## **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.

 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<sup>™</sup> Windows security upgrade or a Microsoft<sup>™</sup> Office upgrade. The upgrade has been known to disable the installation of the KellyDown database driver.

KellyDov	vn 3.07.09.00		×
	A critical error	has occurred	
	Message: Module: Procedure: Line:	Query " is corrupt. ADODB.ConnectionClass Execute	
	Please contact	Software Support with this information	•
		ОК	

**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.

Programs (1) RecessDatabaseEngine.exe
Setup Files (1)
🚜 AccessDatabaseEngine.exe
₽ See more results
AccessDatabaseEngine.exe × Shut down ►
🚱 🥝 🚞 🖸 🚳

**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.

🙀 Microsoft Office Access database engine 2007 (English) Setup 🛛 🗌 🗙
Microsoft Office Access database engine 2007 (English)
Maintenance Mode Options
<ul> <li>Reinstall or Repair Microsoft Office Access database engine 2007 (English) to its original state.</li> <li>Uninstall Microsoft Office Access database engine 2007 (English) from this computer.</li> </ul>
< Back Next > Cancel

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

🙀 Microsoft Office Access database engine 2007 (English) Setup 🛛 📃 🗙
Microsoft Office Access database engine 2007 (English)
Reinstall or Repair Microsoft Office Access database engine 2007 (English)
Setup can automatically find and fix errors in your Microsoft Office Access database engine 2007 (English) installation, or you can use Setup to reinstall Microsoft Office Access database engine 2007 (English) just as it was installed originally.
Reinstall Microsoft Office Access database engine 2007 (English)
Oetect and Repair errors in my Microsoft Office Access database engine 2007 (English) installation
During this process you may be asked to close running programs and/or provide the CD or network location you used for your installation.
< Back Install Cancel

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

🔀 Microsoft Office Access database engine 2007 (English) Setup
Microsoft Office Access database engine 2007 (English)
Choose where to install Microsoft Office Access database engine 2007 (English)
Install Microsoft Office Access database engine 2007 (English) to:
< <u>B</u> ack Install Cancel

Wait while the Access Database Engine is installed.

🛃 Microsoft Office Access database engine 2007 (English) Setup	– 🗆 🗙
Microsoft Office Access database engine 2007 (English)	
Installation Progress:	
Current Action:	
Copying new files	
Copying file: Copying new files	
	Cancel

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



2. 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).

ellyDow	Open	
a 🖉 🦀	Move to OneDrive	
	Open file location	
<b>e</b>	Run as administrator	
	Troubleshoot compatibility	
	Pin to Start	
3	Norton Internet Security	>
	Pin to taskbar	
	Restore previous versions	
	Send to	>
	Cut	
	Сору	
	Create shortcut	
	Delete	
	Rename	
	File Insight	
	Properties	

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

💯 KellyDown Prope	erties		×
Security	Details	Previous Versions	
General	Shortcut	Compatibility	
If this program isn't w try running the comp	vorking correctly on th atibility troubleshoote	nis version of Windows, r.	
Run compatibility	troubleshooter		
How do I choose co	mpatibility settings ma	nually?	
Compatibility mode			
Run this progra	am in compatibility mod	de for:	
Windows 8		$\sim$	
Settings			
Reduced color	mode		
8-bit (256) color	$\sim$		
Run in 640 x 4	80 screen resolution		
Disable fullscre	en optimizations		
Run this progra	am as an administrator		
Change big	DPL acttings		
Change higi	r Di riseunigs		
Change anti-			
	OK	Cancel Apply	l -

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.

KellyDown.exe Properties		×	
Compatibility for all users			
If you have problems with this program and it on an earlier version of Windows, select the o that matches that earlier version.	t worked correctly compatibility mode		
Compatibility mode	or:		
Windows 8	$\sim$		
Settings Reduced color mode 8-bit (256) color			
Disable fullscreen optimizations     Run this program as an administrator	KellyDown.exe Pr	oper	ties X
Change high DPI settings	Choose the high D Program DPI	PI se	ttings for this program.
OK Can	instead of th Open Advanced	e one <u>scali</u>	e in Settings na settings blurry if the DPI for your main display
	changes after yo this scaling prob set for your main	ou sig lem fi n disp	n in to Windows. Windows can try to fix or this program by using the DPI that's play when you open this program.
	Use the DPI that I signed in to W	t's se lindov	t for my main display when
	Learn more		
	High DPI scaling	over	ride
	Override high Scaling perfo	n DPI rmed	scaling behavior. l by:
	System (Enhand	ced)	<u></u> }
			OK Cancel

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.

