Troubleshooting BPMS Errors



BPMS SOFTWARE

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Troubleshooting BPMS Errors

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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.

module	mdlRefreshLinks_MSAccess.Sub RefreshLinks_MSAccess 🛛 🔀			
Error #2501 The OpenForm action was canceled.				
	ок			

If you continue this error message will appear:

Module mdlAppFunctionAndProcs. Function appInitializeApplication
Error #3044 'C:\DATA\BPD\BPDXP\BPMS6_Admin\Net5\Unlimited\bpd_00d.mdb' is not a valid path. Make sure that the path name is spelled correctly and that you are connected to the server on which the file resides.
ОК

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.

File Edit View Favorites Help				
[831FDD16-0C5C-11D2-A9FC-0000F8754DA1]	*	Name	Туре	Data
 → → ↓ 2.0 → → ↓ 2.1 → → ↓ (83285928-227C-11D3-B870-00C04F79F802) → ↓ (833E4000-AFF7-4AC3-AAC2-9F24C1457BCF) 	-	(Default)	REG_SZ	(value not set)

Resolution

Windows 10 Users

If you have Windows 10 and you see this error, please report this error by emailing bpms@bpms.net and bpmsrd@bpms.net or contact us 877-250-2698 and we will fix it shortly.

Fix it solution for versions of Windows earlier than Windows 8

1. Close all BPMS applications running on that computer.



- Fix this problem
- Microsoft Fix it 50930 URL: 2. Run the Microsoft Fix it Tool 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

Microsoft Fix it 20097 , URL: 2. Run the Microsoft Fix it Tool 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: 21-Apr-2020

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" or error "Could not lock file".

module mdlRefreshLinks_MSAccess. Sub Refresh	hLinks_MSAccess 🛛 🔯
Error #3027 Cannot update. Databa	se or object is read-only.
	ОК
Microsoft Access X	
Could not lock file.	

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)

Goveration of the second seco			
Organize 🔻 Include	in library 🔻 Share with 👻 Bu	urn New folder	
🚖 Favorites	Name	Date modified	Туре
Nesktop	퉬 Arcsoft	3/19/2011 5:31 PM	File folder
🚺 Downloads	📕 ATI Technologies	3/19/2011 5:21 PM	File folder
🖳 Recent Places	闄 Bing Bar Installer	12/4/2010 9:28 AM	File folder
	DPMS6A	6/5/2011 8:50 PM	File folder

4. Right-click the BPMS6A folder then choose Properties

BPMS6A Properties		٢	
General Sharing Security Prev	vious Versions Customize		
Object name: C:\Program Files	(x86)\BPMS6A		
Group or user names:			
& Administrators (Christian-HP)	Administrators)	1	
Users (Christian-HP\Users)			
& TrustedInstaller			
	•		
· · · · · · · · · · · · · · · · · · ·	•		
To change permissions, click Edit.	😗 <u>E</u> dit		
Permissions for Users	Allow Deny		
Full control	*		
Modify			
Read & execute	√ E		
List folder contents	~		
Read	~		
Write	-		
For special permissions or advance click Advanced.	ed settings, Ad <u>v</u> anced		
Leam about access control and permissions			
ОК	Cancel Apply		

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

Permissions for BPMS6A		×	
Security			
Object name: C:\Program Files (x86)\BPMS6A			
<u>G</u> roup or user names:			
& CREATOR OWNER			
SYSTEM .			
Administrators (Christian-HP)	Administrators)		
& Users (Christian-HP\Users)			
StrustedInstaller			
	A <u>d</u> d	<u>R</u> emove	
Permissions for Users	Allow	Deny	
Full control			
Modify	V		
Read & execute	~		
List folder contents	~		
Read	~		
Leam about access control and permissions			
ОК	Cancel	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.

