your desktop, you can run it by clicking on the **Windows** icon then choose “Programs” or “All Programs” then click on the “BPMS 5 Tester” or “BPMS 6 Admin” folder.

SQL Server Business Object Update Required

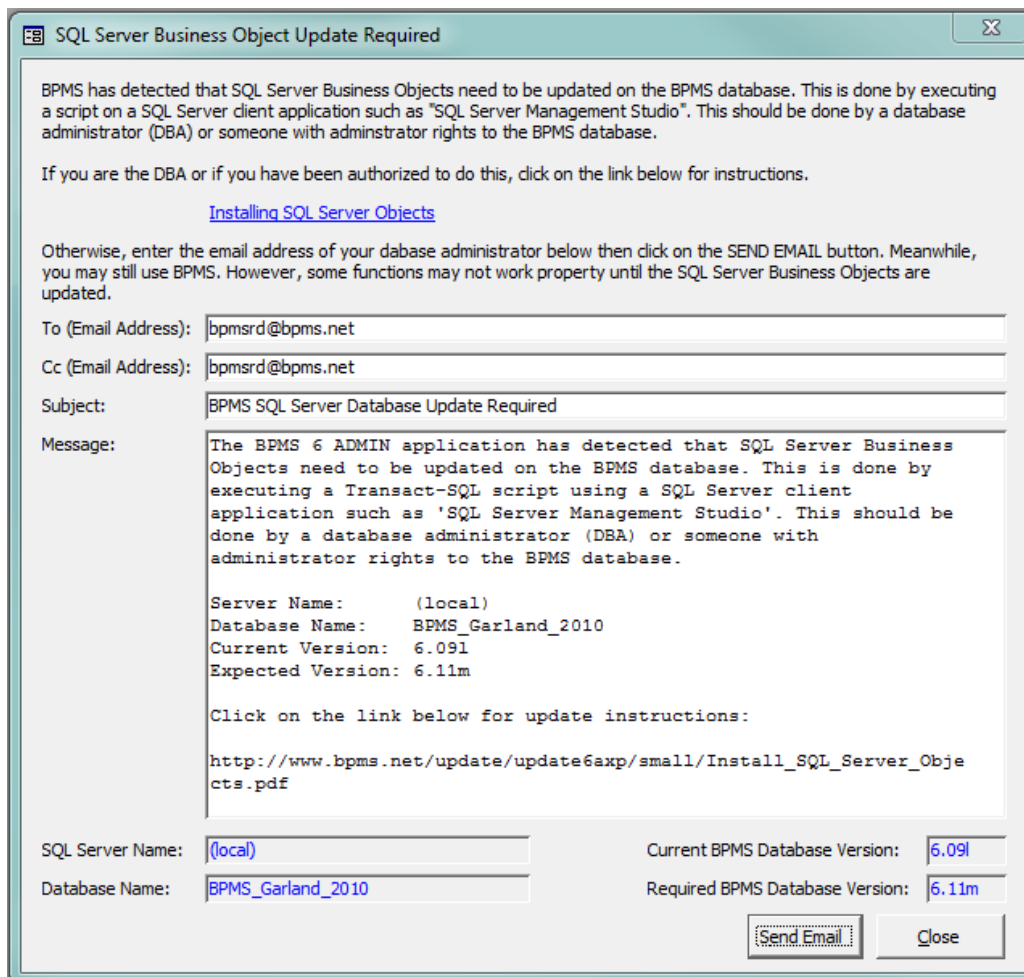
Last Updated: 02-Dec-2012

Applies to

1. BPMS 6 Administrator with SQL Server Back-End Only

Symptoms

After updating the BPMS application, the message box titled “SQL Server Business Object Update Required” popup up.



Cause

SQL Server objects need to be updated on the SQL Server database.

Resolution

This update should be executed by a database administrator (DBA) or equivalent.

If you are a regular user, click on the SEND EMAIL button and send it to an IT staff member that can help.

If you are a DBA or equivalent, click on the Install SQL Server Objects button to access further instructions to proceed with the update.

SQL Server Business Object Update Required

BPMS has detected that SQL Server Business Objects need to be updated on the BPMS database. This is done by executing a script on a SQL Server client application such as "SQL Server Management Studio". This should be done by a database administrator (DBA) or someone with administrator rights to the BPMS database.

