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-  [Index to Technical Bulletins](#)
Technical Bulletins are descriptions of well-known problems and how to deal with them.
-  [Frequently Asked Questions](#)
Prospective users of the software, like yourself, have asked a variety of questions over time about the product and its capabilities.

Technical Support Bulletins

Some of the well-known problems that affect certain editions of the software are documented in the [Technical Bulletins](#).

Technical Support Help Desk

If you need assistance with installing the software, or if you encounter unexpected problems while using the software, please send an e-mail to [TechSupport @ CrescentBloom.com](mailto:TechSupport@CrescentBloom.com).

Please supply the name of the operating system on your computer and the software edition of The Compleat Botanica. See the note [Identifying the currently installed version and build numbers](#).

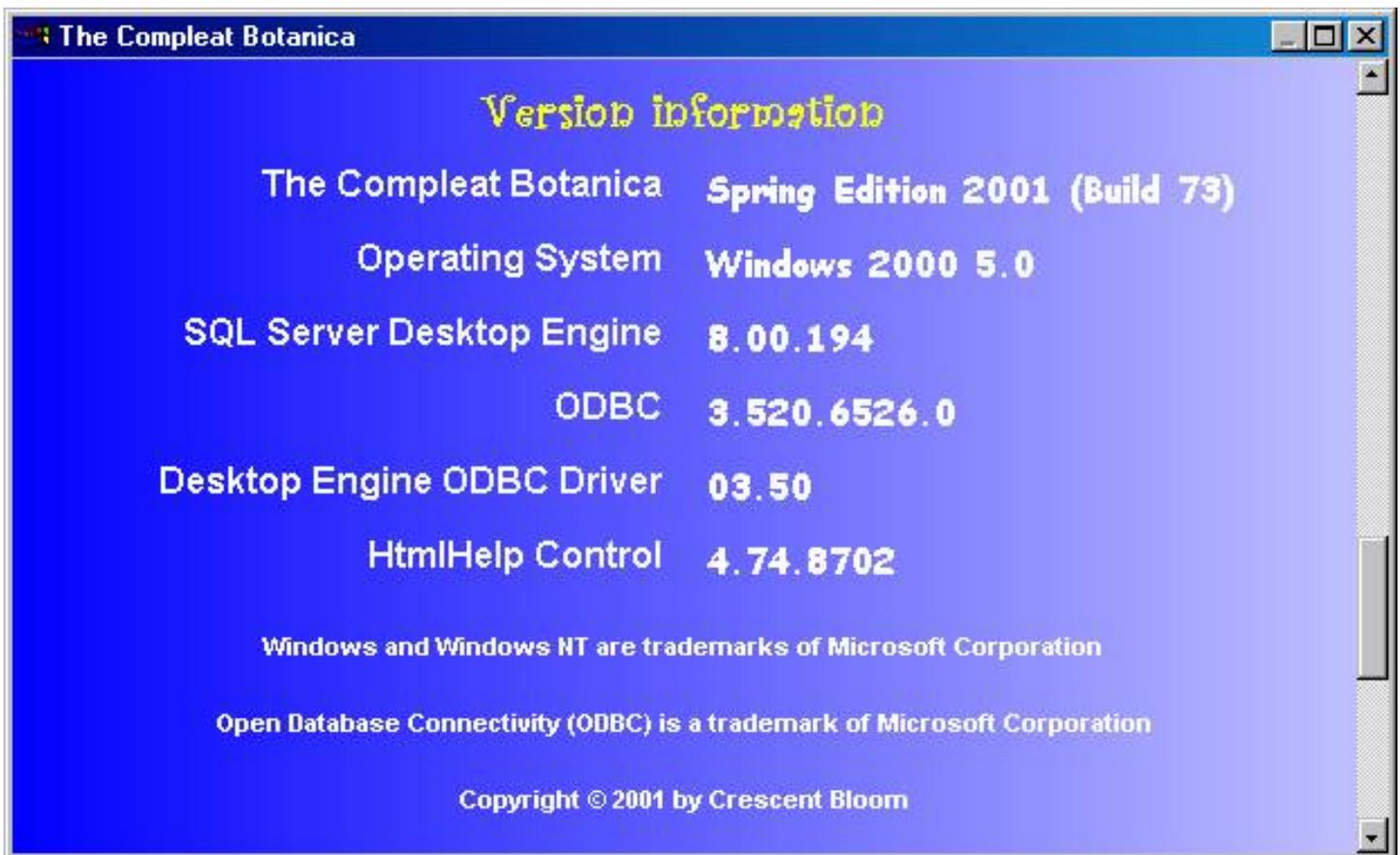


One bad apple doesn't spoil the whole bunch.

Compleat Botanica - Identifying the currently installed version and build numbers

[Troubleshooting](#) [Support](#)

When troubleshooting problems it's essential to know what version of the software you have. You can find this by going to the bottom of the Credits & citations window.



When corresponding with the technical support staff please make note of The Compleat Botanica build number. The other version numbers are only needed when troubleshooting specific problems with your computer's overall setup.

Index to requirements

 Hardware and software prerequisites	The Compleat Botanica can be installed on Windows NT, Windows 2000 and Windows XP.
 Disk space requirements for The Compleat Botanica	The Compleat Botanica software requires 250 Mb of disk space.
 Microsoft Internet Explorer requirements	The Compleat Botanica uses Microsoft's HTML Help control to display documents in the Pathfinder View.
 Additional software installed during setup of The Compleat Botanica	During setup of the software, additional components may be installed if they are not already on your computer.
 Compatibility between build 85 and build 86	If you are upgrading your Compleat Botanica from build 85 to build 86 you should be aware of certain compatibility issues with SQL Server Desktop Engine.
 Screen resolution and minimum display size	The Compleat Botanica can be used on computers with a wide range of display capabilities.

