

KellyDown Tips

Periodic tips to help you use KellyDown more effectively

When KellyDown fails to start

Here is a list of possible solutions to try when KellyDown fails to start. Apart from the following issues, no other instances of KellyDown failing to start have been reported. KellyDown has been tested on Windows XP, Windows Vista, Windows 7 and Windows 8 (32 bit and 64 bit versions).



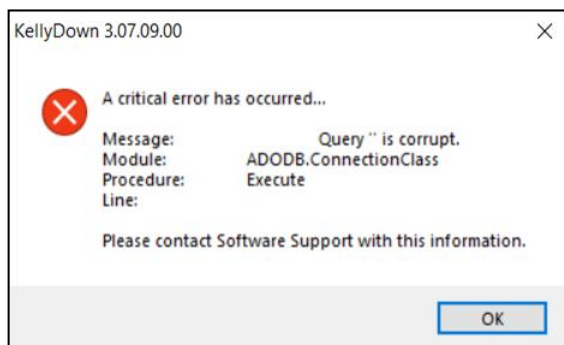
Problem: My KellyDown does not start. It was working fine a couple of days ago but now it just freezes or I get an error message.

Cause: There are a number of known issues that may prevent KellyDown from starting. Although they are frustrating, they are quite simple to resolve.

Solutions: There are currently six known scenarios that have prevented KellyDown from launching in the past. Some of these issues have not reported for some time but are still documented here for completeness. If your copy of KellyDown fails to start, please check the following before contacting KellyDown support.

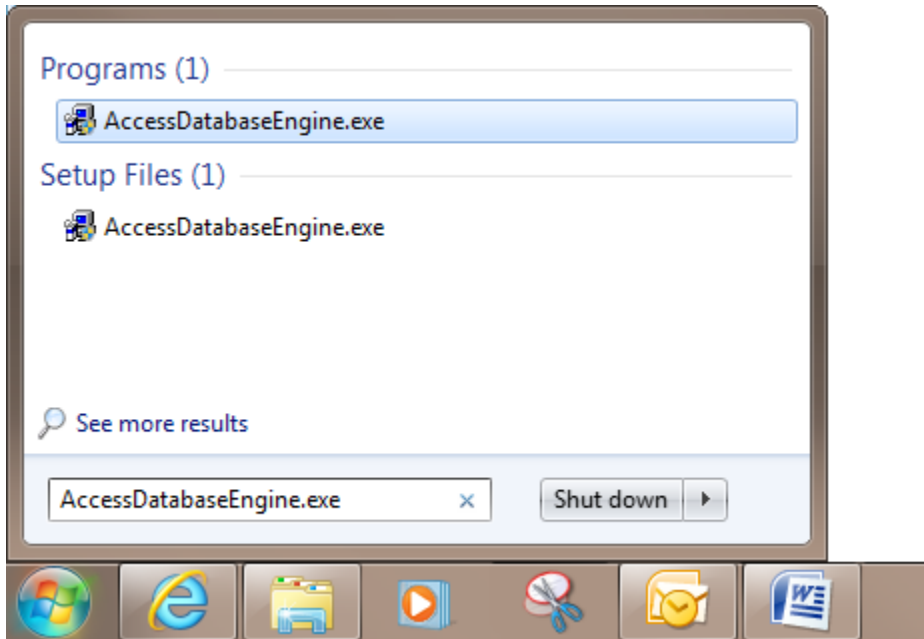
- 1. Error: Operation not allowed when object is closed or Object reference not set to an instance of an object** – occasionally KellyDown may fail to start after an automatic Microsoft™ Windows security upgrade or a Microsoft™ Office upgrade. The upgrade has been known to disable the installation of the KellyDown database driver.

This problem may also manifest itself by displaying the following error message or by simply shutting down KellyDown altogether without any error message at all or by drastically slowing down KellyDown when writing to or reading from the database.

