

Troubleshooting EBi3 Upgrade or Copying files to Client Issues

Go to the computer having the problem, and go to the c:\Program Files\EBi3 Client folder. Delete the "EBi3.exe" file. Then double-click on the AppLauncher.exe file. This will copy the newest files over from the server.

Top Items to Check

Step One:

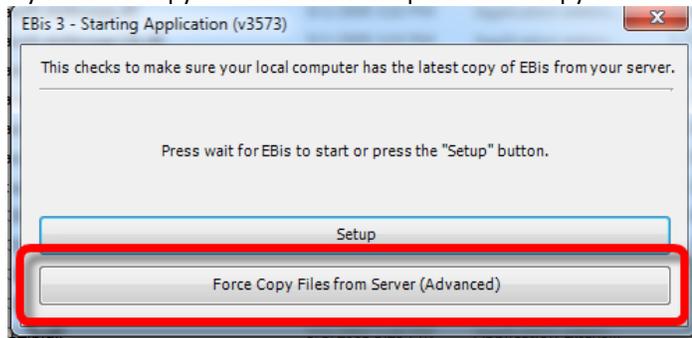
Restart your client computer

Step Two:

Even if you are a Windows Administrator, **you may have other access privileges** that are stopping writes to the EBi3 Client folder. Please make sure the c:\Program Files (x86)\EBi3 Client folder has "full control" for everyone. For detailed steps on this, please see page 3 of this document.

Full list of additional steps:

- 1) From the client machine, you can delete the c:\Program Files\EBi3 Client\AppLauncher.xml file. Then, double-click on AppLauncher.exe – this will ask you to specify the location of the EBi3 server files, usually a network path such as: \\SERVERNAME\EBi3
- 2) If you are using Windows Vista, 7, or 8, and using mapped hard drives (such as drive letters Z and P), you may want to try specifying, in the AppLauncher.exe setup ("Start EBi3" icon on your desktop), the full server path (such as \\Server\EBi3) instead of the z:\ drive.
 - a. If you are, and want to continue using mapped network drives, please see: <http://support.microsoft.com/kb/937624>
- 3) If using Windows Vista, 7, or 8, try turning UAC off, or make sure it is properly configured
 - a. If you wish to turn it off: <http://www.datcomedia.com/pdf/win78network.pdf> section 1
 - b. To properly configure it: <http://www.datcomedia.com/pdf/win78network.pdf> section 8
- 4) Log into Windows as a Windows Administrative account
- 5) Make sure the network path you are accessing from the client machines really does have the newest files
- 6) Check your network connection, ensuring that the client computer is connecting to the server correctly
- 7) Firewalls – make sure they are configured properly and not blocking EBi3. This is most apparent when EBi3 starts up, but does not load any user names in the drop-down of the login screen.
- 8) If you have general networking questions or need to set up a network, please see, starting at section 4: <http://www.datcomedia.com/pdf/win78network.pdf>
- 9) If problems, persist:
 - a. Try a "Force Copy" when EBi3 starts up – this will copy the latest files from the server.



If you do not have the Force Copy option, download the latest EBi3 Client here and try again: http://www.datcomedia.com/download/ebis3/client/ebis3_client.zip

If this does not work:

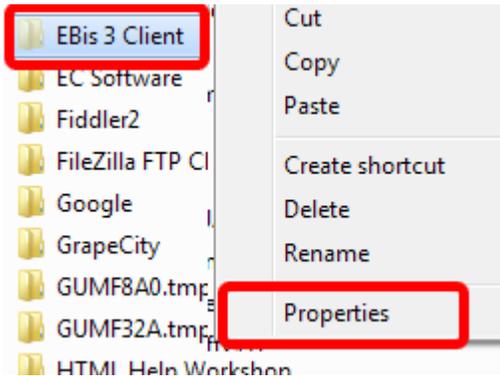
- a. Restart the client machine (important)
- b. On this client machine, go to the C:\Program Files\EBi3 Client folder
 - i. *This may also be in the c:\Program Files (x86)\EBi3 Client folder*
- c. Copy this folder to another location – to make a backup.
- d. Select every file, except the "AppLauncher" file (which is an application, "exe") file
- e. Delete all these files.
- f. Double-click on the AppLauncher.exe file.

