

KellyDown Tips

Periodic tips to help you use KellyDown more effectively

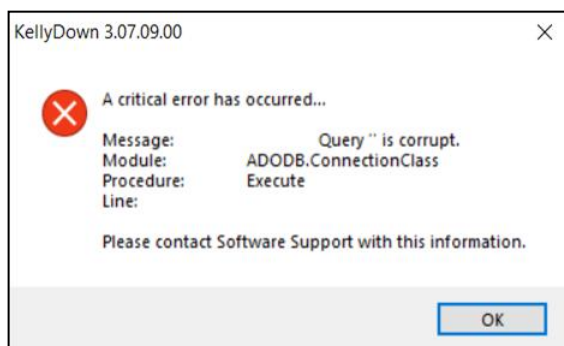
Known issues and resolutions

Problem: On some computers running certain versions of Windows, known problems with KellyDown do exist. Although these may be frustrating, all known issues are simple to resolve. This document lists the known issues and how to resolve them. Refer also to the **KellyDown Tips** document titled **When KellyDown fails to start** if your copy of KellyDown does not start at all.

Apart from the following issues, no other problems with running KellyDown have been reported. KellyDown has been tested on Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10.

If you have problems with KellyDown, please check the following before contacting KellyDown support.

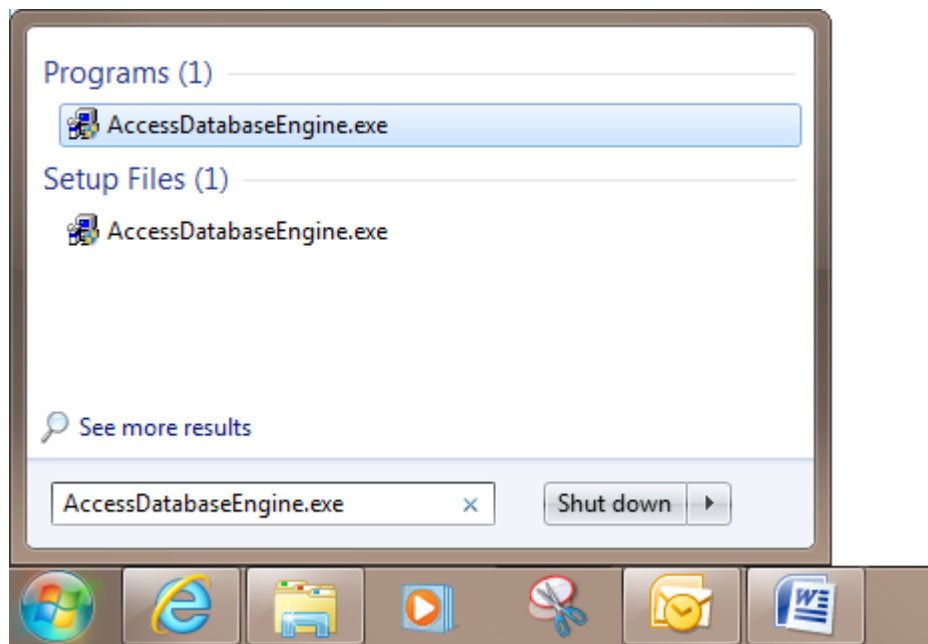
1. **Query "" is corrupt** – an error message stating that a query is corrupt is repeatedly displayed. Occasionally KellyDown may fail to start after an automatic Microsoft™ Windows security upgrade or a Microsoft™ Office upgrade. The upgrade has been known to disable the installation of the KellyDown database driver.



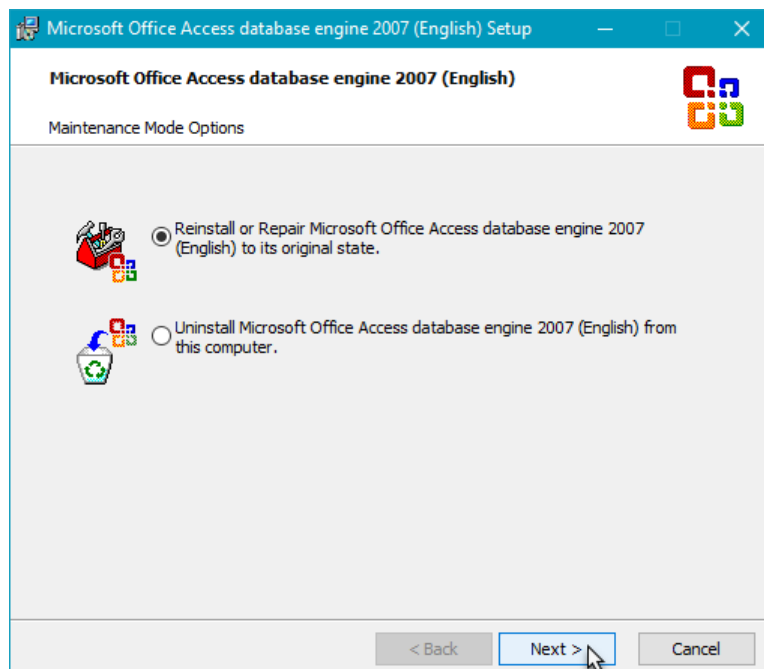
Note: This problem may also manifest itself by simply shutting down KellyDown altogether without warning or by drastically slowing down KellyDown when writing to or reading from the database.