Compleat Botanica - Hardware and software prerequisites



Troubleshooting



Requirements

Hardware prerequisites for *The Compleat Botanica*

The Compleat Botanica requires a personal computer with 250 MB of disk space, 64 MB RAM, and a monitor with a display resolution of 800 x 600 pixels. Most of today's personal computers easily fulfill these requirements.

Software prerequisites for *The Compleat Botanica*

The Compleat Botanica can be installed on personal computers with any of the following operating systems:

*

Windows 2003 Server

*

Windows XP Home edition

*

Windows XP Professional edition

*

Window 2000

*

Windows NT



Digitalis purpurea



Always a surprise when found in the wild

Classic late spring showcase.
Drought tolerant yet responds well to water.

The Compleat Botanica is not supported on Windows 95, Windows 98 or Windows Me.

See [FAQ 2: Supported versions of Microsoft Windows](#) for more about this.

Compleat Botanica - Disk space requirements for The Compleat Botanica

[Troubleshooting](#) [Requirements](#)

The Compleat Botanica software requires 250 Mb of disk space. The software may be placed on any drive letter from C to Z which has adequate space.

The Microsoft SQL Server Desktop Engine software requires approximately 70 Mb of disk space, (about 5 Mb will be placed on your operating system disk, the remainder will be placed together with The Compleat Botanica software.)

The amount of space required for each database that you create depends on three things:

1

The number of specimen records you have.

2

The number and size of word processing-like notes you have.

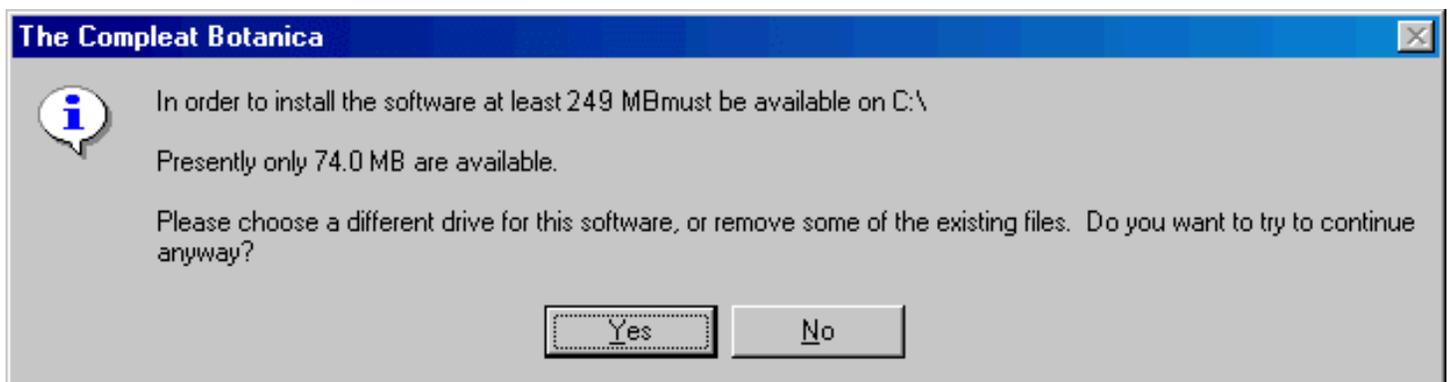
3

A fixed size (about 60Mb) for the Checklist and the botanical name spell-checker.

All together, a first-time installation of The Compleat Botanica will need approximately 250 Mb of disk space.

Setup messages regarding disk space

During the setup process you may encounter a message like this:



You should press "Yes" only if you are reinstalling the software and you know that the existing files will be replaced (thus accommodating the new installation).

Compleat Botanica - Microsoft Internet Explorer requirements

 Troubleshooting  Requirements

Microsoft Internet Explorer requirements

The Compleat Botanica uses Microsoft's HTML Help control to display documents in the Pathfinder View. This software is part of Microsoft's Internet Explorer version 5.0 and later. If your computer has Internet Explorer version 4.0 or earlier you should upgrade to version 5.0 prior to installing the SQL Server Desktop Engine or The Compleat Botanica software.

Your default Web browser is not affected by this requirement.

Only Windows NT users need to check this. Windows 2000 and Windows XP are pre-configured with Internet Explorer.

You can obtain the latest version of Internet Explorer directly from Microsoft at [Internet Explorer](#).

Compleat Botanica - Additional software installed during setup of The Compleat Botanica

 Troubleshooting  Requirements

During setup of the software, additional components may be installed if they are not already on your computer.

Microsoft SQL Server Desktop Engine

During installation of the software, Microsoft's SQL Server Desktop Engine version 8.0 will automatically be installed from The Compleat Botanica setup CD.

Microsoft Internet Explorer

For proper operation of the software, Microsoft Internet Explorer version 5.0 or greater must be installed on the computer (It does not need to be your default browser.)

Users of Windows 2000, and Windows XP can safely ignore this requirement because those operating systems are pre-configured with Internet Explorer. Only Windows NT version 3.51 users need to check this.

You can obtain the latest version of Internet Explorer directly from Microsoft at [Internet Explorer](#). For those who do not already have this on their computer, version 5.5 of Internet Explorer is included on the distribution CD.

Compleat Botanica - Compatibility between build 85 and build 86

Upgrading from build 85 to build 86

If you are upgrading your Compleat Botanica from build 85 to build 86 you should be aware of certain compatibility issues with SQL Server Desktop Engine. Versions of the Compleat Botanica labeled as Build 85 and earlier were distributed with the baseline version of Microsoft SQL Server 2000 Desktop Engine. Versions of the Compleat Botanica labeled as Build 86 and higher are being distributed with Service Pack 3a of the Desktop Engine.