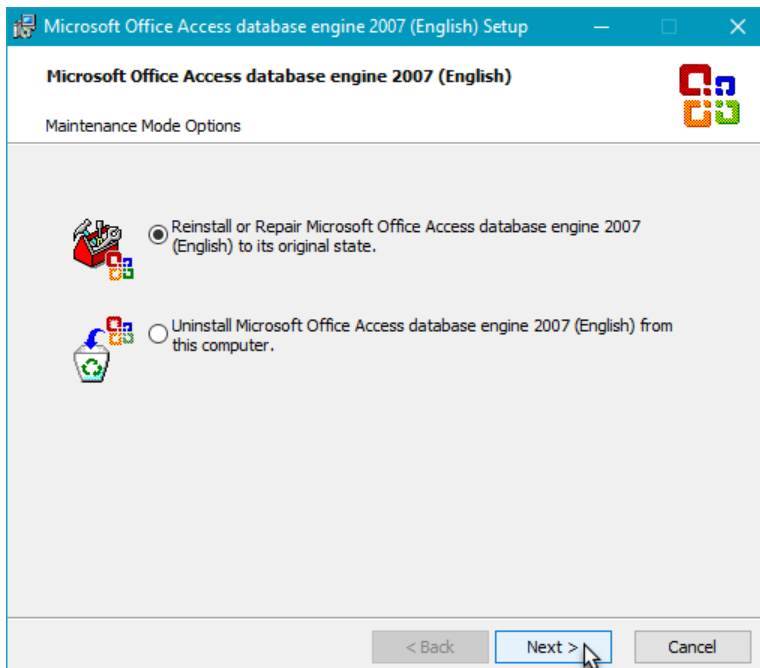


To fix this problem, open the **Windows Explorer** and go to the **C:\Windows** folder. Locate the file named **AccessDatabaseEngine.exe** and double click on it to launch it.

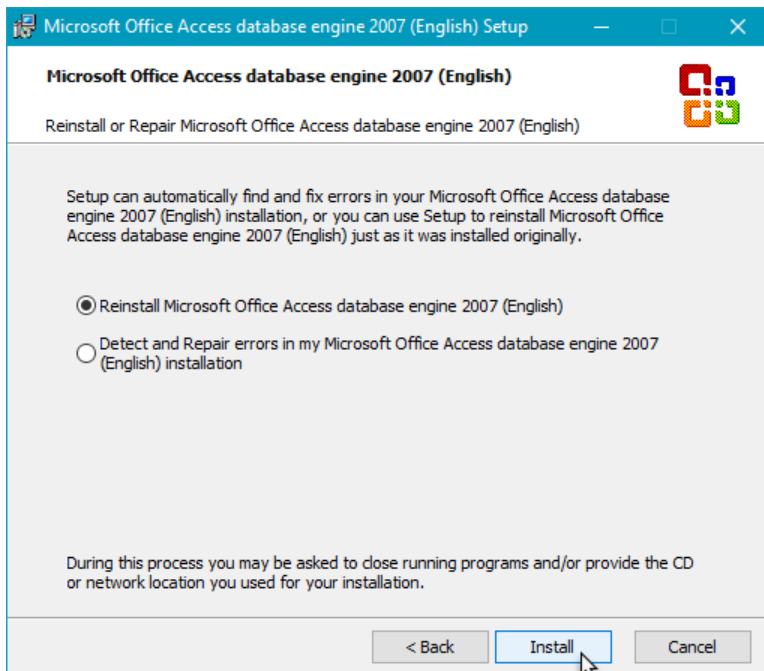
Alternatively, click on the Windows Start button and type **AccessDatabaseEngine.exe** into the **Search** box at the bottom of the **Start Menu**. When the full name appears under the **Programs** section, double click on it.