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.

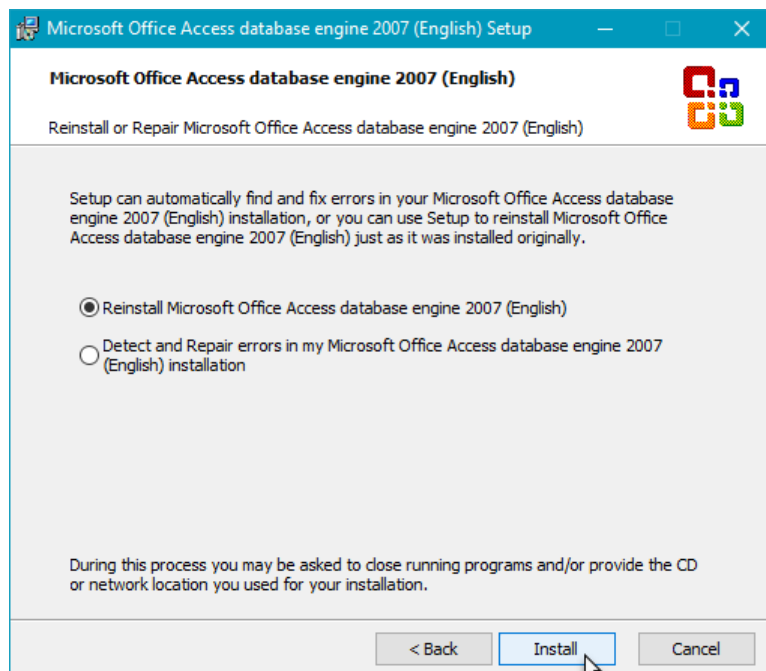
Alternatively, click on the Windows Start button and type **AccessDatabaseEngine.exe** into the **Search** box at the bottom of the **Start Menu**. When the full name appears under the **Programs** section, double click on it.



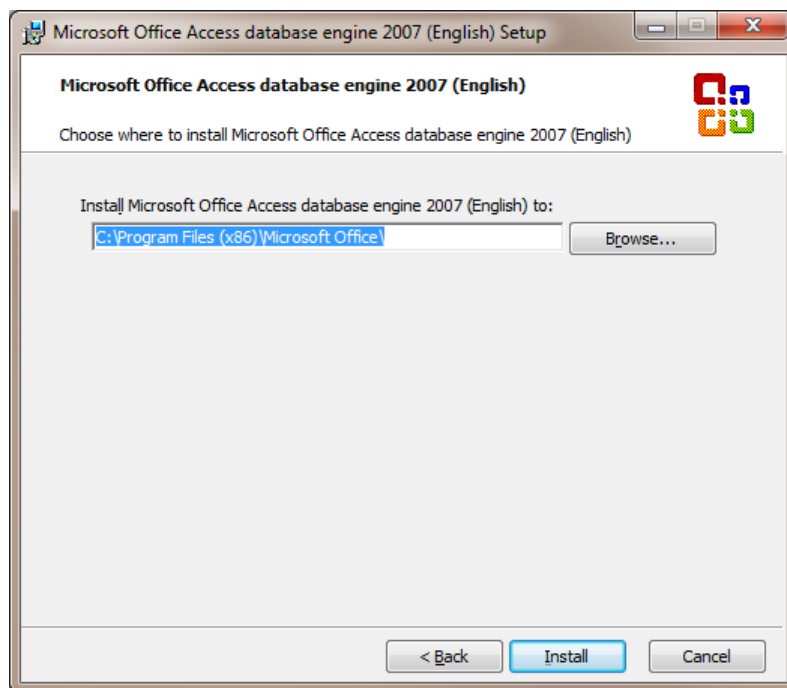
Tip: a simple way to launch the **Windows Explorer** is to hold down the **Windows** key and press the **E** key – this works for all versions of Windows including Windows 10.