The table below shows that you can safely use either version of the Desktop Engine with any version of the Compleat Botanica that is higher than (or equal to) build 86. If you need to continue using an older version of the Compleat Botanica (build 85 and earlier) you'll need to use the baseline version of the Desktop Engine that was distributed with the software.

This restriction therefore only applies to users that have upgraded to a new version of the software and for some reason need to uninstall the new version and reinstall the older version. Users in this situation must uninstall both the Compleat Botanica software and the new version of Desktop Engine before attempting to reinstall the older version of the Compleat Botanica.

The typical user wishing to run a new version of the Compleat Botanica may do so without bothering to upgrade their copy of the Desktop Engine.

Even though the Desktop Engine upgrade is optional, Crescent Bloom recommends that users take the time to install the new version so that they can be safeguarded against the Slammer virus and other potential security issues that have been resolved with the new version of Desktop Engine.

Compatibility between Microsoft SQL Server Desktop Engine versions

	SQL Server 2000 Desktop Engine Baseline	SQL Server 2000 Desktop Engine SP3a
Build 85		not supported
Build 86		

How to identify the Desktop Engine service pack installed

When you need to identify which service pack is installed, check the Compleat Botanica's "Citations and Credits" page to find the exact version number for the SQL Server Desktop Engine, then use this table to look up which service pack is installed.

Version	Service pack
8.00.194	baseline
8.00.384	SP1
8.00.534	SP2
8.00.760	SP3
8.00.761	SP3a

Supported resolutions and screen areas

The Compleat Botanica can be used on computers with a wide range of display capabilities. This chart indicates the resolutions that have been tested by Crescent Bloom. Most computers use a resolution of 96 DPI (dots per inch), so the vast majority of users can set their screen area to any value -- from 640 x 480 all the way up to 1600 x 1200. Users that have chosen to use "Large fonts" are using a screen resolution of 120 DPI; the minimum screen size for these computers is a setting of 800 x 600. The higher resolutions of 135, 144, 170 and 192 DPI are very rarely used except on the newest large screen monitors.

Resolution	Display font size	640 x 480	800 x 600	1024 x 768	1152 x 864	1280 x 1024	1600 x 1200	Minimum window size
96 dpi	100% (small fonts)	✓ *	✓	✓	✓	✓	✓	640 x 480
120 dpi	125% (large fonts)		✓ *	✓	✓	✓	✓	800 x 600
135 dpi	141%			✓	✓	✓	✓	900 x 675
144 dpi	150%			✓	✓	✓	✓	960 x 720
170 dpi	177%				✓ *	✓	✓	1133 x 850
192 dpi	200%					✓	✓	1280 x 960

* Screen resolutions for display areas marked with an asterisk must use the "Auto hide" option with the Taskbar because the minimum window size covers the entire screen.

The last column, labeled "Minimum windows size", represents the smallest window size (in pixels) that can accommodate the Compleat Botanica software. This minimum window size grows as you increase your screen resolution in order to accommodate the readability and layout of the windows within the software.

Index to installation/removal



Installation
overview

Index to installation overview topics.



Installing SQL Server Desktop
Engine

Index to topics concerning the installation of SQL Server
Desktop Engine.



Removing the
software

Index to documents about removing the Compleat Botanica.

Index to the installation topics

 Overview of the two-step installation process	The Compleat Botanica is installed using a two-step process: 1) SQL Server Desktop Engine, 2) The Compleat Botanica software.
 Installation of The Compleat Botanica software	After completing step 1 of the installation process, you should restart your computer and re-run the setup program.
 Software contents and default installation directories	When properly installed, The Compleat Botanica software will use files in several different directories. Here are the details of files and directories used by the software.

Compleat Botanica - Overview of the two-step installation process

 Troubleshooting  Installation  Overview

The Compleat Botanica is installed using a two-step process:

Step 1) [Installation of the Microsoft SQL Server Desktop Engine](#)

Step 2) [Installation of The Compleat Botanica software](#)

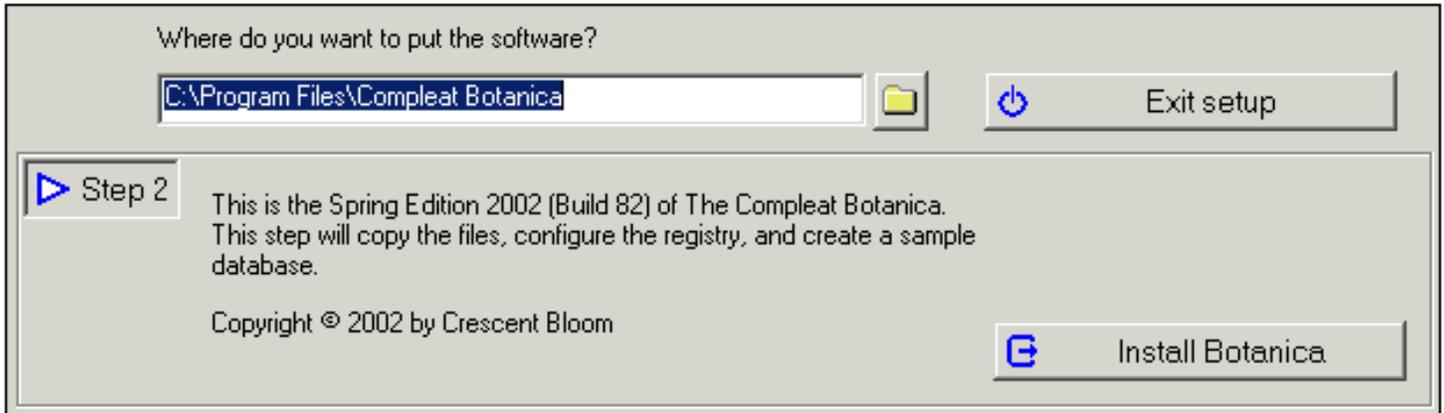
Between steps 1 and 2 you will need to restart your computer. Both steps are performed by running the `Setup.exe` program located in the `setup/` directory of the CD.