Select Users, Computers, Service Accounts, or Group	ps 🔹 💽
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
From this location:	
ds.city.vancouver.bc.ca	Locations
Enter the object names to select (<u>examples</u>):	
ENISCB (ENISCB@ds.city.vancouver.bc.ca)	Check Names
Advanced	OK Cancel

- 12. Once your 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**

🗼 Permissions for BPMS6A 🛛 🗾 🚾			
Security			
Object name: C:\Program Files (x86)\BPMS6A		
Group or user names:			
		1	
& SYSTEM		/	
👢 🍇 Administrators (C148565\Adm	ninistrators) 🦌		
👢 👗 ENISCB (ENISCB@ds.city.va	ncouver.bc.ca)		
Sers (C148565\Users)			
StrustedInstaller			
	bbA	Bemove	
		Tremove	
Permissions for ENISCB 2	Allow	Deny	
Permissions for ENISCB 2	Allow	Deny	
Permissions for ENISCB 2 Full control Modify	Allow	Deny	
Permissions for ENISCB 2 Full control Modify Read & execute	Allow	Deny	
Permissions for ENISCB 2 Full control Modify Read & execute List folder contents	Allow		
Permissions for ENISCB 2 Full control Modify Read & execute List folder contents Read	Allow		
Permissions for ENISCB 2 Full control Modify Read & execute List folder contents Read Learn about access control and per	Allow Allow V V V emissions	Deny	

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".

module	mdlRefreshLinks_MSAccess.Sub RefreshLinks_MSAccess 🔀
8	Error #2501 The OpenForm action was canceled.
	ОК

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:

Form frmSearch. Sub EnableDisableFields 🔀
Error #-2147352567 This Recordset is not updateable.
ОК

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.

eneral Sharing	Security Web	Sharing Custo	mize
aroup or user nam	nes:		
Administrato	rs (BPMSSOFTW	ARE \Administra	tors)
Authenticate	ed Users		
CREATOR (DWNER		
Server Oper	ators (BPMSSOF1	TWARE\Server	Operators)
		Add	<u>R</u> emove
ermissions for Au Isers	Ithenticated	Allow	Deny
Permissions for Au Isers Full Control	Inenticated	Allow	Deny
Permissions for Au Jsers Full Control Modify	Inenticated	Allow	Deny
Permissions for Au Isers Full Control Modify Read & Execut	e		Deny
Permissions for Au Jsers Full Control Modify Read & Execut List Folder Con	e tents	Allow	Deny
Permissions for Au Jsers Full Control Modify Read & Execut List Folder Con Read	e tents	Allow	Deny
Permissions for Au Jsers Full Control Modify Read & Execut List Folder Con Read Write	e tents	Allow	Deny
Permissions for Au Jsers Full Control Modify Read & Execut List Folder Con Read Write Special Permis	e tents		Deny
Permissions for Au Jsers Full Control Modify Read & Execut List Folder Con Read Write Constal Permis for special permis lick Advanced.	e tents sions or for advar	Allow	Deny

- 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.

😵 User Account Control 🛛 📧
Do you want to allow the following program from an unknown publisher to make changes to this computer?
Program name: runaccess.exe Verified publisher: Unknown File origin: Hard drive on this computer
To continue, type an administrator password, and then click Yes.
Pessword Denvio TOL
Forgot my password
Show details

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.

Troubleshooting BPMS Errors

💡 User Account Control 🛛 🔀		
Do you want to allow the following program to make changes to this computer?		
2	Program name: Microsoft Office XP Verified publisher: Microsoft Corporation File origin: Hard drive on this computer Program location: "C:\Program Files\Microsoft Access Runtime\OfficeI0\MSACCESS.EXE" /excl /runtime /user bpduser /pwd /profile "BPMS 6 Admin" /wrkgrp "C:\BPMS6AD\bpd_syst.mdw" "C:\Program Files\BPMS6A\BPMS6A_02a.mde" Show information about this publisher's certificate	
To continue, t	type an administrator password, and then click Yes. User name Password Domain: TOL Forgot my password	
A Hide detail	s Yes No	

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 lastest version of BPMS from one of the following folders:

For BPMS Administrator Edition:

Go to <u>http://www.bpms.net/update6a.htm</u> then click "<u>DOWNLOAD BPMS 6 Full Install</u>" 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.

