

Troubleshooting

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Even if you may not have a problem right now, you may want to browse around because once a problem arises you probably won't bother reading this file any more. Should the information here not help you solve the problem, please contact freemant@wr.com.au or 100351,3364 for assistance.

Symptom: I get "rc.exe, rcpp.exe or rcpp.err not found".

The constructor expects to find either these three files in the directory specified by `dirrcc`, something like:

```
c:\finst22\factor.ini:

[general]
dirrcc=c:\bc45\bin
```

If your resource compiler is located in another directory, you should set `dirrcc` to point to that directory. If you don't have a resource compiler at all, you should set `dirrcc` to empty to tell the constructor to skip the resource binding:

```
c:\finst22\factor.ini:

[general]
dirrcc=
```

But after doing this in order to have non-English version, ad dialogs or bitmaps, you will have to use a resource editor (such as Resource Workshop or AppStudio) to manually bind the resources. Refer to the Q&A for how to do it.

Restart the constructor for this to take effect.

Symptom: I get "rc.exe, rcpp.exe or rcpp.err is not in usr directory".

Hit Interpret | Make first and try again.

Symptom: I get "Unable to bind resource"

It means the resource compiler failed to compile the `c:\prj\usr\fimain.rc`. To see what went wrong, try compiling the resources yourself:

```
c:\>cd \prj\usr
c:\prj\usr>rc fimain.rc fimaini.exe
^
there is an extra "i" here!!!
```

The following are some possible reasons why it failed:

- o You used AppStudio or VC++ IDE to edit `fimain.rc` but didn't add `#include "stddef.rh"` in the read-only symbol directives box. Use a text editor to open `fimain.rc` and look for `"stddef"`. If it is not there, you should go to AppStudio and choose File | Set Includes, or to the IDE and choose Resource | Set Includes, and then put the following line in the box labeled "Read-

Only
Symbol Directives" box:

```
#include "stddef.rh"
```

o You are using the Borland specific controls or BWCC dialog. Use a text editor to open fimain.rc and look for "bor". If something shows up, then you are using the Borland control/dialog. In that case you should replace them with the standard Windows control/dialog. A rule of thumb is that you should stay away from the tools in the rightmost column of the tool palette in resource workshop.

o You included your bitmaps directly in fimain.rc by storing it in source format (only happen with resource workshop). To make sure they are stored in binary format, check fimain.rc to see if it contains something like:

```
MYBMP      BITMAP "mybmp.bmp"  
MYBMP256   BITMAP "mybmp256.bmp"
```

If it does, then they are indeed stored in binary format. Otherwise, you should fire up resource workshop, select the bitmap, choose Resource | Save resource as to put it into a separate .bmp file and answer "yes" when you're asked if you want to "change reference in fimain.rc from...".

Symptom: My ad dialog just won't show up.

If you're using the Interpret commands, then issue Interpret | Bind Resources. If the process goes smoothly, then hit Interpret | Run to see if the dialog shows up or not. If it works, it means somehow the time stamp of c:\prj\usr\fimaini.exe was newer than that of c:\prj\usr\fimain.rc. If during the resource binding process you get any error message, it means that you don't have a resource compiler. In that case you can't use any ad dialog, period.

If that's not the problem, make sure your ad dialog name is an ascii ID. You can check if there is a line like:

```
#define DLGAD 100
```

in fimain.rc or resource.h in the usr directory. If this is the case, simply use a text editor to delete that line.

If that's still not the problem, make sure you're not using BWCC dialog or the Borland controls (You must not use the bitmap button control, simply use a standard Windows button with the owner-drawn flag on). To verify this, look for "bor" in fimain.rc. If one shows up,

Symptom: My ad dialog shows up but the bitmap doesn't.

Make sure the bitmap name is an ascii ID. You can check if there is a line like:

```
#define MYBMP 101
```

in fimain.rc or resource.h in the usr directory. If this is the case, simply use a text editor to delete that line.

Also make sure the owner-drawn button is set to "visible". You should set the ad dialog to

"invisible" but not the button.

Symptom: I get "Unable to launch the compiler".