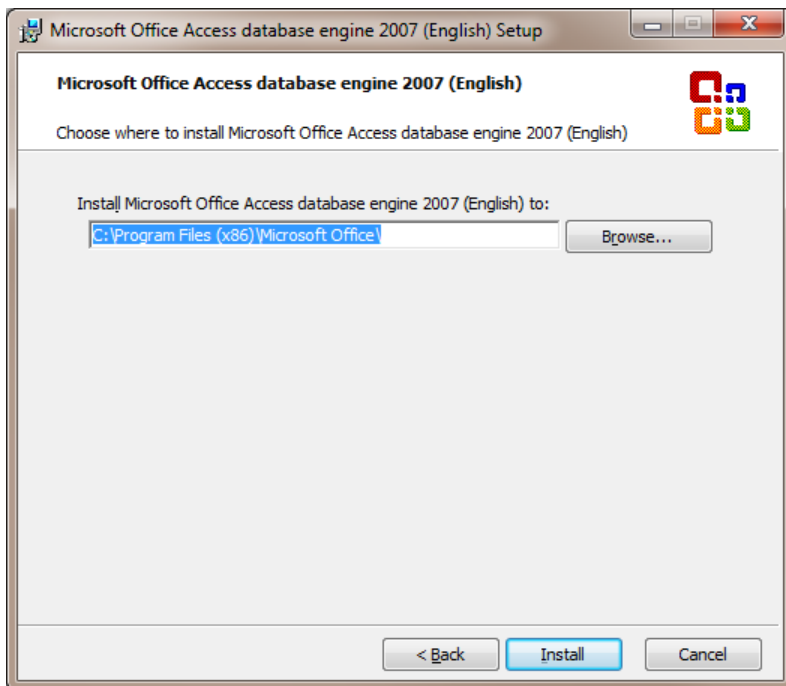
Tip: a simple way to launch the **Windows Explorer** is to hold down the **Windows** key and press the **E** key – this works for all versions of Windows including Windows 10.



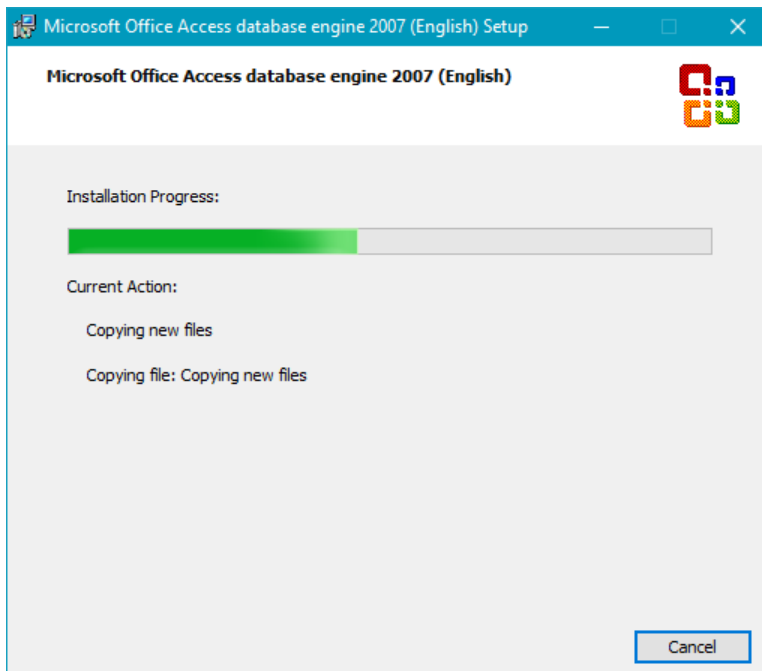
Select the option to **Reinstall or Repair Microsoft Office Access database engine 2007** and click **Next**.



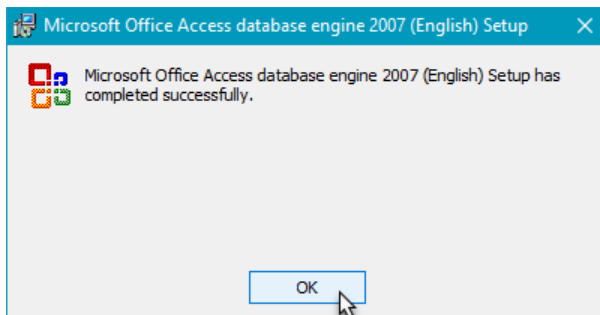
Accept the default location for the **Microsoft Access Database engine 2007** and click **Install**.



Wait while the Access Database Engine is installed.

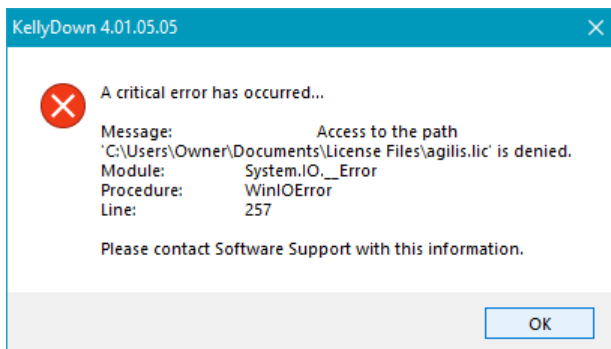


After Setup has completed successfully, click OK and then launch KellyDown.