Note that the choice you make for the question "Where do you want to put the software?" applies to both steps.

Compleat Botanica - Installation of The Compleat Botanica software

[Troubleshooting](#) [Installation](#) [Overview](#)

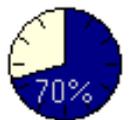
After completing step 1 of the installation process, you should restart your computer and re-run the `CD:/Setup/Setup.exe` program. The window will look like the picture shown below. This indicates that step 1 was successful and that step 2 is ready to be started.



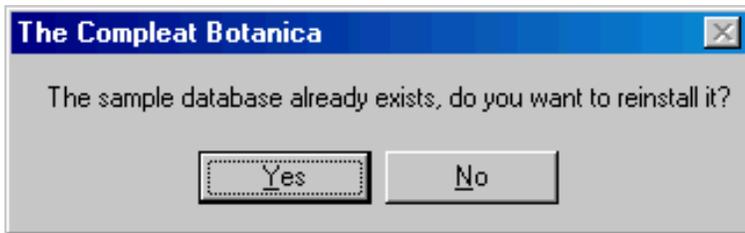
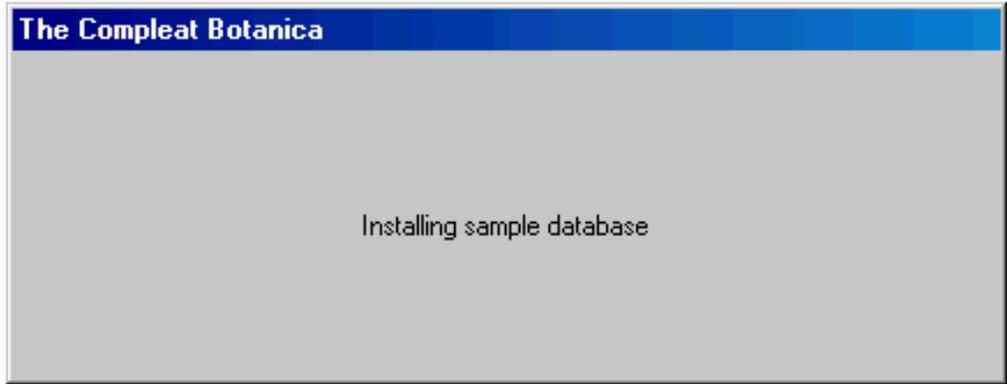
Proceed with step 2 by pressing the button



This step will take a minute or two to copy the files and configure the software. When the files are copied you will see a progress indicator that looks like this:



After the files are copied, a sample database is installed. Installing the sample database will take another minute or two during which time you will see this message:



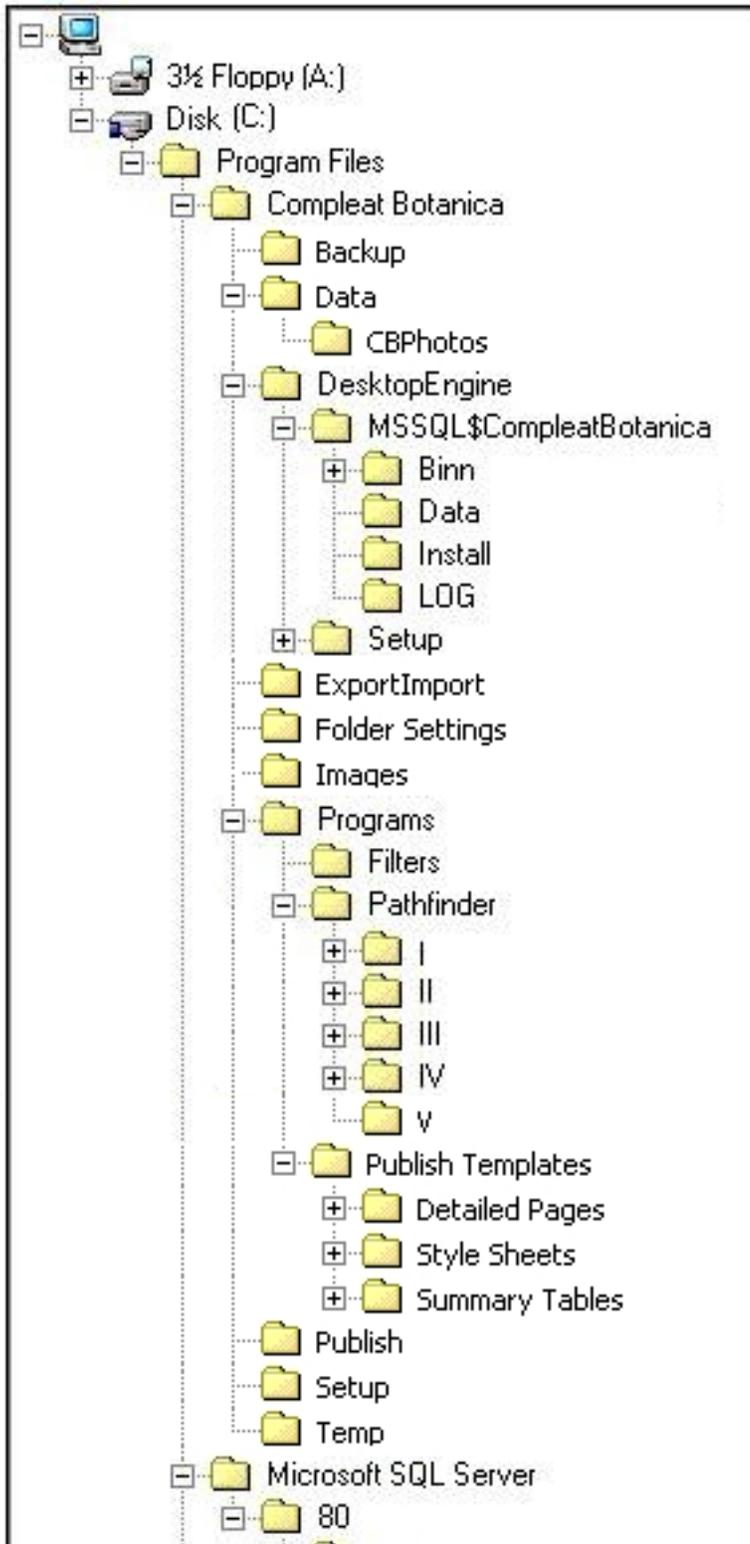
If you are re-installing the software you may see this message