Make sure the setting in fctor.ini is correct:

```
fctor.ini:

[compiler-path]
0=c:\bc31\bin\bcw.exe          /* for Borland C++ 3.1 */
1=c:\bc45\bin\bcw.exe          /* for Borland C++ 4.5 */
2=c:\msvc15\bin\msvc.exe       /* for Visual C++ 1.5 */
```

Of course, if you are using, say VC++, there is no need to set the path to BC++.

Symptom: I get "Unknown variable ??? in expression ???".

It simply means that you haven't initialized/defined that variable but you actually use it. Watch for cases like:

```
Type: Prompt for yes or no
Var:  isyes

Type: Evaluation string expression
Cond: isyes
Var:  mystr
Expr: hello

Type: Display message box
Three lines of message:
[blah                ]
[blah                ]
[$mystr               ]
```

In the above case when the user answers "no" the evaluation string expression event won't be executed and therefore \$mystr won't be defined. When the message box event is executed, the installer will complain that "unknown variable \$mystr in expression...".

Symptom: I am using the Compile commands. When I try to make the project in my C++ compiler, I get numerous "include file not found" errors.

If you're using BC4.5, choose Options | Project | Directories and make sure the include directory is set properly. For other compilers, do something similar.

Symptom: I get "Skipping a piece of user code".

Since you make use of the user code event, you must use the commands on the Compile menu.

Symptom: The constructor keeps warning me of "prepared name conflict".

If you have two files:

```
File1:
Source Dir: $s
Target Dir: $i
Prepare:    Compress

File2:
```

```
Source Dir: $s           File: myfile.exe
Target Dir: $i           File: myfile.exe
Prepare:    Compress
```

Then you will have a prepared name conflict since they will both be compressed to \$s\myfile.ex_. To resolve this you could change the files:

```
File1:
Source Dir: $s           File: myfile.abc
Target Dir: $i           File: myfile.ext
Prepare:    Compress
```

```
File2:
Source Dir: $s           File: myfile.exe
Target Dir: $i           File: myfile.exe
Prepare:    Compress
```

Another possible cause is that they have exactly the same name but will go into different target directories:

```
File1:
Source Dir: $s           File: readme.txt
Target Dir: $i\netscape  File: readme.txt
```

```
File2:
Source Dir: $s           File: readme.txt
Target Dir: $i\wsftp     File: readme.txt
```

In this case you should put them into different source directories as well:

```
File1:
Source Dir: $s\wsftp     File: readme.txt
Target Dir: $i\netscape  File: readme.txt
```

```
File2:
Source Dir: $s\wsftp     File: readme.txt
Target Dir: $i\wsftp     File: readme.txt
```

Symptom: When I use the run or make command, the constructor falls into a loop, saying "Document was modified during the build. Rebuild?" again and again.

If you have prepared name conflict (see the last Symptom), you must fix it first. If you don't have such a conflict, look for a file whose parameters were set to:

```
Prepare:    Copy
Create:     ???
Transfer:    Decompress
```

If all you want is to distribute a file in uncompressed format (such as readme.wri, license.txt and etc), you should set it to:

```
Prepare:    Copy
Create:     ???
Transfer:    Copy
```

The former combination is very unusual. It should be used only when the file on your local machine has been compressed somehow (before the constructor compresses it).

Symptom: The uninstaller doesn't remove the install target directory.

This probably means that when you installed the package, the directory is already there. This can also be verified by inspecting the install log displayed in the uninstaller. If the installer did create the directory, the corresponding log will appear in the log.

Symptom: The uninstaller can't remove the install target directory.

If you're running Windows NT or Windows '95, make sure that directory is not the current directory of any other running programs. There is a quirk in DOS share that makes a directory unremovable if you just ran a program out of it (even though the program has terminated).

Symptom: The constructor complains that "c:\prj\usr\fimainc.exe not found".

After you choosing Compile | Run or Compiler | Make and etc, a dialog with three buttons ("OK", "Launch", "Cancel") will appear to ask you to go to the compiler to make the project. At that moment you must not choose "OK". You should choose "Launch" to launch the compiler and make the C++ project in there. When the compiler finishes, you should close it and return to the constructor and click on "OK".

Symptom: When I test run the install, the splash dialog shows up but then nothing happens, i.e., no blue background, no welcome screen, no nothing.

Go to Interpret | Auxiliary Files (or Compile | Auxiliary Files). Make sure the first entry is fimain.exe.