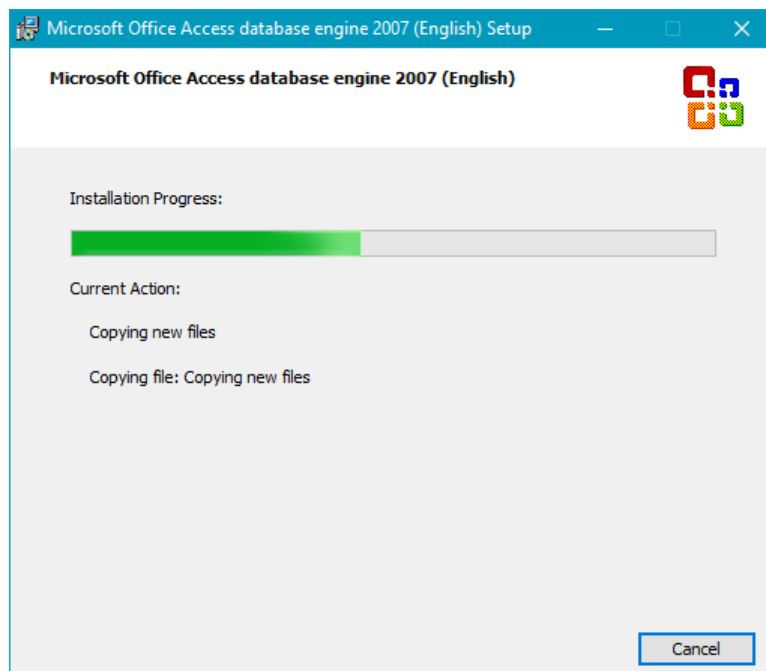
Select the option to **Reinstall or Repair Microsoft Office Access database engine 2007** and click **Next**.



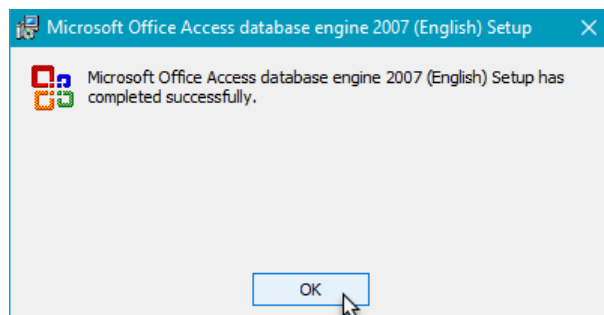
Accept the default location for the **Microsoft Access Database engine 2007** and click **Install**.



Wait while the Access Database Engine is installed.

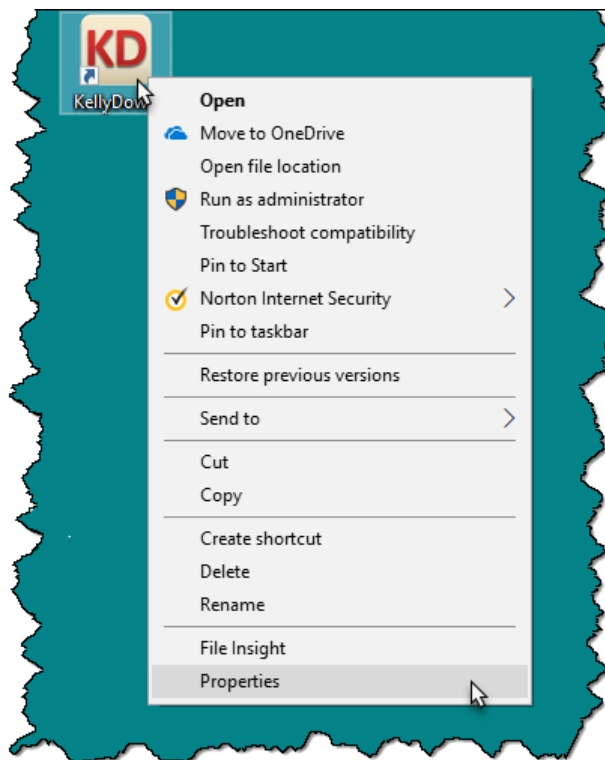


After **Setup has completed successfully**, click **OK** and then launch KellyDown.

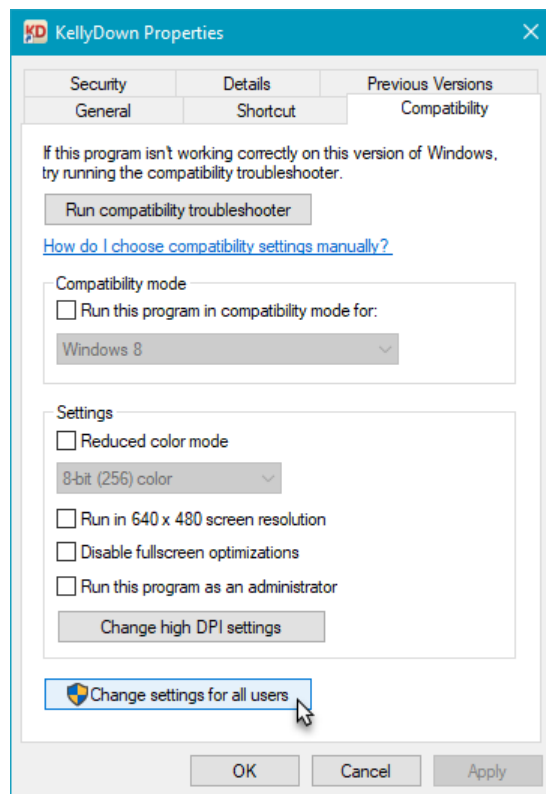


- KellyDown interface is very small or text doesn't fit in the column headers** – this issue has been observed on some modern computers that have high resolution screens. The text is difficult to read or the whole KellyDown interface may be very small.

