

# TAPIT WEB REPORTS

This file is updated periodically with new issues.

For the newest update refer to our web site:

<http://www.trisys.com/documents/WebRepsDoc/TapitWebReports.pdf>.

## TABLE OF CONTENTS:

Requirements check list .....	1
Errors encountered .....	2
Internet Information Services (IIS) permissions problems: .....	2
Error Messages:.....	4
Can't open database '(unknown)'. It may not be a database that your application recognizes, or the file may be corrupt. Error Number: -2147467259 .....	6
Error Number: -2147467259 Description: [Microsoft][ODBC Microsoft Access Driver] Syntax error in union query.....	7
Problem starting or running Tapit Web Reports .....	7
Internal Error 500 – when running Tapit Reports in Microsoft Windows Server 2003 environment.....	7
HTTP Error 404 - File Not Found -or- HTTP Error 404- File or Directory not found – when running Tapit Reports in Microsoft Windows Server 2003 environment.....	8
GLJ14.tmp – Unable To Locate DLL .....	8
User List in Permissions module displays the same user name multiple times. ....	9
ASP Script timeout error .....	9
“Object Required” error following Tapit Web Reports upgrade .....	10
Incoming call records display phone numbers in “Number Dialed” fields in detail reports but the system does not have a caller ID feature.....	11
“Run-time error 6 Overflow” error when using Print to File option.....	11
“Out of memory” error when logging in to Tapit Web Reports .....	11
Contact Information .....	11

## Requirements check list

- **Tapit EX mutli-user** must be installed.
- The person installing TAPIT Web Reports and setting up IIS permissions must have administrative rights.

**Appropriate IIS directory permissions MUST be set for Tapit Web Reports.**

For help on setting up IIS Directory Security see the manual or readme file, section **Setting up Tapit Web Reports virtual web folder security.**

## Hardware:

- CPU: Pentium II 200MHz or faster
- RAM: 64 MB (more recommended)
- Hard-disk Space: Minimum 20 MB

## Software:

### PC where TAPIT Web Reports are installed:

- Internet Explorer 5.5 SP2 or better
- Windows 2000, NT4.0 or XP (NO Home Editions)
- Internet Information Services (IIS) 4 or better
- Data Access Driver: MDAC 2.5 or better

To check MDAC version:

Search for “msado15.dll” file in C:\Program Files\Common Files\System\ADO folder.

If found select msado15.dll and right click on it

Go to Properties.

Open Version tab.

If not found – MDAC is not installed.

Windows 2000 and Windows XP Professional operating systems contain MDAC 2.5 and come with Jet and Desktop ODBC drivers

**Note:** MDAC 2.6 or later does not contain Jet or Desktop ODBC drivers. You need to install them separately.

If MDAC is **not installed** or **version is lower** than required, use downloads offered by Microsoft to install MDAC.

### PC used for viewing reports:

- Internet Explorer 5.5 SP2 or better

**System should be up-to-date with service packs.**

## Errors encountered

### *Internet Information Services (IIS) permissions problems:*

#### Symptoms:

The following error messages may indicate permissions problem.

(Note: another issue may trigger same error messages. When permissions problems are ruled out check the Error Messages section below for more information.)

**Could not open connection object on the server.**

**Logon.asp**

**ConnectionString: Driver={Microsoft Access Driver (\*.mdb)};DBQ=C:\TapitWeb\TapitReps\Test\Data\Reps.mdb;**

**Error Description: [Microsoft][ODBC Microsoft Access Driver]General error Unable to open registry key 'Temporary (volatile) Jet DSN for process 0x768 Thread 0x908 DBC 0x2037024 Jet'**

Tapit Web Reports Version 4.1.3.11 (available for download as of 5/6/03).

**Could not create recordset on the File Database table...**

Tapit Web Reports Version 4.1.3.1 (distributed with Tapit EX 4.1.3 and available for download until 5/6/03).

