

# **TRACE Repair Quick Reference Guide**

TRACE Repair is a tool included with TRACE<sup>™</sup> 700 that you can use to repair minor TRACE issues yourself so that you can get back to work quickly. Specifically, TRACE Repair can be used to fix:

- Database connectivity problems (e.g., lost connection to the TRACE library)
- Problems viewing TRACE reports
- Unsupported operations
- Missing output locations

Additionally, TRACE Repair can be used to generate a data collection report to send to C.D.S. for troubleshooting purposes.

**IMPORTANT:** TRACE Repair can only be used with the **stand-alone version** of TRACE (not a network install), and you must have **admin** rights on your local PC.

# **Access TRACE Repair**

To open TRACE Repair, do one of the following:

• While in TRACE<sup>™</sup> 700, press CTRL + ALT + T

OR

• Navigate to the TRACE 700 folder and double-click the TRACERepair.exe file.

TraceEcon.dll

TraceExtDLL.dll

TRACERepair.exe TRACESettings.exe

On a Windows® 7 PC, the path is: C:\Program Files (x86)\ Trane\TRACE 700

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## Contact C.D.S. Support

phone	608-787-3926
e-mail	CDSHelp@trane.com
website	www.tranecds.com



# **Configuration Section**

The configuration section of TRACE Repair has the most commonly used repair tools.

### **Missing Database**

If the Windows ODBC connection to a database file is lost, TRACE will not be able to run. If this happens to you, you will see a database login screen asking for a user name and password. The login screen will have the name of the database having a connectivity problem at the top of the window.

To correct the problem:

- 1. Open TRACE Repair and close TRACE 700.
- 2. On the TRACE Repair screen, check the box that corresponds with the database name (visible at the top of the login error screen).
- 3. Click Restore Defaults.

It's important to note that only one box should be selected at a time. If you are seeing multiple login errors, restore the default connections one at a time.

### **Missing Output Location**

If the output location is missing, click the box to the left of **Output Location in TRACE.ini** and click **Restore Defaults**.

### **TRACE Reports**

If you are having difficulty reading TRACE reports, try reinstalling the Microsoft Text Driver. Click the box to the left of **Install Microsoft Text Driver** and click **Restore Defaults**.







# Controls

TRACE makes use of certain Windows controls. If one of more of those controls becomes unregistered for some reason (registry errors, installation of certain new software, etc.), you will see an "unsupported operation" error.

To fix this issue, select all six check boxes in the Register Controls section and click **Register Controls**.

**TIP:** If the registration of the controls fails, uncheck the **System Level** check box and click the register controls button again.

\Xi TRACE Repair	
Restore Defaults         Output Location in TRACE ini         Install Microsoft Text Driver         TRCTXTRPT Datasource         LDTXTRPT32 Datasource         UB7 Datasource         Register Controls         MSFLXGRD ocx         Pego32a ocx         PVDT80 ocx         VDT80 ocx         VSystem Level         HHActiveX	Status         MDAC: 6.1.7600.16385         C:WINDOWS/SYSTEM32         ODBC/T32.4I: C:WINDOWS/SYSTEM32/odbcjt32.dll         ODFC432.dl: C:WINDOWS/SYSTEM32/odbcjt32.dll         MSXML 4 SP2: Installed         Mcrosoft Vaual C++ 2005 Redistributable: Installed         Trane Report Framework: Installed         Output/Directory: Exists         C:Ubers/Public/Documents/Trane/TRACE 700/Output         Output/Schema.ini: Exists         Output/Vanalysis/Schema.ini: Exists
Register Controls	Save
	Close Data Collection

### **Status**

If a necessary component of the TRACE install is missing, TRACE Repair will provide a link to download the missing software.

In the example to the right, downloading the Microsoft MSXML service pack would resolve the issue.

You'll also want to confirm that the output directory exists and that the schema.ini exists. If they do not, the best course of action is to reinstall TRACE 700.

# Status MDAC: 6.1.7601.17514 C:WINDOWS\SYSTEM32 ODBCJT32.dll: C:\WINDOWS\SYSTEM32\odbcjt32.dll ODText32.dll: C:\WINDOWS\SYSTEM32\odbcjt32.dll MSXML 4 SP2: Not Found Install Microsoft XML 4 SP2 by downloading and running msxml.msi from: http://www.microsoft.com/downloads/details.aspx?FamilyId=3144872B-B4F2-46DA-B4B6: C5D7485F2B42&displaylang=en Microsoft Visual C++ 2005 Redistributable: Installed Trane Report Framework: Installed Output Directory: Exists

<u>C:\Users\Ubic\Documents\Trane\TRACE 700\Output</u> Output\Schema.ini: Exists Output\Analysis\Schema.ini: Exists



# **Data Collection**

If the solutions above do not resolve your installation issues, enlist the help of C.D.S. support. For troubleshooting purposes, the C.D.S. support engineer may ask you for a data collection report.

### **Desktop Operating System Issues**

Click **Save** to create a text file containing the information shown in the Status window. E-mail the Log.rtf file to <u>CDSHelp@trane.com</u>.

### **TRACE Installation Issues**

The **Data Collection** button can be used to create a zip file that contains detailed information about your TRACE installation. The zip file will be named Trace Data Collection.zip and can be found on your desktop. The C.D.S. support engineer may ask you to send the TRACE Data Collection zip file. If they do, please E-mail the requested file to <u>CDSHelp@trane.com</u>.

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Register Controls	Save
	Close Data Collection