Comments R				Form frmExpandField. Shared en 🚟	
Add Cust.	Delete	View Cust.			
	Custo	mer Name	Cust.	Error #70 Permission denied	
JOHN GRECO					
Record: _	rices) Summ	1 >	▶ * of 1	ОК	

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 start button then choose All Programs => Microsoft Office => Microsoft Access. If the application opens without error, it is installed properly.

 If licensed version of Microsoft is installed properly, uninstall unncessary 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."

Security Notice		
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.		
File Path: C:\\tburns\AppData\Roaming\BPMS\MailMerg.mdb		
This file might contain unsafe content that could harm your computer. Do you want to open this file or cancel the operation?		
More information		
Open Cancel		

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.



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

🕒 BPMS 👘		
<u>F</u> ile <u>T</u> oo	ls For <u>m</u> /Report	Help
		BPMS Manual
		BPMS Manual (SQL Server Supplement)
		Sending your SQL Server Database to BPMS Support
		😤 BPMS Web Page
		<u>Technical Support</u>
		😵 BPMS Web Update
		Register/Upgrade BPMS
		About BPMS

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."

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."

General Customers/Facilitie	es Devices Tests	Surveys/Inspections	Testers Custom Fie	lds/Tables	File Locations	;	
Front End (Client):	😑 BPMS SQL Serve	er Login)	<		
C:\Program Files\BPMS6			_				
Database Options	SQL Server Name: (local)		Populate S	Server List			
I only need one BPMS	How should SOL	Sever verify the auther	nticity of the login ID?	_			
C I need to work with m	Connect using	g Windows authenticati	on (network login ID)		.g one for e	each City))	
Multi-Database File (tł	C Connect using	g SQL Server Authentic	ation		on	itabase List	
C:\Program Files\BPN	User Name:					Browse	
Current Database Info	Password:						
Database Type: SU	Database Name						
C:\Program Files\BPN	BPMS_Trial				-	Browse	
, 	Back-End Folder:						
Images	C:\Program Files\B	PMS6AD_Trial	•				
Default Import Folder:	I Relink Tables					. 🗌	्र
U:\Program Files\BPM56v	Module bascon	nection. Function Col	nnecciosulserver.				<u> </u>
Default Size Mode: Clip	Error #-214746	7259 [Microsoft][ODBC	SQL Server Driver][Sh	hared Memor	y]SQL Server	does not exist or a	ccess denied.
Other	-		ОК				
Temporary File Folder (sho	ul <u></u>					Browse	
						DIOWSC	
					<u>0</u> K	<u>C</u> ancel	
Grease	Control Device	95		3			

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 assister ask your network or database administrator. Below is an example of SQL Server instance.

Troubleshooting BPMS Errors

🗃 BPMS SQL Server Login	×
SQL Server Name: BPMS02\SQLEXPRESS	Populate Server List
How should SQL Sever verify the au	thenticity of the login ID?
Connect using Windows authenti	ication (network login ID)
C Connect using SQL Server Authe	ntication

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).

BPMS	
(j)	BPMS can't find the macro '().'
v	The macro (or its macro group) doesn't exist, or the macro is new but hasn't been saved. Note that when you enter the macrogroupname.macroname syntax in an argument, you must specify the name the macro's macro group was last saved under.
	ОК

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:

🕘 BPN	1S	the second being the second							
<u>F</u> ile	<u>T</u> oo	ools For <u>m</u> /Report <u>H</u> elp							
	8	Reminder							
		Backup BPMS							
		Actualize Data Set							
		Compact and Repair Database (Front-End Only)							
		Security							
	<u>a</u>	<u>C</u> ustomize							

- 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.
 - 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.