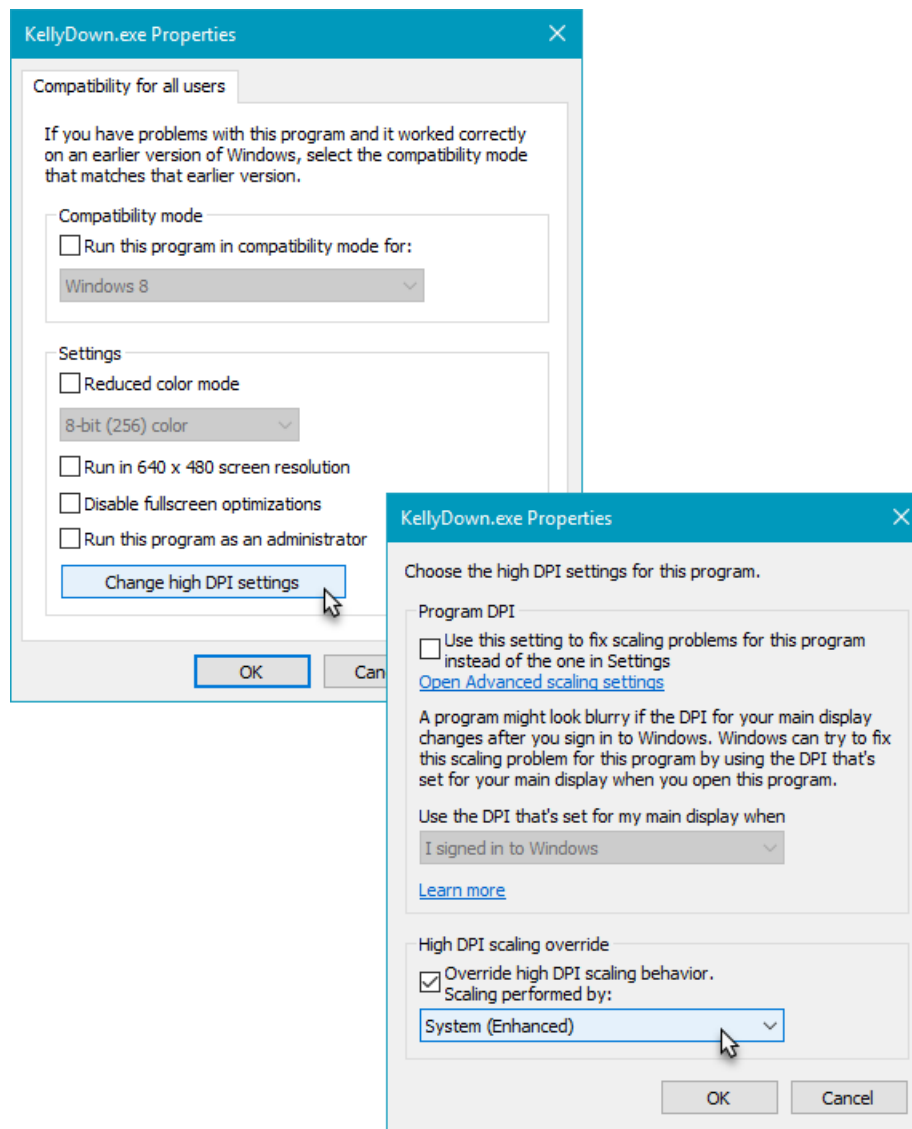
Locate and right-click on the KellyDown icon on the Windows desktop. Select **Properties** from the popup menu (if you are not using a mouse, hold your finger on the KellyDown icon for a couple of seconds and when you remove your finger, the popup menu will appear).



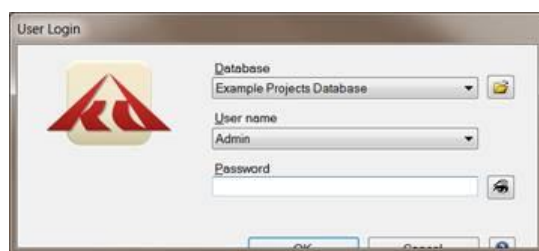
Select the **Compatibility** tab and click on the **Change settings for all users** button.



Click on the **Change high DPI settings** button, check the box that reads **Override high DPI scaling behaviour** and select **System (Enhanced)**. Then click the **OK** button.