Note: If this doesn't do the trick, it may be because the KellyDown *user.config* file has also been corrupted, in which case, try using the solution shown under item 7 below.

- 2. Access to Path is denied** – KellyDown fails to start and a message states that access to the license file or another file is denied.



This error is most often caused by Windows Security or your antivirus software preventing KellyDown from accessing files on your computer. To prevent this error, you need to provide KellyDown with access to all files in your Documents folder.

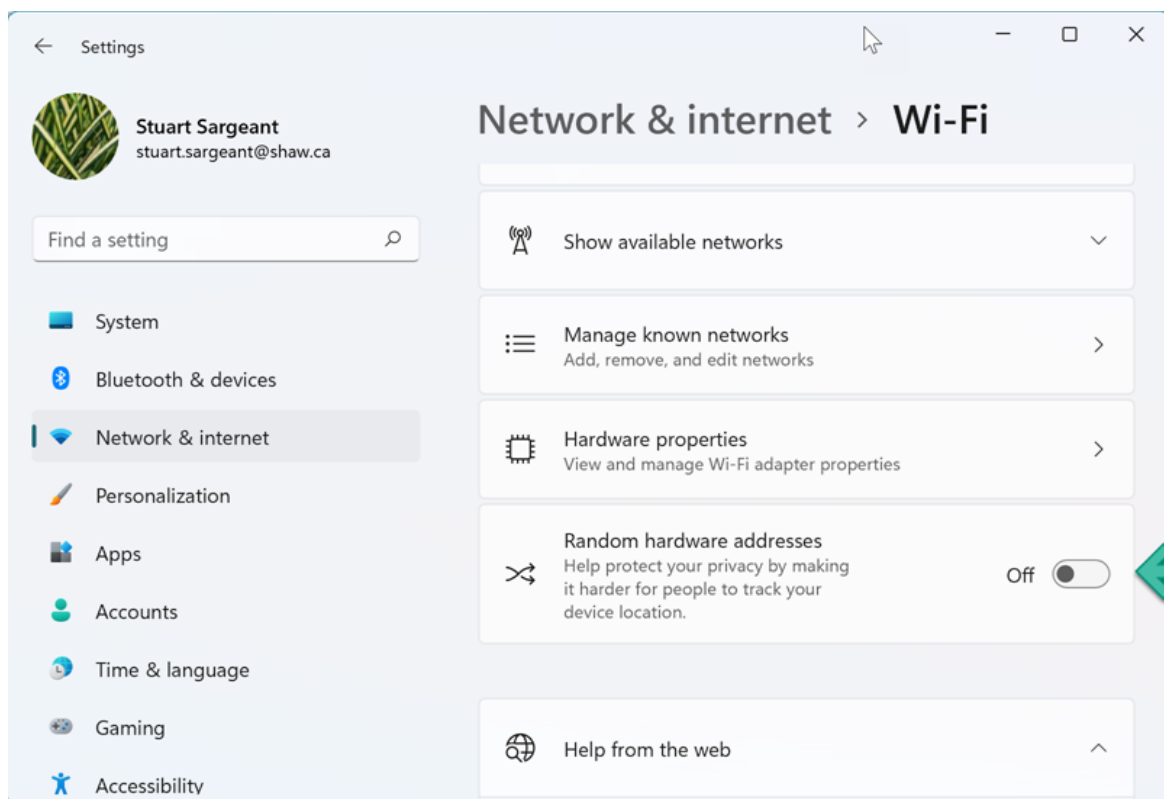
In Windows Security, open **Firewall & network protection** and then click on **Allow an app through the firewall** and locate the KellyDown executable, which by default is named *KellyDown.exe* and is located in *C:\Program Files (x86)\Agilis\KellyDown*.

In Norton 360, click on **Settings, Firewall, Program Control** and click on the **Add** button. Then locate the KellyDown executable, which by default is named *KellyDown.exe* and is located in *C:\Program Files (x86)\Agilis\KellyDown*.

- 3. License does not match the Network ID** – sometimes a license fails because the **Network ID** on your computer does not match the one stored in the license file even though this was the one shown on the message when you applied for the license.