SQL Server Busin	ess Object Update Required	<u>×</u>					
BPMS has detected t a script on a SQL Se administrator (DBA)	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 o	or if you have been authorized to do this, click on the link below for instructions.						
	Installing SQL Server Objects						
Otherwise, enter the you may still use BPN updated.	Otherwise, enter the email address of your dabase administrator below then click on the SEND EMAIL button. Meanwhile, you may still use BPMS. However, some functions may not work property until the SQL Server Business Objects are updated.						
To (Email Address):	bpmsrd@bpms.net						
Cc (Email Address):	bpmsrd@bpms.net						
Subject:	BPMS SQL Server Database Update Required						
Message:	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_Obje cts.pdf						
SQL Server Name:	(local) Current BPMS Database Version: 6.	091					
Database Name:	BPMS_Garland_2010 Required BPMS Database Version: 6.	11m					
	[Send Email]Clos	e					

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 Busin	ess Object Update Required		×					
BPMS has detected t a script on a SQL Se administrator (DBA)	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 adminstrator rights to the BPMS database.							
If you are the DBA o	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 Installing SQL Server							
Otherwise, enter the you may still use BPN updated.	e email address of your dabase administrat MS. However, some functions may not work	r below then dick on the SEND EMAIL button. Meanwh property until the SQL Server Business Objects are	ile,					
To (Email Address):	bpmsrd@bpms.net							
Cc (Email Address):	bpmsrd@bpms.net							
Subject:	BPMS SQL Server Database Update Requ	red						
Message:	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.							
	Database Name: BPMS_Garlar	nd_2010						
	Expected Version: 6.11m							
	Click on the link below for a	update instructions:						
	http://www.bpms.net/update/up cts.pdf	odate6axp/small/Install_SQL_Server_Obj Click here to send em to your DBA	ail					
SQL Server Name:	(local)	Current BPMS Database Version: 6.0)9I					
Database Name:	BPMS_Garland_2010	Required BPMS Patabase Version: 6.3	e					

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.

III tbl ustomize : Table								
	ID	Country	State	DefaultFacili	DefaultMa			
	3	CANADA	ON	TORONTO	TORONTO			
	1	CANADA	ON	TORONTO	TORONTO			
•*	New Record							
×	Delete <u>R</u> ecord							
Ж	Cu <u>t</u>							
₿ <mark>₽</mark>	<u>С</u> ору							
B	<u>P</u> aste							
‡□	<u>R</u> ow Height							

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.

- 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

o 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



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".

Microsoft	Access			×
A	Cannot open a da	tabase created v	with a previous version o	of your application.

Cause

The workgroup file **bpd_syst.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.

Error 'You do not have the necessary permissions to use the C:\Program Files (x86)\BPMS7A\BPMS7A_02a.mdb' object

Last Updated: 03-Jul-2017

Applies to

1. BPMS 7 Admin version 7.01z (10-Apr-2017) or newer

Symptoms

When you launch the BPMS 7 Admin application, the following error message appears:

You do not have the necessary permissions to use the 'C:\Program Files x86)\BPMS7A\BPMS7A_02a.mdb' object. Have your system administrator or the person who created this object establish the appropriate permissions for you.

Microsoft	t Access
	You do not have the necessary permissions to use the 'C:\pata\BPD\BPDXP\BPMS7_Admin\BPMS7A\BPMS7A_02a.mdb' object. Have your system administrator or the person who created this object establish the appropriate permissions for you.
	OK Help

Cause

The workgroup file **bpd_syst.mdw** doesn't have permission to the BMPS 7 Admin application. This file was changed in version 7.01z (10-Apr-2017). From that version on, a different version of bpd_syst.mdw is required. New file version:

Resolution

Before you begin

To install the update, you will need local administrator privileges on the machine. If you don't an admin account, ask your IT staff to install the update.