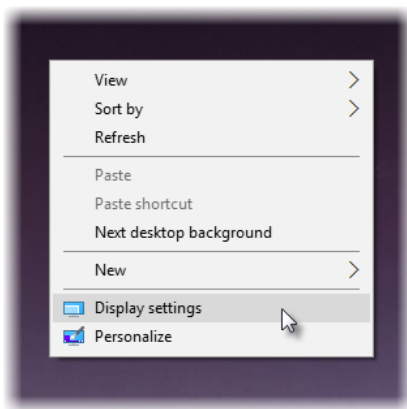
3. **Dialog boxes are too small for their contents and text doesn't fit inside columns in worksheets** – this issue has been observed on some recent computers that have higher resolution screens. Some of the buttons are missing or not fully visible and text doesn't fit inside the width of the column in the worksheets.



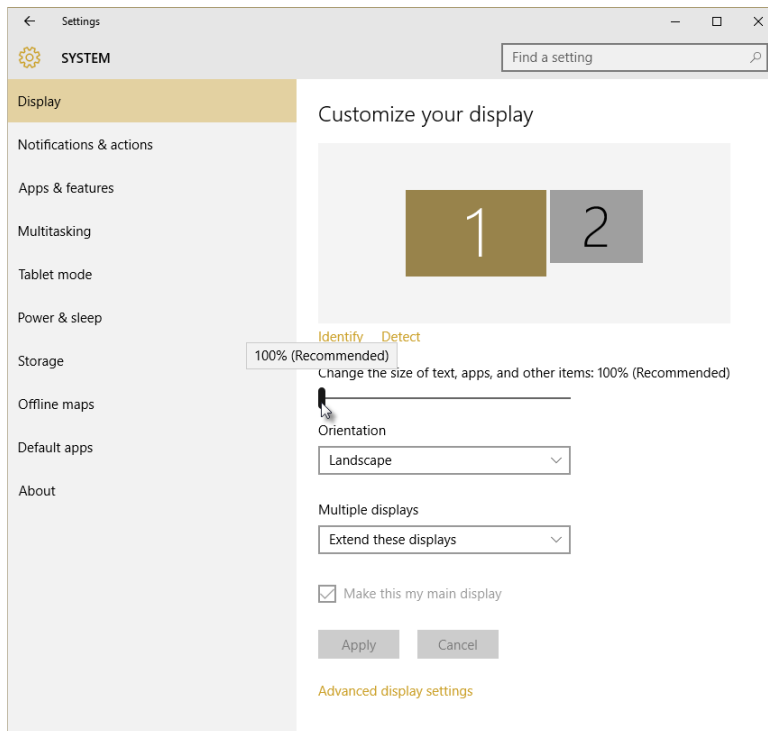
ND Proposal Data [AA16 - Design #1]									
	Target Name	Inclination (°)	Azimuth (°)	Vertical Depth (m)	Northings (m)	Eastings (m)			
1	AA16 LP (1)	82.747	131.739	453.14	6,789,205.2	572,633.12 E			
2	AA16 LP (2)	90.000	65.000	486.60	6,789,090.2	572,958.02 E			
3	AA16 LP	90.000	65.000	486.60	6,789,115.5	573,012.40 E			

No.	Measured Depth (m)	Course Length (m)	Inclination (°)	Azimuth (°)	Vertical Depth (m)	Northings (m)	Eastings (m)	Dogleg Rate (°/30m)	Toolface (°)
1	0.00		0.000	0.000	0.00	789,330.21 N	572,493.04 E		
2	240.00	240.00	0.000	0.000	240.00	789,330.21 N	572,493.04 E	0.000	0.000
3	550.30	310.30	82.747	131.739	453.14	689,205.23 N	572,633.12 E	8.000	131.739
4	673.28	122.98	82.747	131.739	486.67	689,124.01 N	572,724.15 E	0.000	0.000
5	924.29	251.01	90.000	65.000	486.60	689,090.24 N	572,958.02 E	8.000	-86.893
6T	964.29	60.00	90.000	65.000	486.60	789,115.59 N	573,012.40 E	0.000	0.000
7T	1,784.29	800.00	90.000	65.000	486.60	789,453.69 N	573,737.45 E	0.000	0.000
8	1,794.29	10.00	90.000	65.000	486.60	789,457.92 N	573,746.51 E	0.000	0.000

To resolve this issue, under Windows 10, right click on the **Windows Desktop** and select **Display Settings**.



Change the **Font Size** to **100% (Recommended)** by sliding the cursor all the way to the left.