There are a couple of possible causes for this to happen. In Windows 10 and Windows 11, an extra security mechanism allows your computer to hide the Network ID by setting random hardware addresses when your computer connects to a foreign Wi-Fi network.

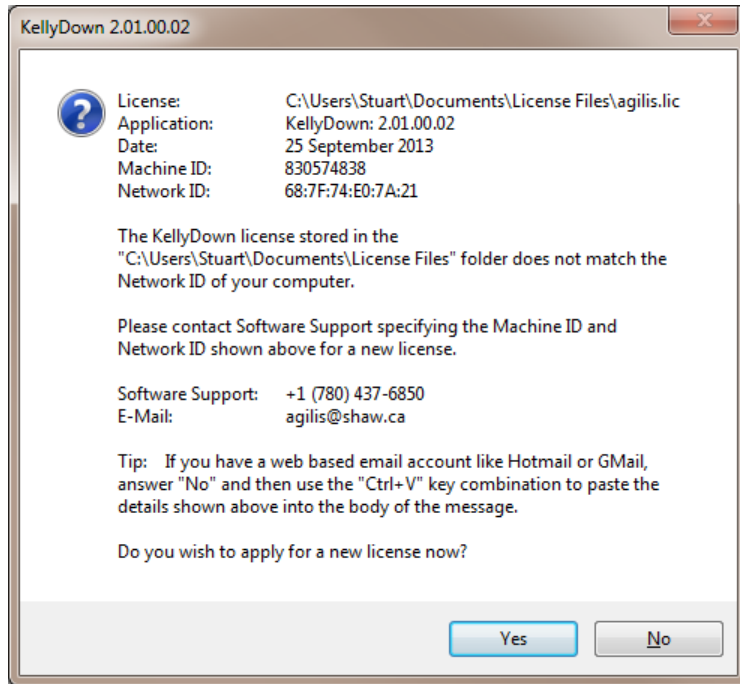
If this happens, KellyDown may not be able to match the Network ID to the one it found for the license application. In this case you need to select the Windows **Start** button, and then enter **Settings, Network & internet, Wi-Fi**. Then switch off the **Random hardware addresses**.



Alternatively, you may switch **Random hardware addresses** off for individual Wi-Fi connections by selecting **Start, Settings, Network & internet, Wi-Fi, Manage known networks**. Choose the Wi-Fi network you are connected to and switch the **Random hardware addresses** off for that network.

When KellyDown first launches and there is no license file stored in the License Files folder, KellyDown reads the Network ID of the first internal hardware device it finds on your computer. This could be a hard drive or a network card etc. On rare occasions, it might not find an internal device and instead finds the Network ID of a device connected to your computer that is not necessarily connected to your computer at all times, such as a shared printer.

If you subsequently run KellyDown when the device is no longer connected to your computer, KellyDown will be unable to match the Network ID stored in the license file to the actual Network ID of the device and will display a message that they do not match.



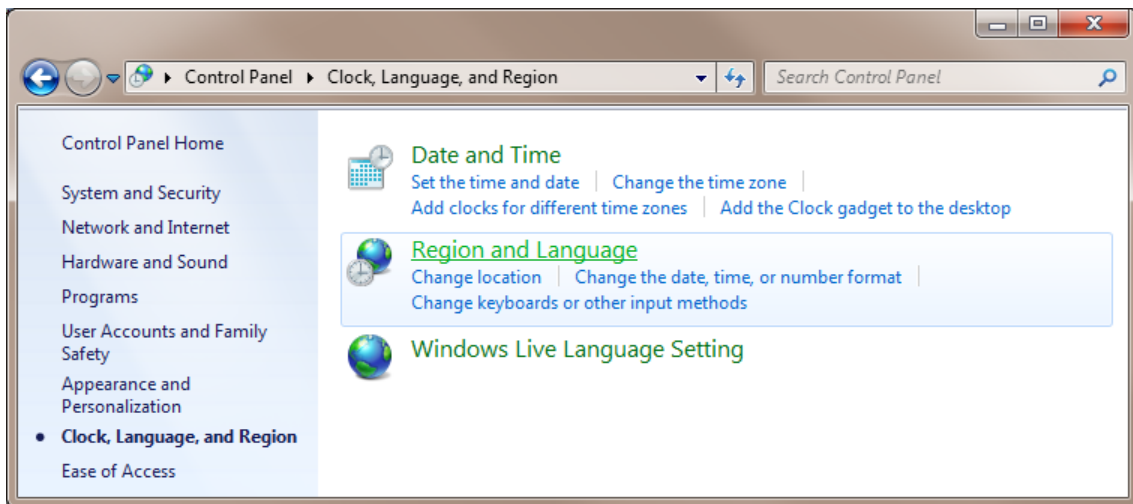
You may simply apply for another license or even better, make sure that your computer isn't connected to a network when you start KellyDown for the first time (or at least when you run KellyDown and apply for the license). This will ensure that the Network ID is for a device that is integral to your computer and not a peripheral device.