Symptom: When I test run the install, I get "Unable to execute the main program".

Go to Interpret | Auxiliary Files (or Compile | Auxiliary Files). Make sure the first entry is fimain.exe.

Symptom: I have setup some message boxes. They do show up but with no text.

Make sure your application name is not too long. Try cutting it short and try again.

Symptom: The INI file was not created although the installer said it was.

Go to Edit | INI Entries and make sure there is no typo there. You could also try running the uninstaller (the one in your app group, not the one in the Freeman group!!!). It will display the install log which you can check with to make sure the INI file was indeed created.

Another thing to note is that Windows NT supports INI file mapping. For example, if you want to modify \$w\win.ini but it has been mapped to the NT registry, then your modifications won't show up in win.ini, but will be diverted to the NT registry. In that case you don't need to worry. Functionally there is no difference.

Symptom: In the component selection, the long description of the pre-selected component doesn't show up until the user selects it again.

There is nothing wrong with it. There are two different concepts here: select and highlight. The user selects a component by clicking on its checkbox. The user highlights a component by clicking on its text part. When the user selects a component, that component will be

highlighted automatically. Selecting a component will include it in the install. Highlighting a component will only display the long description of that component. This way the user can check what a component does before actually selecting it.

Symptom: I have selected German as the language. Everything is fine except that the splash dialog is still in English.

Search the Q&A for keyword "splash" for more information.

Symptom: I get "File not found or contains bad data" in the constructor.

Send us your install.inf (or setup.inf).

Symptom: I get "File not found or contains bad data" in the installer.

If you have just installed a patch or upgrade of Freeman Installer, then try deleting everything in c:\prj\usr except your customizations (.rc, .bmp, .ico, .hlp, .cpp, .h) and then choosing Interpret | Bind Resources.

Symptom: The user name edit control doesn't accept non-English characters.

This is a built-in limitation in the current version. You can't do anything about it. In the next major upgrade we will remove this limitation.

Symptom: Version checking doesn't work.

Make sure your version statement was written properly. In particular, make sure you have the "VarFileInfo" block. Check with the Q&A for an example of version statement. You could also taking a look at that of, say, calc.exe.

Symptom: I can't execute another setup.exe or install.exe from the installer.

Try renaming it to ownsetup.exe. Of course you need to change the command line in the event to ownsetup.exe as well. Also, make sure to specify the full path to ownsetup.exe, not just the file name.

Symptom: I want to launch the BDE (Borland Database Engine) setup and wait for its termination, but it doesn't work.

What BDE setup does is launch the BDE main installer and then exit immediately. So, whether you wait for its termination or not doesn't really make any difference. The result is always that Freeman Installer and the BDE main installer run side by side. To prevent this, you can wait for the absense of the window of the BDE main installer:

```
Type: execute external program
command line: $s\execww $s\bde\setup BDE_Redistributable_Install
[x] Wait for its termination
Var for return code: [      ]
```

execww.exe is a small EXE coming with Freeman Installer. It is invoked like:

```
execww <command line> <window title>
```

execww.exe will launch the specified program, along with any specified parameters, and wait until there doesn't exist a window with the specified title. In the command line if there are any spaces, you should use underscores to replace for them. The same principle applies to the window title, i.e., if the title contains spaces, you should replace each space with an underscore, as shown in the example above.

Of course, for the code to work, you must have `execww.exe` and BDE setup in `$s`. A more elegant approach is to put them into the temporary directory and launch `execww` from there.

Symptom: The online help system of the installer doesn't work.

You must have modified the auxiliary file list. Make sure the help file is called `install.hlp` (or `setup.hlp`) instead of `fimain.hlp`. That is, there should be an auxiliary file entry like:

```
Local path: c:\prj\usr\fimain.hlp   Prepare: Compress
filename:   install.hlp
```

Symptom: When I start the install, it says "unable to copy the files".

Usually it means that `install.exe` has been corrupted. If you have just modified `install.exe` (e.g., replace the sunset icon with using your own), then contact us and we will fix it for you. Otherwise, make sure drive `c:` has enough free space.

Symptom: I get a GPF in the constructor/installer.

If it is reproducible, email us; otherwise forget it.

End of Trouble Shooting