**If Tapit Database is located on a machine other than Web Reports computer**

A user will not be able to run reports – instead he will receive the following message:

**Could not open *the path to the database folder*\Tapit.ini file – function VerType – permission denied...**

**If Tapit Database resides on the computer where Tapit Web Reports are installed**

A user will be able to run some reports. However he/she may not be able to change passwords and run Trunk Analysis and Most Active reports.

Possible error message:

**[Microsoft][ODBC Microsoft Access Driver] Could not delete from specified tables.**

### **Solution:**

**Note:** By default your Web server will log on all users through use of the anonymous account - IUSR\_*computername* (during installation the server creates a special anonymous user account called IUSR\_*computername*). This account is usually a part of Guests group. This group, by default, may be prevented from accessing some of the computer resources and may create a permission problem. On the other hand assigning all necessary permissions to IUSR\_*computername* account would not be a good idea since your Web server logs on all users with this account. To remedy this you can create a new user account, include it in a group with appropriate security settings and use it in IIS Directory Security.

**To check if a permission issue causes an error** include the user account used in IIS into Administrators group. The Administrators group usually has all permissions. Test Tapit Web Reports. If the application works then your problem was security. You do not have to keep the user account in Administrators group. You can find another group with at least Modify/Change permissions for all Tapit Web Report application/database folders and the Registry.

**For help on how to set up Internet Information Services (IIS) permissions** for Tapit Web Reports see section **Setting up TAPIT Web**

**Reports virtual web folder security** in the manual or readme file included with Tapit Web Reports application or on the Internet at <http://www.trisys.com/support/webRepDown.asp>

### **Error Messages:**

#### **Could not open the path to the database folder\Tapit.ini file – function VerType – permission denied...**

Tapit Web Reports could not access Tapit.ini file.

##### **Possible Causes:**

- Tapit.ini file may be missing. Check if Tapit.ini file exists in the folder where the TAPIT database is residing.
- The *path to the database folder* may be incorrect. Check if the folder path listed in the error message matches the existing folder path to the Tapit database file (from the computer where Tapit Web Reports are installed). If it does not match, then you need to reinstall Tapit Web Reports using the correct path for Tapit database file.
- Internet Information Services (IIS) permissions for TapitReps folder may be set up incorrect. Check your IIS permissions – follow instructions from the Setting up TAPIT Web Reports virtual web folder security section of the manual or readme file included with Tapit Web Reports application or on the Internet at <http://www.trisys.com/support/webRepDown.html>.

#### **Could not open the connection on the server...Error**

**Description:.....Microsoft Jet database engine cannot open the file '(unknown)' .....**

Microsoft Access database connectivity fails in Active Server Pages.

##### **Possible causes:**

- Internet Information Services (IIS) permissions for TapitReps folder may be set up incorrect. See the “Internet Information Services (IIS) permissions problems” above.
- Wrong File permissions – the permissions set for this particular database file (right click on a file and go to the security tab to check permissions for this file)
- Old or corrupted MDAC (Microsoft Data Access Components) –  
To check MDAC version:  
Search for “msado15.dll” file in C:\Program Files\Common Files\System\ADO folder.  
If found select msado15.dll and right click on it  
Go to Properties.  
Open Version tab.  
If not found – MDAC is not installed.

If MDAC is **not installed** or version is **lower than required** (2.5) use downloads offered by Microsoft to install MDAC.

Windows 2000 and Windows XP Professional operating systems contain MDAC 2.5 and come with Jet and Desktop ODBC drivers

**Note:** MDAC 2.6 or later does not contain Jet or Desktop ODBC drivers. You need to install them separately.

### **Could not create recordset on the File Database table....**

Tapit Web Reports Version 4.1.3.1 (Tapit EX 4.1.3) only

Microsoft Access database connectivity fails in Active Server Pages.