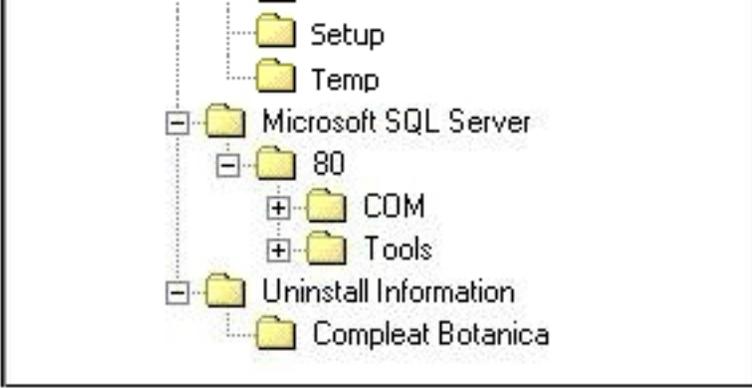
When everything is finished, The Compleat Botanica software is started and the sample database is opened.

Compleat Botanica - Software contents and default installation directories

[➤ Troubleshooting](#) [➤ Installation](#) [➤ Overview](#)

When properly installed, The Compleat Botanica software will use files in several different directories. Here are the details of files and directories used by the software. The snapshot of the directory structure below was taken after an installation to the default location "C:\Program Files\Compleat Botanica".





Directory	Contents	Files
Compleat Botanica	This directory contains files used by the Setup utility.	8 files, 4 Mb
Compleat Botanica\Backup	The suggested location for your database backups.	CBSample.bak, 56 Mb
Compleat Botanica\Data	The suggested location for your active databases.	CBSampleDatabaseLog.ldf CBSampleDatabaseData.mdf
Compleat Botanica\Data\CBPhotos	Photographs linked to the Sample database.	97 files, 15 Mb
Compleat Botanica\DesktopEngine	This directory and its sub-directories contain the Microsoft SQL Server Desktop Engine files specific to The Compleat Botanica.	77 files, 65 Mb
Compleat Botanica\ExportImport	Default location for exported data files.	CompleatBotanicaSchema.xsd
Compleat Botanica\Folder Settings	HTML template to allow Windows Explorer to preview documents	8 files, 45 Kb
Compleat Botanica\Images	Logos used by HTML files located in the root directory	2 files, 9 Kb
Compleat Botanica\Programs	The program files, utilities, and DLL's for The Compleat Botanica	18 files, 8 Mb

Compleat Botanica\Program \Filters	Your customized filters, report styles, and specimen tag layout definitions.	66 files after default installation, more after you've made customizations.
Compleat Botanica\Program \Pathfinder	The HTML documents shown in the Pathfinder View.	approximately 350 documents (plus bitmap files), 13 Mb
Compleat Botanica\Program \Publish Templates	HTML templates used by the Publish process	
Compleat Botanica\Program \Publish Templates\Detailed Pages	HTML templates for publishing detailed pages	
Compleat Botanica\Program \Publish Templates\Style Sheets	HTML style sheets for font size, color and fonts faces.	
Compleat Botanica\Program \Publish Templates \Summary Tables	HTML templates for publishing summary pages	
Compleat Botanica\Publish	Default location for pages created by the Publish process	
Compleat Botanica\Setup	Setup program for the Compleat Botanica.	11 files, 2 Mb
Compleat Botanica\Temp	Default location for temporary files automatically created and deleted by the software.	
Microsoft SQL Server	Files and directories for the Microsoft SQL Server Desktop Engine common to all installations (not specific to The Compleat Botanica).	71 files, 18 Mb

Uninstall Information
\Compleat Botanica

Utility to uninstall The
Compleat Botanica

Remove.exe

Compleat Botanica - Installing SQL Server Desktop Engine

 Troubleshooting  Installation  SQL Server

Index to the SQL Server installation topics

 Installation of the Microsoft SQL Server Desktop Engine

The first step of setting up The Compleat Botanica is to install the SQL Server Desktop Engine.

 More notes about the installation of SQL Server Desktop

Snapshots of several additional messages you may or may not encounter while installing the SQL Server Desktop Engine.