	Database	
	Example Projects Database	• 🐸
KO	User name	
	Admin	•
	Password	

		Targe	t Name		nclination	Azmimuth	Vertical Depth (m)	Northings (m)	East (n	ings n)
•	1	AA16 L	P(1)		82.747	131,739	453.14	6,789,205.2	572.	633.12 E
	2	AA16 L	P (2)		90.000	65.000	486.60	6,789,090.2	572.9	958.02 E
	3	AA16 L	р		90.000	65 000	486.60	6,789,115.5		012.40 E
1	No.	Measurec Depth (m)	Course Length (m)	iclination (°)	Azimuth (*)	Vertical Depth (m)	Northings (m)	Eastings (m)	Dogleg Rate (°/30m)	Foolface (*)
	1	0.00	and all services	0.000	0.000	0.00	89,330.21 N	72.493.04 E		-
	2	240.00	240.00	0.000	0.000	240.00	89,330.21 N	72.493.04 E	0.000	0.000
	3	550.30	310.30	82,747	131 739	453.14	89,205.23 N	72,633.12 E	8.000	131.739
	4	873.28	122.98	82.747	131,739	468.67	89,124.01 N	72,724 15 E	0.000	0.000
	5	924.29	251.01	90.000	65.000	486.60	89,090.24 N	72,958.02 E	8.000	-86.893
	6T	984.29	60.00	90.000	65.000	486.60	89,115.59 N	73.012.40 E	0.000	0.000
	7T	1,784 29	800.00	90,000	65.000	486.60	89,453.69 N	73,737.45 E	0.000	0.000
	8	1,794,29	10.00	90.000	65.000	486.60	89,457.92 N	73.746.51 E	0.000	0.000

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

View	$\rightarrow$
Sort by	>
Refresh	
Paste	
Paste shortcut	
Next desktop background	
New	>
Display settings	
Personalize	

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

← Settings	- 🗆 X
🐯 SYSTEM	Find a setting $P$
Display	Customize your display
Notifications & actions	
Apps & features	
Multitasking	1 2
Tablet mode	
Power & sleep	Identify Detect
Storage	100% (Recommended) Change the size of text, apps, and other items: 100% (Recommended)
Offline maps	
Default apps	Landscape
About	Multiple displays
	Extend these displays
	Make this my main display
	Apply Cancel
	Advanced display settings

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...

1	Database	-
	Example Projects Database	- 🙆
	Username	
	Admin	
	Password	-
	1	100

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.

B	Bitdefender Total Security	1	
		< Return to Protection	
		B Stealth Mode —	×
	$\checkmark$	Stealth Mode	
	$\mathbf{\mathbf{v}}$	Make your device invisible both inside and outside your network	
		Wi-Fi	
66	Dashboard		
B	Protection		T
0	Privacy		-
0	Utilities		
0	Natifications		
4 @	Notifications	OK	
0	Settings		
9	Setungs		
0	Support		

**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.

KellyDowr	llyDown 4.00.03.06 ×		$\times$
×	A critical error ha Message:	s occurred File not found.	
	Module: Procedure: Line:	Microsoft.VisualBasic.Interaction Shell	
	Please contact So	ftware Support with this information.	
		ОК	

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**.

Options
General Options Display Options Report Options Plot Options Proximity Options Selections
Prompt for Confirmation before Exiting KellyDown Check for new versions when KellyDown starts Apply RKB Corrections to Vertical Depths relative to the Wellhead Double clicking on Profile Node loads Profile Data (not Profile Properties) Double clicking on Survey Node loads Slide Sheet (not Survey Data) Overwrite Profile Comments with Slide Sheet (comments when saving Slide Sheet Don't sort targets by displacement Wame exported data files by Project ID, Structure ID, Well ID, Profile ID (not Job Number) Restrict survey depth entry in Slidesheet Calculate Bit Projection using Average Motor Output Don't update Forward Projection with calculated Slidesheet values Move associated Section Lines when Structure is relocated View WITSML file after exporting Include Current Well in list of offset wells
Rows for calculating Average Motor Output in slidesheet:       1       Rows         Default Off-Bottom Survey Distance:       0.00       ft
Forward Projection Interpolation Interval: 20.00 ft
Default name for offset well surveys: Surveys
OK Cancel 📀

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. 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.

12. 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 <u>www.kellydown.ca</u>