To fix the issue, run the full installation program v7.01z or newer by following these steps:

- 1. Go to http://www.bpms.net/update7a.htm
- 2. Click hyper link <u>DOWNLOAD BPMS 7 Full Install</u> to download the installation then run the installation program. Click URL below for installation instructions:

http://www.bpms.net/docs/BPMS7 Admin Installation.pdf

3. Repeat these steps on each machine with the same error.

Error 429 ActiveX component can't create object

Last Updated: 30-Dec-2019

Applies to

- BPMS 7 Administrator
- We believe it applies only to users with Microsoft Office 2010

Symptoms

When you try to prepare a letter, you receive error message "Error #429 ActiveX component can't create object" as shown below.

Module mdlLibrary. Function libStartApp 🛛 🛛 🗙

Error #429 ActiveX component can't create object

OK

Cause

According to Microsoft there are multiple possible causes but the most common reason for an error to occur when you use **CreateObject** or **New** is a problem that affects the server application. Typically, the configuration of the application or the setup of the application causes the problem.

Reference and possible solutions:

https://support.microsoft.com/en-ca/help/828550/you-receive-run-time-error-429-when-you-automate-office-applications

Resolution

If possible, remove then reinstall Microsoft Office. If not possible or if issue persists after reinstalling Office, follow these steps for each machine that has the issue.

Part 1 – Check box "Don't Use Automation" on machine with the error

1. Check which version of BPMS you are running. From the Switchboard form, the version is shown by arrow #1 below.

🐵 Switchboard - City of Barrie Water Operations Branch 1	X
DB Type : SQL Server -2 BPMS Toll Free US/Ca DB Name: BPMS7 Interna	nado: 877-250-2698 tional 604-419-1830
Backflow Software - Administrator Edition	Version <mark>7.03d (</mark> 2002)

 If version is older then **7.03d** (13-Dec-2019), ask your IT staff (and Database Administrator if DB Type is "SQL Server") to download and install the update to the latest version of BPMS from URL below: <u>http://www.bpms.net/update7a.htm</u>. Click hyperlink <u>Installation</u> <u>Instructions for Clients Installations on a PC</u> then follow instructions. 3. Once you have version 7.03d or newer, from Switchboard form, click **Customize** button then

ensure the box Pon't Use Automation is checked. A warning will appear. Click OK to close the message box then click OK to apply the change.

4. Click the File Locations tab. At the bottom arrow #2 shows the Temporary File Folder is disabled and set to <BPMS Front-End Folder>. The Front End folder is shown by arrow #2 below (usually C:\Program Files (x86)\BPMS7A).

Customize BPMS Front End (Client) folder where BPMS is installed	· □ ×
General Customer/Facility/Device Test Survey/Insp Import Submissions Tester Custom Field/Tables F	ile Locations
Front End (Client):	
CVDramer Elec (+OC) DDMC7AVDDMC7A 02+ rede	
C. Program Files (xoo) \prims / A \prims / A _ 02a.mde	
Database Options	
I only need one BPMS database	
C I need to work with more than one BPMS database (Use if you need to keep entirely separate data sets (e.g one	for each City))
	Database List
Multi-Database File (this is a special database file that stores information about the database and it's location D/Deta/Ulast Data/Skimest Mechanical Contractors/REMC7AD/bad, 00% with	Browse
	DTOWSC
Current Database Info	
Database Type: Microsoft Access	
Back-End (Data)	
D:\Data\User Data\Pasadena\BPMS7AD\bpd_00d.mdb	Browse
Images	
Default Import Folder:	
C:\Data\BPD\BPDXP\BPMS7_Admin\BPMS7A\Import	Browse
) Default Size Meder (Clin Default Imper Sile action: Unpertensision) file to "Impered out folder	
Other	
Temporary File Folder (should be on a local drive or private folder):	
<bpms folder="" front-end=""></bpms>	Browse
<u></u> K	<u>C</u> ancel

5. Click OK to save your changes.

Part 2 – Update all Mail Merge documents

Note that you only need to follow instructions below once (even if all computers with BPMS have error "429 ActiveX component can't create object".