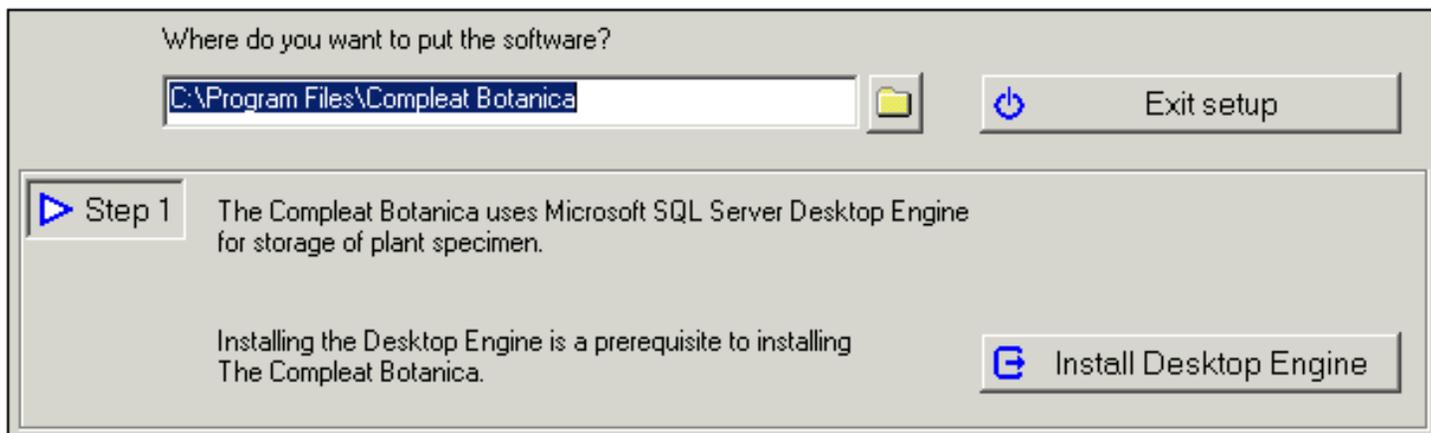
 Conflicts with existing SQL Server installations

If your computer already has Microsoft SQL Server version 7.0 or earlier installed, you may encounter problems with the installation.

Compleat Botanica - Installation of the Microsoft SQL Server Desktop Engine

[Troubleshooting](#) [Installation](#) [SQL Server](#)

The first step of setting up The Compleat Botanica is to install the SQL Server Desktop Engine. To do this, double-click on the CD: / Setup / Setup.exe program.





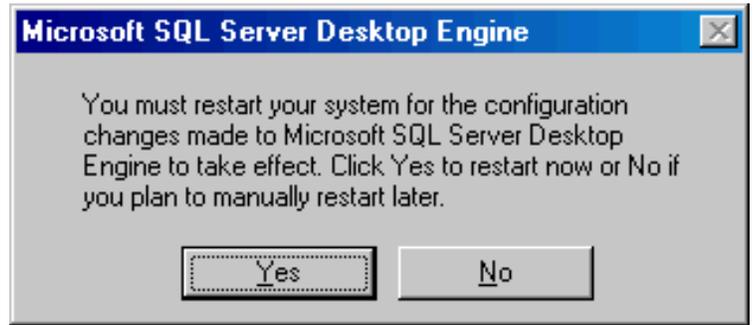
To start the installation process, just press the button.

When this notice appears, acknowledge it by pressing OK.



The process of copying the files and configuring the software may take several minutes (faster computers will of course take less time.) Pay no attention to the "Time remaining" indicator as it usually guesses wrongly.

When the SQL Server Desktop Engine is completely installed you will be notified with this message, if applicable:



After restarting your computer, proceed to [Installation of The Compleat Botanica software](#)

Caution: Reinstalling the SQL Server Desktop Engine after you've already created databases will make the existing databases inaccessible. Be sure to make a backup of all your databases before attempting to reinstall SQL Server Desktop Engine.

Note that the backup function in the Data Manager utility or in The Compleat Botanica Software is the only way to ensure that your existing database will be usable after the reinstallation. Copying the database files using Windows Explorer is inadequate.

For more details see the document [More notes on the installation of SQL Server Desktop](#) which describes the "Windows Installer" messages you may see during the installation of SQL Server Desktop Engine.

Compleat Botanica - More notes about the installation of SQL Server Desktop

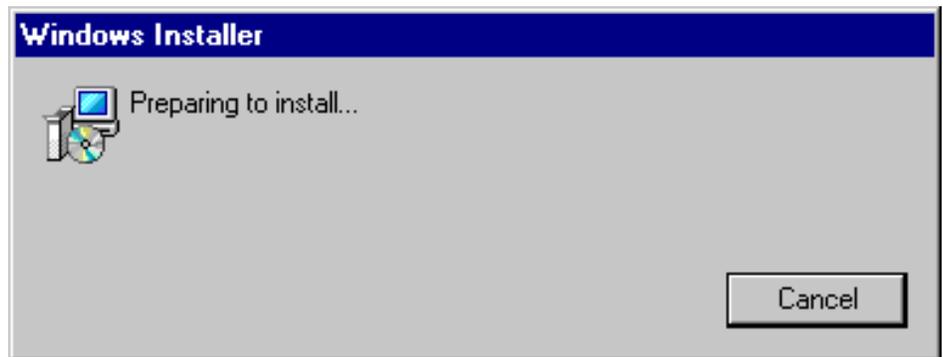
[> Troubleshooting](#) [> Installation](#) [> SQL Server](#)

When the SQL Server Desktop Engine installation process is launched, the script may need to install a newer version of the "Windows Installer". Windows Installer is an operating system utility that many setup programs use. If your computer does not have version 1.2 of the "Windows Installer" the script will begin by installing or updating this utility.