- g. Respecify the location path of the server, i.e. \\SERVER\EBis 3
- h. Then close & restart the AppLauncher file
- i. EBis will copy the files over to the client machine, and startup.
- j. If problems persist, make sure the files on the SERVER (in the "EBis 3" folder that is shared) are correct.

Granting Full Access to the EBis 3 Client Folder

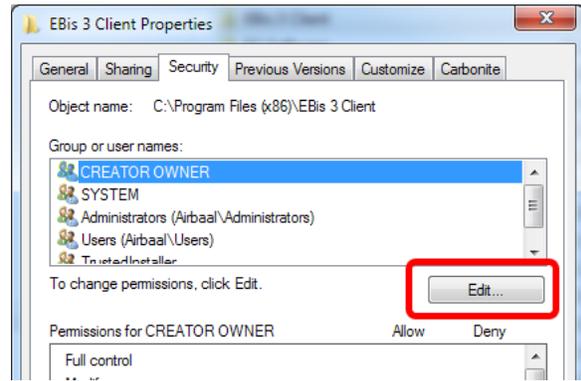
Step One:

Right-click on the c:\Program Files (x86)\EBis 3 Client folder and select Properties



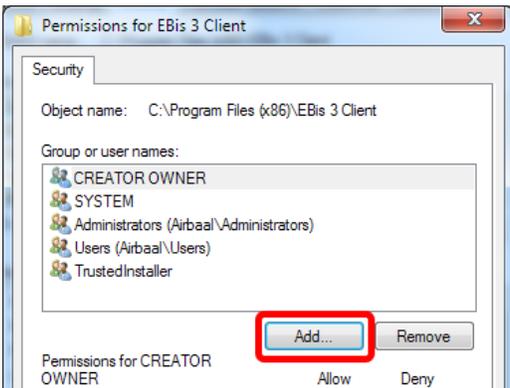
Step Two:

Click on "Edit"



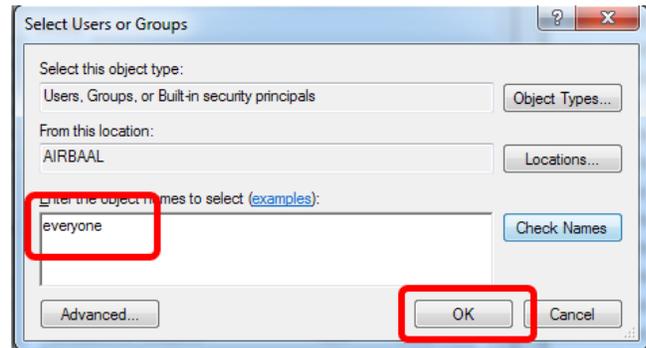
Step Three:

Click on "Add"



Step Four:

Type in "everyone" and press the "OK" button.



Step Five:

Make sure that "Everyone" is selected, give "Full Control", press "Apply", then "OK" to close out all remaining permissions screens.

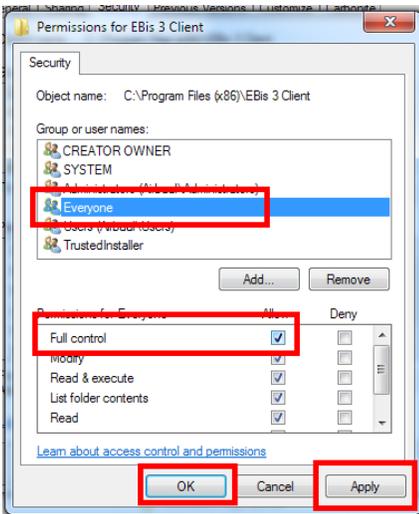


Diagram of EBis Setup