- 4. Regional Settings** – KellyDown will fail to start if the Regional Settings for your computer are set such that a comma is used as the decimal point and a period is used as the thousands separator as has been observed in some Latin American countries.

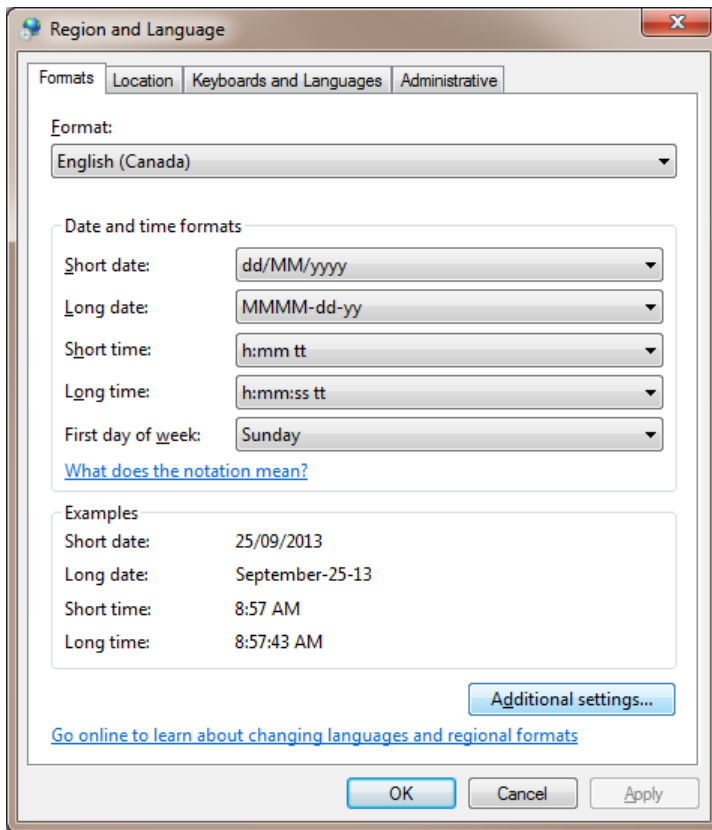
To fix this, open the Windows **Control Panel** and select the **Clock, Language and Region** section.



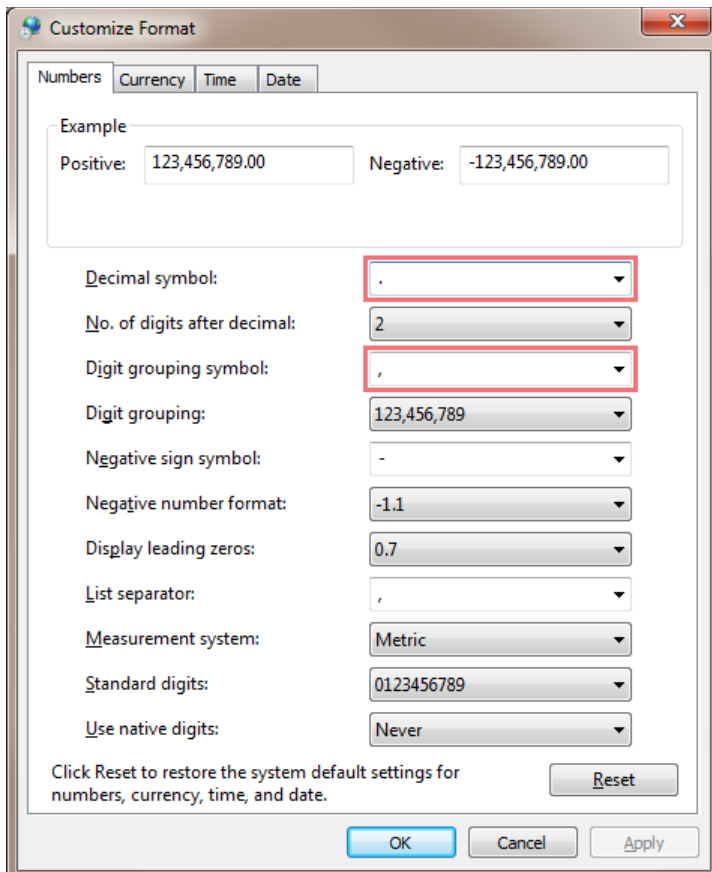
Click on **Region and Language** section.