 Install Desktop Engine

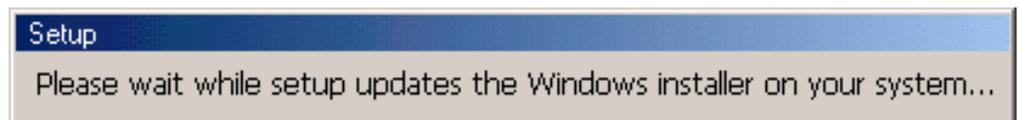
See the snapshots below for samples of how this process will look.

Here is a snapshot of the first screen you will see during the installation of SQL Server Desktop Engine.

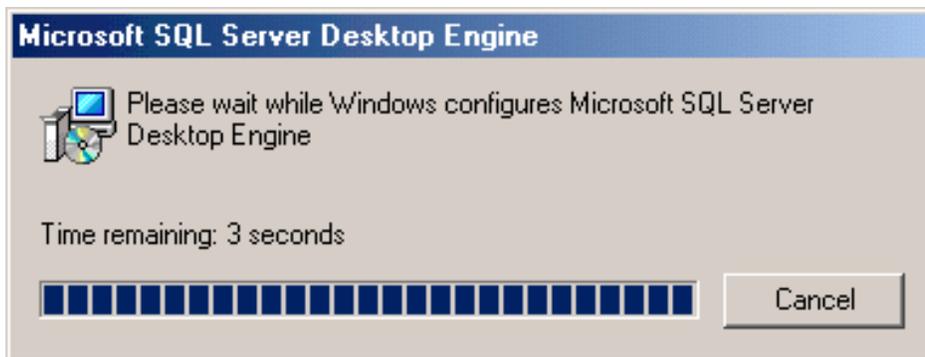
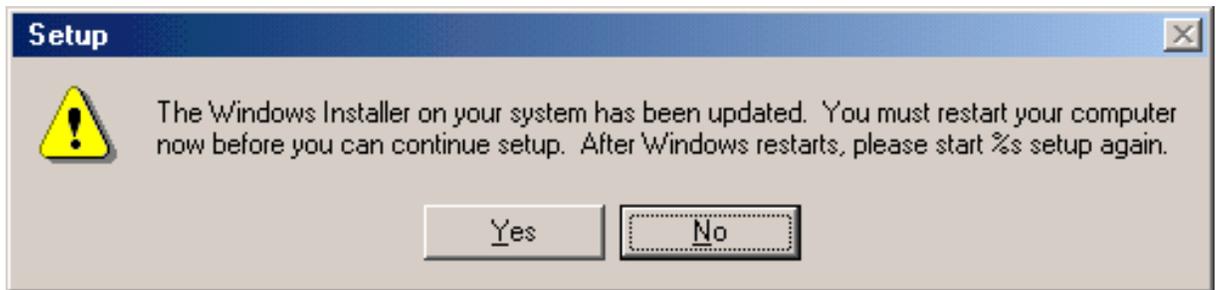


If you see this screen right after uninstalling a previous copy of the Compleat Botanica, it's really an indicator that you need to restart your computer.

Here is a snapshot of the message you will see if the "Windows Installer" is being installed or updated.



When the Windows Installer has finished updating itself, you'll need to restart your computer and begin the installation of SQL Server Desktop Engine again.



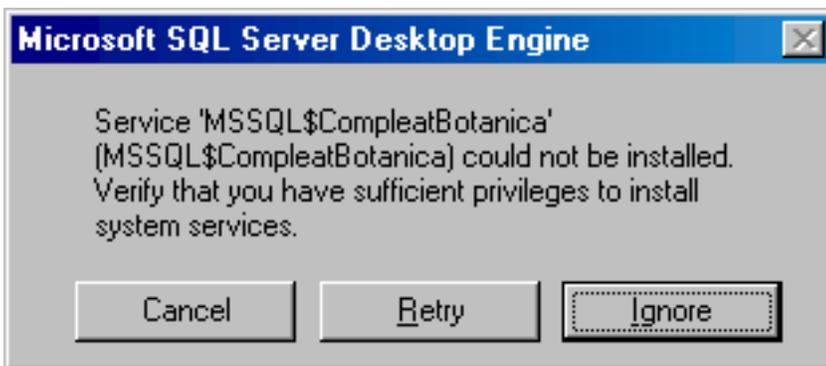
NOTE: The "Time remaining" indicator will change up and down during the installation of Microsoft SQL Server Desktop Engine. It is quite common for this indicator to guess wrongly about the estimated time remaining.

Compleat Botanica - Conflicts with existing SQL Server installations

[➤ Troubleshooting](#) [➤ Installation](#) [➤ SQL Server](#)

The Compleat Botanica uses Microsoft SQL Server Desktop Engine version 8.0 installed under the instance name of "CompleatBotanica". If your computer already uses Microsoft SQL Server version 8.0 for some other application installed on your computer the previous instance should coexist with the Compleat Botanica instance without any problems.

If your computer already has Microsoft SQL Server version 7.0 or earlier installed, you may encounter problems with the installation. This error message indicates that the previous version should be removed or upgraded before installing The Compleat Botanica.