If you are the DBA or if you have been authorized to do this, click on the link below for instructions.

[Installing SQL Server Objects](#) **Click this link if you have DB Owner privileges on BPMS Database**

Otherwise, enter the email address of your database administrator below then click on the SEND EMAIL button. Meanwhile, you may still use BPMS. However, some functions may not work properly until the SQL Server Business Objects are updated.

To (Email Address):

Cc (Email Address):

Subject:

Message:

The BPMS 6 ADMIN application has detected that SQL Server Business Objects need to be updated on the BPMS database. This is done by executing a Transact-SQL script using a SQL Server client application such as 'SQL Server Management Studio'. This should be done by a database administrator (DBA) or someone with administrator rights to the BPMS database.

Server Name: (local)
Database Name: BPMS_Garland_2010
Current Version: 6.091
Expected Version: 6.11m

Click on the link below for update instructions:

http://www.bpms.net/update/update6axp/small/Install_SQL_Server_Objects.pdf **Click here to send email to your DBA**

SQL Server Name: Current BPMS Database Version:

Database Name: Required BPMS Database Version:

Error “Duplicate record in table tblCustomize”

Symptoms

Either one of these messages appear every time you open BPMS:

1. Duplicate record in table tblCustomize. Please contact BPMS Support
2. Error #3197 The Microsoft Access database engine stopped the process because you and another user are attempting to change the same data at the same time.

Cause

Table tblCustomize should only have 1 record.

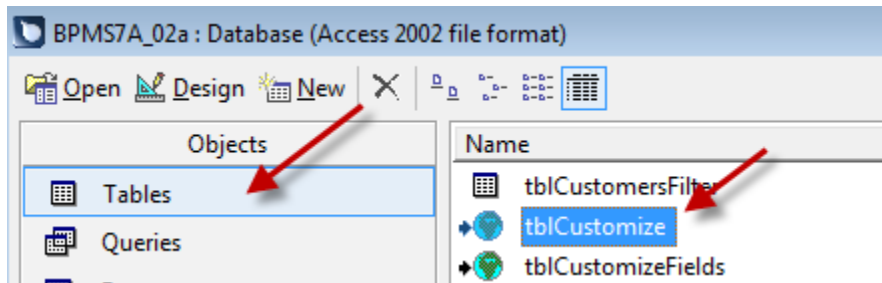
Resolution

You need to open tblCustomize in the back-end and delete the 2nd record. If you are unable to do this ask your database administrator or other IT staff for assistance or contact BPMS support.

If you are using a Microsoft Access database as the back-end, you need the licensed version of Microsoft Access to fix the issue. Alternatively you can contact BPMS support and we will do it for you.

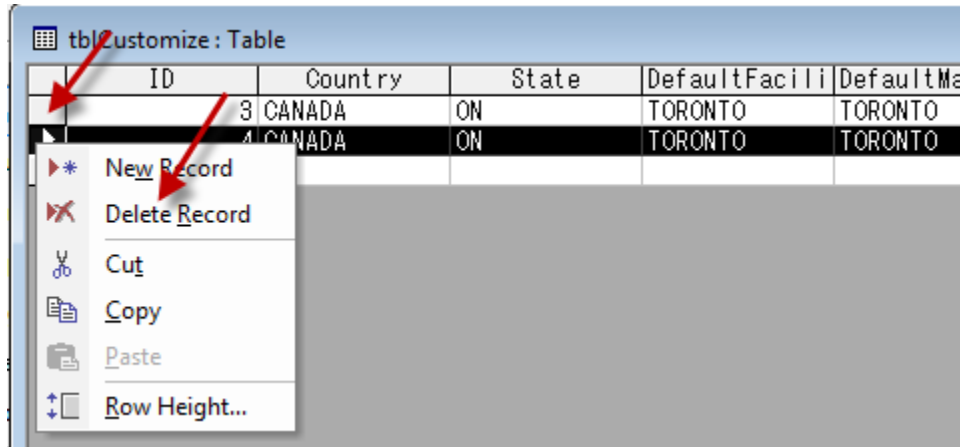
To fix it, follow these steps:

- 1) Close BPMS Admin application
- 2) Hold down the SHIFT key when you double-click on the BPMS Admin icon
- 3) Select object type Tables then location table tblCustomize from the list



- 4) Double-click tblCustomize to open it.