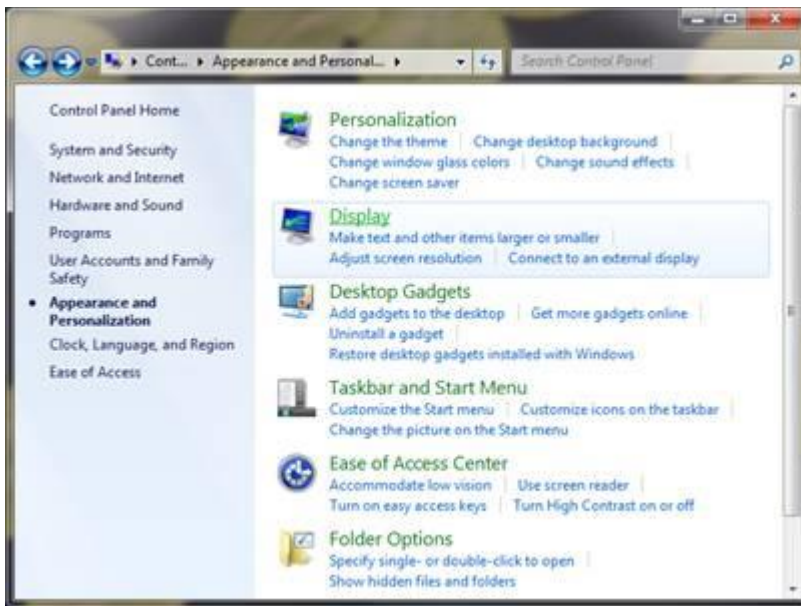
Under earlier versions of Windows, select the **Windows Control Panel** by clicking on the Windows **Start** button and selecting **Control Panel**.



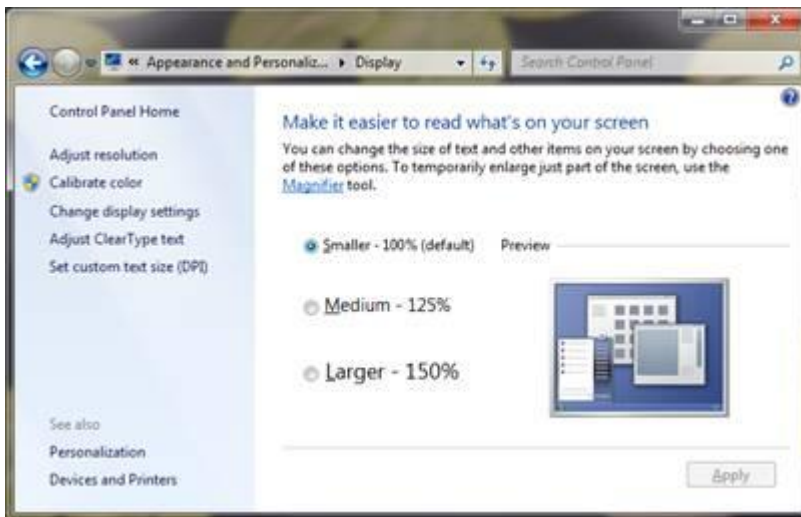
In the **Control Panel**, click on the **Appearance and Personalization** link.



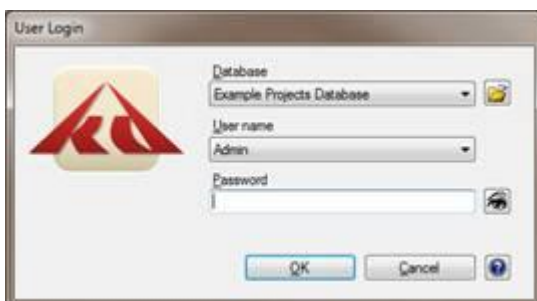
In the **Appearance and Personalization** window, click on the **Display** link.



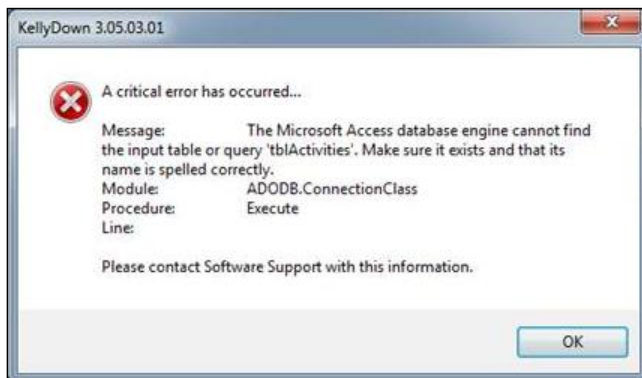
Set the **Text Size** to **Smaller - 100% (default)** and click on the **Apply** button. You may have to log out of and back into Windows to affect the changes.



The KellyDown **User Login** screen should then look like this...



4. **KellyDown complains that the database engine cannot find a table or query in the database –**
KellyDown cannot find a new table in a system file because Windows has prevented the previous version of a KellyDown system file from being overwritten.