On the Customize form, the box **Con the Customation** is saved locally on each machine whereas other options which as saved in the database and therefore only need to be set once.

If at least once user has the option "**Don't Use Automation**" you need to ensure that the mail merge letters are all looking for mail merge data in the Front End (Client) folder shown by arrow #1 on screen shot above. To this, follow these steps:

1. From the Switchboard from, click the **Customize** button

- 2. Make sure the option Don't Use Automation is checked OK.
- 3. click Letters (Reports, Documents, etc.)
- 4. Click Letters
- 5. Click once on the first row of data (arrow #1 below) then click Edit Letter Content

3 Letters											
Sort Order Letter Type (Desc), Group (Asc), Item (Asc) 🔽 🔽 Show Active Letters Only											
Active Letters	Active Letters Inactive Letters										
Letter T	уре	Grp#	ltem#	Letter Name	Resp	Parent Letter (Optional)	Document Name	Prepare Letters	Active	Ltr ID	C
Test Due	Letter	1	1	1st Notice of Annual Testing	30		1st Notice - Ann	30 Days Before Due I	V	1	10-0
Test Due I	Letter	1	2	2nd Notice of Annual Testing	25	1st Notice of Annual Testing	2nd Notice - Ann	0 Days Before Due D		2	13-[
Test Due I	Letter	1	3	3rd & Final Notice of Annual T	25	2nd Notice of Annual Testing	3rd and Final Not	0 Days Before Due D		13	13-[
Survey Le	etter	19	1	Low Hazard - First Letter	30		SURV_TA1.DOC	30 Days Before Due I		165	02-5
Survey Le	etter	19	2	Low Hazard - Second Letter	30	Low Hazard - First Letter	SURV_TA2.DOC	0 Days Before Due D		166	02-5
Survey Le	etter	19	3	Low Hazard - Third Letter	15	Low Hazard - Second Letter	SURV_TA3.DOC	0 Days Before Due D		167	02-5
Survey Le	etter	19	4	Low Hazard - Disconnection I	7	Low Hazard - Third Letter	SURV_TA4.DOC	0 Days Before Due D		168	02-5
Survey Le	etter	20	1	High Hazard - First Letter	60		SURV_TB1.DOC	30 Days Before Due I		169	02-5
Survey Le	etter	20	2	High Hazard - Second Letter	15	High Hazard - First Letter	SURV_TB2.DOC	0 Days Before Due D		170	02-5
Survey Le	etter	20	3	High Hazard - Disconnection 1	7	High Hazard - Second Letter	SURV_TB3.DOC	0 Days Before Due D		171	02-5
Survey Le	etter	21	1	Emergency - First Letter	3		SURV_TC1.DOC	30 Days Before Due I		172	02-5
Survey Le	etter	21	2	Emergency - Disconnection N	7	Emergency - First Letter	SURV_TC2.DOC	0 Days Before Due D		173	02-5
Survey Le	etter	22	1	Surveys Due (no letters prepa	30		SURV_SLD1.DO	30 Days Before Due I		174	02-5
Survey Ex	tensio	17	1	Survey Extension Letter	30		Surv_Ext.doc	30 Days Before Due I		130	02-
Repair Let	ter	18	1	Repair Letter 1	30		RepairLtr1.doc	30 Days Before Due I		143	06-
Repair Let	tter	18	2	Repair Letter 2	30	Repair Letter 1	RepairLtr1.doc	0 Days Before Due D	◄	144	06-
Record: I				▶ ▶ ▶ ▶ ▶ ₩ • 16		•					
	Prepare Letters Edit Letter Content Letter Options New Letter Delete Letter Letter Types Print List Close										

6. If you see Security Notice such as the one below, click Open.

Microsoft Access Security Notice			?	\times					
\bigcirc	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.									
File Path: C:\Program Files (x86)\BPMS7A\MailMerg.mdb									
This file might contain unsafe content that could harm your computer. Do you want to open this file or cancel the operation?									
More inf	formation								
		Open	Ca	ncel					

7. If Microsoft Word does not open is likely because it is minimized, click the Word icon on your task bar to activate it.