#### **Possible causes:**

- File Database does not exist. Check if TapitReps\Data folder, located in the folder where Tapit Web Reports reside, contains Reps.mdb database file (default path is *the drive with Tapit Web Reports:\TapitWeb\TapitReps\Data*).
- Internet Information Services (IIS) permissions for TapitReps folder may be set up incorrect.
- Wrong File permissions – the permissions set for this particular database file (right click on a file and go to the security tab to check permissions for this file)
- Old or corrupted MDAC (Microsoft Data Access Components)

To check MDAC version:

Search for “msado15.dll” file in C:\Program Files\Common Files\System\ADO folder.

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If MDAC is **not installed** or version is **lower than required** (2.5) use downloads offered by Microsoft to install MDAC.

Windows 2000 and Windows XP Professional operating systems contain MDAC 2.5 and come with Jet and Desktop ODBC drivers

**Note:** MDAC 2.6 or later does not contain Jet or Desktop ODBC drivers. You need to install them separately.

### **Could not open connection object on the server.**

**Logon.asp**

**ConnectionString: Driver={Microsoft Access Driver**

**(\* .mdb)};DBQ=C:\TapitWeb\TapitReps\Test\Data\Reps.mdb;**

**Error Description: [Microsoft][ODBC Microsoft Access Driver]General error**

**Unable to open registry key 'Temporary (volatile) Jet DSN for process 0x768**

**Thread 0x908 DBC 0x2037024 Jet'. Error Number: -2147467259**

#### **Possible causes:**

- File Database does not exist. Check if TapitReps\Data folder, located in the folder where Tapit Web Reports reside, contains Reps.mdb database file (default path is *the drive with Tapit Web Reports:\TapitWeb\TapitReps\Data*).
- Internet Information Services (IIS) permissions for TapitReps folder may be set up incorrect.  
See the “Internet Information Services (IIS) permissions problems” above.
- Wrong File permissions – the permissions set for this particular database file (right click on a file and go to the security tab to check permissions for this file)
- Old or corrupted MDAC (Microsoft Data Access Components)  
To check MDAC version:  
Search for “msado15.dll” file in C:\Program Files\Common Files\System\ADO folder.  
If found select msado15.dll and right click on it  
Go to Properties.  
Open Version tab.  
If not found – MDAC is not installed.

If MDAC is not installed or version is lower than required (2.5)use downloads offered by Microsoft to install MDAC.

Windows 2000 and Windows XP Professional operating systems contain MDAC 2.5 and come with Jet and Desktop ODBC drivers

**Note:** MDAC 2.6 or later does not contain Jet or Desktop ODBC drivers. You need to install them separately.

**Can't open database '(unknown)'. It may not be a database that your application recognizes, or the file may be corrupt. Error Number: - 2147467259**

**Possible causes:**

- Missing, old or corrupted MDAC (Microsoft Data Access Components)  
To check MDAC version:  
Search for “msado15.dll” file in C:\Program Files\Common Files\System\ADO folder.  
If found select msado15.dll and right click on it  
Go to Properties.  
Open Version tab.  
If not found – MDAC is not installed.

If MDAC is not installed or version is lower than required (2.5)use downloads offered by Microsoft to install MDAC.

Windows 2000 and Windows XP Professional operating systems contain MDAC 2.5 and come with Jet and Desktop ODBC drivers

**Note:** MDAC 2.6 or later does not contain Jet or Desktop ODBC drivers. You need to install them separately.

- The database file may be corrupted.

**Error Number: -2147467259 Description: [Microsoft][ODBC Microsoft Access Driver] Syntax error in union query**

- This error occurs when a user runs a summary report for Extension, Trunk, or Account Code. Reports ran for specific range of Extensions, Trunks or Account Codes execute fine but produce error on drilling down to the detail report. This error has been fixed in Tapit Web Reports version 4.1.3.11 available on the web <http://www.trisys.com/support/webRepDown.asp>.

**Problem connecting to the REMOTE SITE databases** (when Tapit Web Reports are installed on a machine other than TAPIT server)

**Symptoms:**

A user is able to run reports for the main site but unable to switch to the remote sites or run Most Active reports.

**Solution:**

This bug has been fixed in the current version 4.1.3.1 (Tapit EX 4.1.3)– available on the web at <http://www.trisys.com/support/webRepDown.html> for TAPIT EX users.