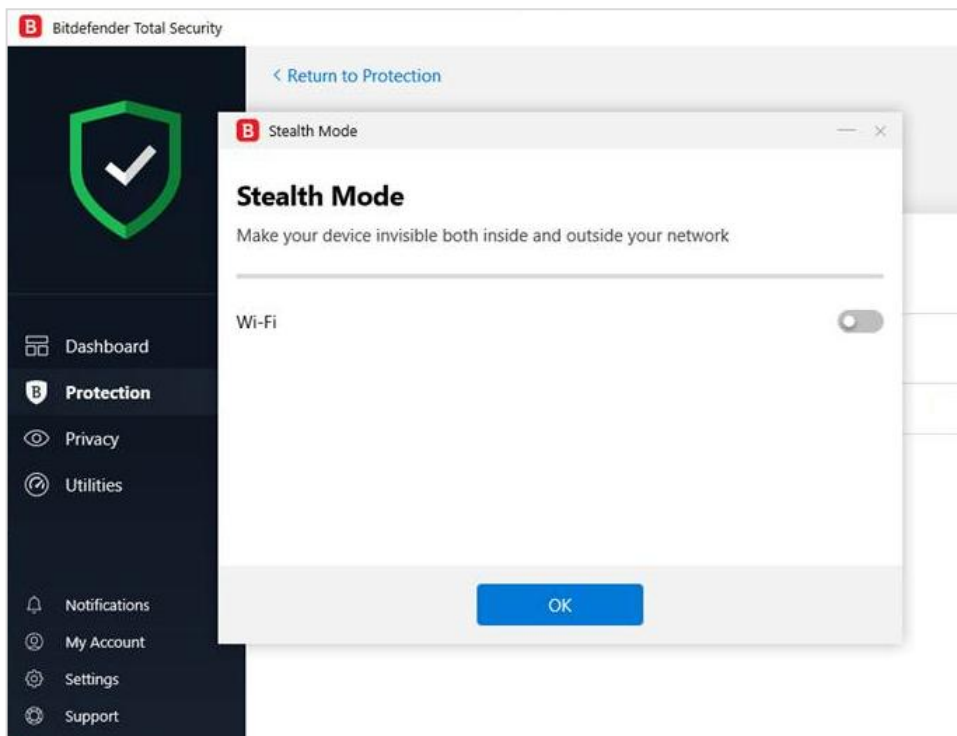
To fix this problem, click on the **Administration, Utilities, Reset KellyDown Virtual System Files** menu. This will delete the personal copies of the system files allowing the new versions of the files to be copied to the proper location where KellyDown can find them.

- 5. Report Formats and/or Export Formats do not appear in the list** – recent versions of the Windows operating system prevent setup programs from overwriting certain system files used by an application. The result is that certain new report formats, export formats, coordinate systems and magnetic models etc. do not appear in lists.

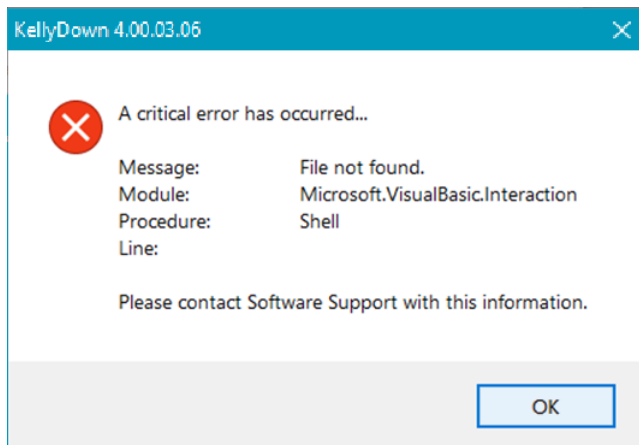
To fix this problem, click on the **Administration, Utilities, Reset KellyDown Virtual System Files** menu. This will delete the personal copies of the system files allowing the new files to take precedence. When KellyDown starts again, these new files will be copied to the personal folder.

- 6. Network ID is blank in the message to apply for a KellyDown license** – this issue has occurred on a couple of computers and was found to be caused by the BitDefender anti-virus software hiding the Network IDs of internal network devices.

To fix the problem, simply launch your ant-virus application and switch off **Stealth Mode** for any internal network devices.