The dialog box below should appear:

Microsoft	Word ×	
	Opening this document will run the following SQL command: SELECT * FROM [LETTERS] Data from your database will be placed in the document. Do you want to continue? Show Help >>	
	Yes No Help	

- 8. Click Yes to continue.
- 9. The letter should open. The customer info address should not be your data but instead sample data from BPMS. Click the Mailings tab (red arrow # 1 below). If the buttons on the ribbon bar such as **Preview Results** (arrow #2) is enabled then you are all set.

🖬 🔓 එ - ඊ	
File Home	e Insert Page Layout References Mailings Review View Add-Ins Content Manager Acrobat 2
Envelopes Labels Create	Start Mail Select Edit Merge - Recipients - Recipient Recipient Merge Fields Block Lineer Fields Start Mail Mail Mail Select Did Write & Insert Fields
L	···· 8 · · · · · · · · · · · · · · · ·
	November 25, 2019 Christian Bibeau Dummy Customer 101-36 E 14th Ave

If the buttons are disabled, then follow these steps:

- a) Click Select Recipients => Use Existing List then go to folder C:\Program Files (x86)\BPMS7A or whatever your Front End folder is.
- b) Confirm that there is a file named **MailMerg.mdb** and that the Date Modified is the current date/time as shown below.

👿 Select Data Source	∠ 1					×
← → × ↑ 📙 C:\Program F	iles (x86)\BPMS7A		~ (う Search BPN	1S7A	P
Organize 🔻 New folder	Make sure this is					
Lagan ^	Name current date/time 2	Date modified	Туре	Size		
Micro Focus Content I	BPMS7A_02a.mde	12/30/2019 3:29 PM	Microsoft Access	43,364 KB		
MSOCache	AailMerg.mdb	12/30/2019 3:29 PM	Microsoft Access	116 KB		
oracle	BPMS7A_02a.mdb	12/19/2019 2:06 PM	Microsoft Access	141,000 KB		
Parklane	BPMS7A_02a_bak.mde	12/19/2019 2:03 PM	Microsoft Access	44,924 KB		
PerfLogs	🚇 New Microsoft Access Database.accdb	11/25/2019 11:10	Microsoft Access	484 KB		
Program Files	Mailmrgt_bak.mdb	11/25/2019 11:09	Microsoft Access	180 KB		
Descrete Files (v96)	📔 license.txt	6/5/2019 2:45 AM	TXT File	2 KB		
Program Files (x80)	BPMS7A_02i.mde	2/20/2019 5:44 AM	Microsoft Access	9,340 KB		
Adobe	BPMS7A_02u.mde	7/18/2018 7:56 AM	Microsoft Access	3,340 KB		
Bonjour	🕘 mailmrgt.mdb	11/29/2004 11:05	Microsoft Access	96 KB		
BPMS7A	📔 Readme.txt	1/15/2001 12:09 PM	TXT File	0 KB		
Cisco Systems	BACKUP	12/30/2019 3:25 PM	File folder			
City of Vancouver		4/26/2018 11:21 AM	File folder			
Common Files						
cov 🗸						
	New Source					
	Her sourcem					
File name:				✓ All Data So	urces (*.odc;*.m	db;* \sim
			Tools	 Open 	Can	cel

- 10. Double-click on file MailMerg.mdb
- 11. The buttons under the Mailings ribbon bar should now be enabled.
- 12. Click Save 🛃
- 13. Close Microsoft Word.
- 14. Repeat 5 to 13 above for each letter under the Active Letters tab.

Error 'Could not lock file' opening BPMS

When you open BPMS, error message 'Could not lock file' appears.



See section "Error #3027 cannot update. Database or object is read-only." on page 7 for cause and resolution.