**Problem starting or running Tapit Web Reports**

**Symptoms:**

After installation a user is not able to start Tapit Web Reports using domain/server name.

The password page does not load at all or it loads but does not process any passwords.

**Cause:**

Security patch MS01-055 prevents servers with improper syntax from setting cookies names. Domains that use cookies must use only alphanumeric characters in the domain name and the server name. Internet Explorer blocks cookies from a server if the server name contains other characters, such as an underscore character (“\_”). Because ASP session state and session variables rely on cookies to function, ASP cannot maintain session state between requests if cookies cannot be set on client.

**Solution:**

- Rename the domain name and the server name and use only alphanumeric characters.
- Browse to the server by using the Internet Protocol (IP) address rather than the domain/server name.

**Internal Error 500 – when running Tapit Reports in Microsoft Windows Server 2003 environment**

**Symptoms:**

Tapit Web Reports report menu page does not open. When entering with “admin” password the main menu opens but when you try to click on “Reports” button the

error page follows. When entering with the “user” password the error page appears after user log in.

**Cause:**

This issue occurs because, by default, the Enable Parent Paths option for the Tapit Web Reports (TapitReps) virtual directory is turned off in Windows Server 2003.

**Solution:**

To resolve this issue, turn on the Enable Parent Paths option for the Tapit Web Reports (TapitReps) virtual directory. To do this, follow these steps:

Navigate to the Tapit Web Reports (TapitReps) folder in the Microsoft Internet Information Services (IIS) Management Console.

Right-click the Tapit Web Reports (TapitReps) folder, and then click Properties.

Click the Virtual Directory tab.

Click Configuration, and then click the Options tab.

Click to select the Enable Parent Paths check box...

## **HTTP Error 404 - File Not Found**

**-or-**

## **HTTP Error 404- File or Directory not found – when running Tapit Reports in Microsoft Windows Server 2003 environment**

**Symptoms:**

Error 404 page displays instead of the “Log in” screen.

**Cause:**

By default, when Internet Information Services (IIS) is installed on any version of the Microsoft Windows Server 2003 family, IIS only serves static content (HTML).

When you request dynamic content, such as Active Server Pages (ASP) or ASP.NET pages, you receive one of the error messages above.

**Solution:**

To permit IIS to serve other types of content, the administrator must unlock this content in the Web service extensions node in the IIS management console (Active Server Pages content in this case). To do this, enable the Active Server Pages Web service extension.

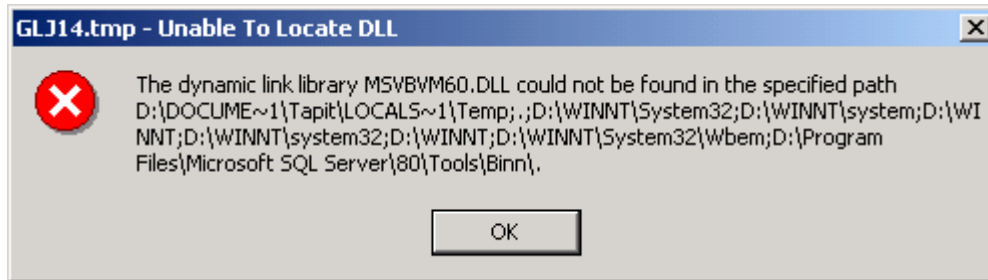
### ***Enable a Web Service Extension in IIS 6.0***

- Open IIS Manager, expand the master server node (that is, the Servername node), and then select the Web service extensions node.
- In the right pane of the IIS Manager, right-click the Active Server Pages extension.
- Click to select the Allow check box.
- Click OK to save your changes.

## **GLJ14.tmp – Unable To Locate DLL**

**Symptoms:**

The below error message appears during Tapit Web Reports installation.



**Cause:**

File MSVBVM60.DLL is missing from your system.

**Solution:**

This file is provided on the Tapit cd in System folder.