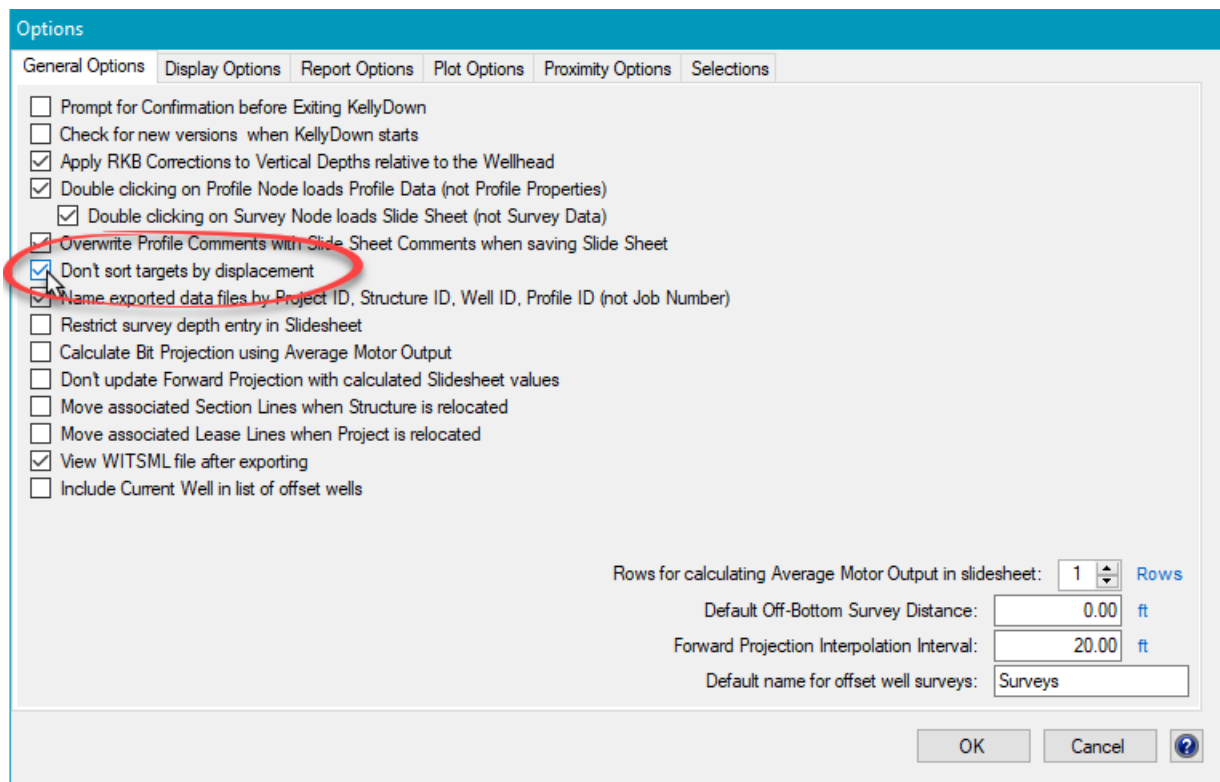
7. **File not found critical error message displayed when selecting a Magnetic Model** – this problem has been found to be caused by certain anti-virus software preventing KellyDown from running executable files that are used to calculate magnetic parameters.



Your anti-virus software should allow you to add exceptions that will allow executables in specific folders to execute. If so, allow the files in the **C:\ProgramData\KellyDown\CoordSys** folder to execute.

8. **Target list fails to load or crashes when more than one target is added to the list** – this problem exists under certain conditions and prevents the target list module and/or the proposal module from loading properly. It happens on some computers when KellyDown attempts to sort the list of targets by displacement from the wellhead.

To fix this problem, open **Tools, Options, General Options** and check the box labelled **Don't sort targets by displacement**.



- 9. When you open a Slidesheet created in an older version of KellyDown, the data is either missing or messed up** – slidesheet logic was changed in version 3.00.00.00 to more closely emulate actual drilling practises and to enable the motor output etc. to be transferred to the forward projection modules. When you open an older version of a slidesheet, it may need to be reformatted to the new version.

Simply use the **Tools, Repair Slidesheet** menu in the slidesheet module to reformat the data to the new format. You may need to do this once for each old slidesheet that you open in the new version.

- 10. Error when trying to export or import from/to KellyDown** – KellyDown complains that there is an **invalid index or entry name** when trying to export data to a .kdex file or backup the KellyDown database.

Right click on the KellyDown icon on the Windows desktop and select **Properties**, then select the **Compatibility** tab and click on the button at the bottom that reads **Change Settings for all users**. Check the box that reads **Run this program in compatibility mode for** and select **Windows 7**. Then click the **OK** button.

- 11. Error when exporting to a Microsoft Excel .XLSX file** – KellyDown throws an “Unable to cast COM object” error when exporting to a .xlsx file but works fine when exporting to a .xls file.

This error sometimes occurs when exporting to an .xlsx file after a Windows 11 update. Run a simple repair on Microsoft Office 365 to resolve the issue.

- 12. Sharing Violation when installing KellyDown** – The KellyDown setup routine complains that there is **A sharing violation occurred while accessing an unnamed file** when trying to install.

This problem has only occurred once as far as we are aware, but the solution was to uninstall WinServe, install KellyDown and then reinstall Winserve.

- 13. The KellyDown setup routine appears to hang and a message displays that it is installing fonts** –

On some computers, KellyDown may take an exceptionally long time to finish installing the application because it is looking for fonts that may be located on the system network. Although this might take as long as fifteen minutes and is annoying, the program does eventually install correctly.

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Note: If you experience any other problems with KellyDown, please contact software support. There may be a very simple solution to the problem that can be shared with other users.

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