- 5) On the 2nd row, click the record selector in the left margin then right-click to display shortcut menu then choose DELETE RECORD as shown below.



Backflow Devices Form Shows Duplicate Results

See previous section, “Error “Duplicate record in table tblCustomize”” on page 25.

Error ‘Microsoft Access has stopped working’ on New Device

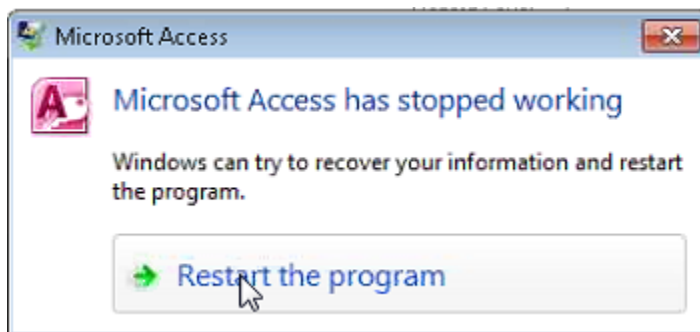
Last Updated: 09-Dec-2016

Applies to

3. Microsoft Access 2010 (Runtime or Retail) version
4. BPMS 6 Administrator or newer.

Symptoms

On the Facilities form, whenever you click on the **New Device** button the application is not responsive. After a while, the message “Microsoft Access has stopped working” appears.



Cause

You probably have the original version of Microsoft Access 2010. You should install Service Pack 2 or newer.

- o Version number of the original RTM release of Office 2010: **14.0.4763.1000**
- o Version number of Office 2010 Service Pack 1 (SP1): **14.0.6029.1000** or later

- Version number of Office 2010 Service Pack 2 (SP2): **14.0.7015.1000** or later

Reference: <https://support.microsoft.com/en-ca/kb/2121559>

Resolution

Download and install the Service Pack 2 (SP2) for Microsoft Access 2010 Runtime (KB2687444) 32-Bit Edition.

<https://www.microsoft.com/en-ca/download/confirmation.aspx?id=39643>

To download Microsoft Access 2010 Runtime click the link below. Not that you will need to install the SP2 after.

<https://www.microsoft.com/en-ca/download/details.aspx?id=10910>

Click  then select AccessRuntime.exe then click 

Error 'Cannot open a database created with a previous version of your application'

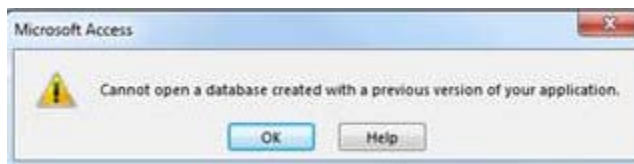
Last Updated: 03-Mar-2017

Applies to

1. Microsoft Access 2013 or newer
2. Any version of BPMS

Symptoms

When you launch a BPMS application, the following error message appears: "Cannot open a database created with a previous version of your application".



Cause

The workgroup file **bpd_sysst.mdw** located in their back-end folder is in MS Access 97 format. That is no longer supported in MS Access 2013 so the file needs to be replaced with a newer format (2000 or newer). Anyone that had BPMS installed after June 2013 won't have this issue when installing Access 2013 but other customers will because the installation program doesn't

replace the file bpd_syst.mdw in case they have set a password to run the BPMS app. Very few cities set a password via BPMS app anyway.

Resolution

To fix the issue, follow these steps:

1. Make sure no one else is running BPMS as you will need to replace file bpd_syst.mdw in the back-end folder.
2. Using Windows Explorer ("Computer" icon), locate and open the folder where the BPMS back-end folder is located.
3. Renamed file **bpd_syst.mdw** to **bpd_syst_bak.mdw**
4. Download replacement file by clicking on the URL below:
www.bpms.net/update/update6axp/small/bpd_syst.zip
5. Open compressed (zip) file above then copy file bpd_syst.mdw to the back-end folder.
6. Open BPMS 6 Admin application.