MSVBVM60. DLL must be installed in the WINDOWS SYSTEM subdirectory (typically WINNT\System32 on Windows 2000 and Windows NT).

**User List in Permissions module displays the same user name multiple times.**

**Symptoms:**

For example: Mary has permissions for Main and New York locations. After the permission information for Mary is saved and the Tapit Web Reports administrator goes to the User List screen, Mary is listed twice on the user list.

**Solution:**

This bug has been fixed in the Tapit Web Reports 4.1.5.01 – released on TAPIT 4.1.5 CD. You can upgrade your reports by downloading the newest Tapit Web Reports version from <http://www.trisys.com/support/WebRepDown.asp>.

**ASP Script timeout error**

**Symptoms:**

A user gets an asp script timeout error during report generating.

**Solution:**

The **ASP Script timeout** settings have to be increased in IIS.

1. Open IIS.
2. Go to the TapitReps virtual folder. Right click on it and open the Properties screen.
3. Click on the **Virtual Directory** tab.
4. Click on the **Configuration** button in the **Application Settings** section.
5. **Application Configuration** screen appears.
6. Click on the **Options** tab.
7. Increase the value of **ASP Script timeout** field (for example 600 is 10 min).
8. Click on **Apply**.

9. Click on **OK**.
10. Click on **OK** on the **Properties** screen.
11. Close IIS.

## **“Object Required” error following Tapit Web Reports upgrade**

### **Symptoms:**

A user logs in to Tapit Web Reports for the first time and he receives “Object required” error.

**Scenario:** This behavior takes place after a user upgraded the old version of Tapit Web Reports to new one without uninstalling the previous version first.

### **Cause:**

The upgrade installation did not register new TapReps.dll properly because it was held by the system during installation process.

### **Solution:**

Unload TapReps.dll via IIS.

1. Open IIS.
2. Go to the **TapitReps** virtual folder. Right click on it and open the **Properties** screen.
3. Click on the **Virtual Directory** tab.
4. Click on the **Unload**.
5. Click on **OK**.
6. Exit IIS.
7. Run upgrade installation again

### **OR**

Unload TapReps.dll by uninstalling Tapit Web Reports.

1. **If you have location/department permissions set up, back up your Security.mdb first** (store it outside the TapitWeb folder). Security.mdb file is located in the TapitWeb/Bin folder.  
Uninstall your Tapit Web Reports (Start/Tapit Web Reports/Uninstall Tapit Reports).
2. Install the new version of Tapit Web Reports.  
You may be asked to reboot your computer.  
If you are using location/department permission, to restore security setting copy the previously backed up Security.mdb into the TapitWeb/Bin folder to overwrite the newly created Security.mdb.

## **Incoming call records display phone numbers in “Number Dialed” fields in detail reports but the system does not have a caller ID feature**

This bug occurs only in version 4.1.5.02 (for distribution on line only 10/03/03 through 10/31/03) and it has been fixed in version 4.1.5.03 – available on-line for download starting (11/3/03).

## **“Run-time error 6 Overflow” error when using Print to File option**

A user may get “Run-time error 6 Overflow” error when printing large volume of data to a file.

This bug has been fixed in a 4.1.5\_04 (11/24/03) release of Tapit Web Reports, available on line.

## **“Out of memory” error when logging in to Tapit Web Reports**

**This error description applies only Tapit Web Reports running with TAPIT EX with Remote Manager.**

### **Symptoms:**

A user logs in to Tapit Web Reports for the first time and receives “Out of memory” error.

**Scenario:** This behavior takes place when Tapit Remote Manager has been installed but no locations have been created.

### **Solution:**

Create at least one location.

## **Contact Information**

### **Technical Support**

**Hours:** Monday through Friday 9AM – 6 PM EST.

**Tel:** 973.360.2300 option 3

**Email:** [support@trisys.com](mailto:support@trisys.com)

When calling Trisys technical support, have your **TAPIT serial number** ready.

If possible print the page with the error message, otherwise write it down and have it available when talking to our technician.