Click on the **Additional settings** button.

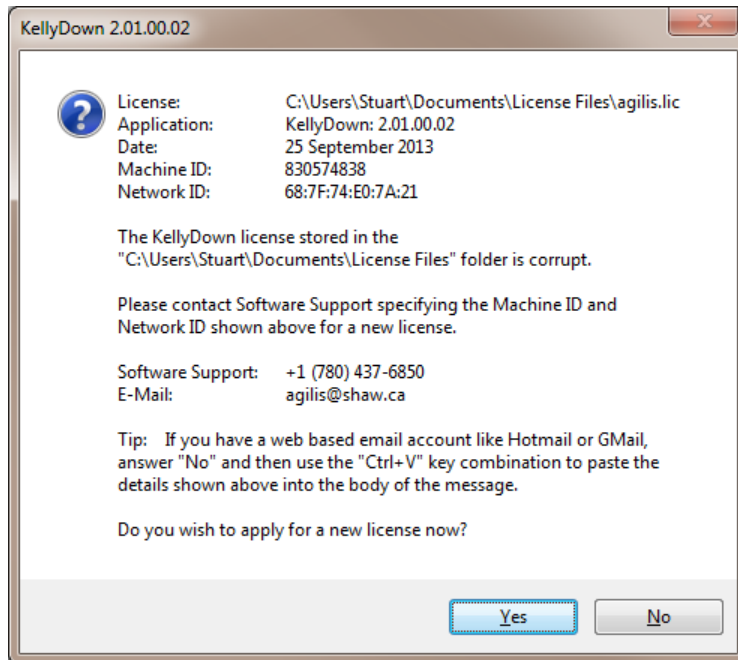


Make sure the **Decimal symbol** is set to a period and the **Digit grouping symbol** is set to a comma.



Click **OK** to commit the changes if you have made any.

- 5. License file is corrupt** – occasionally anti-virus software may corrupt the KellyDown license file when it arrives in your mailbox. After you copy the license to the License Files folder on your computer and run KellyDown, a message will tell you that the license is corrupt.



Contact KellyDown Support and inform them that the license is corrupted and they will send you a zipped license, which is not corrupted by the anti-virus software.

Note: the license is not routinely issued in a zipped format for simplicity reasons.

- 6. KellyDown starts, the Introduction screen pops up momentarily and then nothing else happens** – newer version of KellyDown since version 2.03.00.00 use a slightly different licensing mechanism. Using older versions of KellyDown with a new license causes this problem to occur.

If this problem does occur, simply download and install the latest version KellyDown.

- 7. KellyDown starts, the Introduction screen pops up and then nothing else happens** – there have been two instances where KellyDown failed to start and a message on the Status Bar reads “*Error – Configuration system failed to initialize, Module: System Configuration.ClientConfigurationSystem, Procedure: OnConfigRemoved*”. This error is caused by a corrupt *user.config* file and seems to happen sometimes if there is a Windows update while KellyDown is still running.

The solution is to delete the *user.config* file but locating it may be difficult so you should contact KellyDown Software Support if you need assistance.

Note: The file is located in a folder similar to:

C:\Users\USERNAME\AppData\Local\Agilis_Software_Solutions\KellyDown.exe_Url...\4.01.3.4 in the *KellyDown.exe_Url* folder with the latest date stamp. Search for *user.config*).

If you have a question you would like answered in KellyDown Tips, reply to this email with your question.
If you would like anything added to KellyDown to make it more useful or user friendly, reply to this email with your requests.
You can download the latest version of KellyDown from www.kellydown.ca
