

## BA ERROR CODES

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The majority of issues that occur during BA install and operation are permissions related!

**IMPORTANT: The User whose PC the Benchmarking Application (BA) is being installed on MUST have Admin rights to install. Give them Admin rights, install the BA and then you can return the rights to their previous settings. If you log in as Admin and download the BA, it will only run if you are signed in as Admin.**

Below are the most common errors that occur during installation and/or operation of the Benchmarking Application (BA) and the steps that resolve each issue. If these steps do not resolve the issue you are experiencing, or if the error you are getting is not listed below, please contact us for assistance by phone (772) 569-9811, or email [benchmark@mvi.net](mailto:benchmark@mvi.net).

~ Error: “Connect to Database FAILED. MySQL returned -1. Try again or exit program”.

This error may occur at different points during installation or use of the BA, but “Cannot connect to data base FAILED My SQL returned -1” will let you know that the User does not have Admin Rights to either install some part of the BA, or to access the files it needs to run.

- Occurs during BA install process:
  - Make sure User has full rights to install. (See “IMPORTANT” note at top of page)
  - Return to BA Install folder and click on “mysql-connector-odbc-3.51.12-win32.exe” and run it. Follow the instructions for setup.
  - Return to BA Install folder and click on “VFP9setup.exe” and run it. Follow the setup instructions.
- Occurs after install process, when trying to run the BA (Countdown stops at “Get Results”).
  - This is typically a firewall issue. Here are the ports that need to be open on the firewall:
    - Port 443 (HTTPS) for Mvib.net
    - Port 443 (HTTPS) for BA.Mvib.net
    - 3306 (ODBC) for BA.Mvib.net
  - These firewalls need to be set to send and receive.
  - It takes a while for the BA to retrieve the data so there should not be a timer on these ports.
  - It usually requires a reboot for the effect to take place.

## ~ Error: "Setup cannot execute the following program".

During installation process, this message comes up in a pop-up box. This typically means User does not have rights to install a program.

- Click "Cancel", and complete the setup.
- Double click the butterfly icon on the desktop. If the butterfly icon does not work:
  - Return to BA Install folder and click on "mysql-connector-odbc-3.51.12-win32.exe" and run it. Follow the instructions for setup.
  - Return to BA Install folder and click on "VFP9setup.exe" and run it. Follow the setup instructions.
- If this error occurs again while you are installing each program on its own in the previous step:
  - Make sure User has full rights to install. (See "IMPORTANT" note at top of page).

## ~ Error: BA installs, but will not go past "Name and Organization" screen.

The BA installs, but then when trying to run the BA the first time it won't let you go past the "Enter Name and Organization" window:

1. Right Click butterfly icon on desktop
2. Select "Run As Administrator"
3. Continue install by double clicking butterfly icon and entering Name and Organization as before

If install does not allow you to continue after this, the "Administrator" does not have rights to make Registry entries.

## ~ Error: No response when clicking the butterfly icon.

No error message occurs; there is just no response at all to clicking the butterfly icon.

- Make sure User has full rights to install. (See "IMPORTANT" note at top of page).
- Double click the butterfly icon on the desktop. If the butterfly icon still does not work:
  - Return to BA Install folder and click on "mysql-connector-odbc-3.51.12-win32.exe" and run it. Follow the instructions for setup.
  - Return to BA Install folder and click on "VFP9setup.exe" and run it. Follow the setup instructions.

## ~ Error: “Cannot find file C:\MVI\MVI.xlsx”

This error occurs when you are running the BA, and typically means the BA has been installed somewhere other than the C:\ drive of the PC. The BA **must** be installed on the C:\ drive of the PC.

- Go to the C:\ drive, MVI folder, and look for MVI.xlsx file. If not there:
  - It was directed to another drive during install.
    - Uninstall & re-install the BA, letting it install to the default C:\MVI location.
    - May require a reboot for the effect to take place.
  - It did not install due to User permissions
  - Make sure User has full rights to install. (See “IMPORTANT” note at top of page).

## ~Error: “Unable to find VFP support library”

This error occurs when opening the BA, and indicates the program cannot access a few essential files where they are currently at.

- Find these three .dll files on your system (usually in C:\Program Files\Common Files\Microsoft shared\VFP):
  - Vfp9t.dll
  - VFP9RENU.dll
  - vfp9r.dll
- Copy all three files
- Go to the C:\MVI folder, and paste the files there.

~ Error: “Table ‘C:\MVI\data\querydir.dbf’ has become corrupted. The table will need to be repaired.”

This error occurs when opening the BA. If you get this error, you will need to uninstall and re-install the BA.

- Uninstall the BA:
  - Go to the Start button > All Programs > MVI Benchmarking folder
  - Click on the most recent version of the Uninstaller and run it
- Once the uninstall is complete, reboot your computer
- Re-install the BA.
  - Installation instructions can be found [here](#).