Compleat Botanica - Removing the software

 Troubleshooting  Installation  Removing

Index to the removal topics



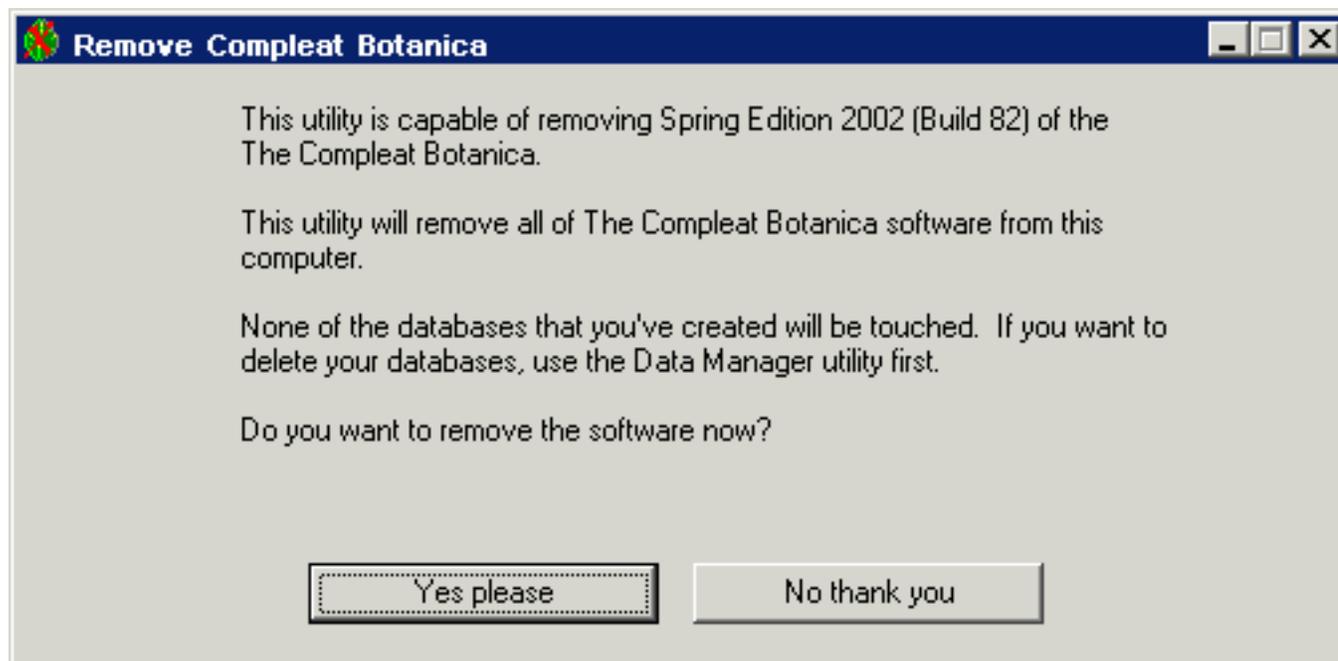
Removing the software
from your computer

The Compleat Botanica software can be removed completely from your computer if you no longer need it. Simply run the Remove utility.

Compleat Botanica - Removing the software from your computer

 Troubleshooting  Installation  Removing

The Compleat Botanica software can be removed completely from your computer if you no longer need it. Simply run the Remove utility.



After un-installing an older version of the software and before re-installing a newer version of the software be sure to reboot your computer.

If you later re-install the software you will not be able to use your original databases unless you first performed a backup. Attempting to re-use any previous database files will not work – you must use the [backup](#) and [restore](#) functions.

Note that the ODBC entries are not removed from your computer by this utility. If you re-install the software after removing it, any ODBC entries left over from the first installation will still be in the list, but they will not be pointing to valid databases. To delete these entries use the [ODBC Manager](#) utility.

Index to Technical Bulletins

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Technical Bulletins # 1 [[Next](#)]

MSVCIRT.DLL file is linked to missing export MSVCRT.DLL : ?? _u@yapaxi@z

Symptoms

When attempting to start The Compleat Botanica or any of its utilities after a successful installation, you may encounter the message:

MSVCIRT.DLL file is linked to missing export MSVCRT.DLL : ?? _u@yapaxi@z

Resolution

If one of your existing applications has incorrectly installed these two files, the Microsoft SQL Server Desktop Engine will report this message and will not be able to start. To fix this problem, restore the original files from your operating system CD.

You may use the `Restore` batch file located on the Compleat Botanica CD in [D:\Troubleshooting\MSVCRT\Win98](#) or [D:\Troubleshooting\MSVCRT\WinMe](#). The affected DLL's are system protected files and can only be restored in MS-DOS mode on Windows Millennium Minimal Boot (Windows Me).

See Microsoft's report on problem [Q296551](#) for more about this problem.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows Me (no longer supported)	Build 78	Build 85
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	NA	NA

Technical Bulletins # 2 [[Back](#)] [[Next](#)]

Unable to Install or Upgrade Windows Installer Service

Symptoms

When attempting to setup Microsoft SQL Server Desktop Engine using Step 1 of The Compleat Botanica Setup utility, you may encounter the message:

The Windows Installer service failed to start. Contact your support personnel

Resolution

Install version 1.2 of the Windows Installer utility using INSTMSI.EXE file located on the Compleat Botanica CD in [D:\Troubleshooting\WindowsInstaller\Version 1.2 for NT](#) or [D:\Troubleshooting\WindowsInstaller\Version 1.2 for 95, 98, Me](#).

After installing version 1.2 of Windows Installer, begin the Microsoft SQL Server Desktop Engine setup process again.

See Microsoft's report on problem [Q264652](#) and [Q260404](#) and [Q251274](#) for more about this problem.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows Me (no longer supported)	Build 78	Build 85
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	NA	NA

Technical Bulletins # 3 [[Back](#)] [[Next](#)]

Missing required files ODBC32.DLL or ODBCCP32.DLL

Symptoms

When attempting to run Step 2 of The Compleat Botanica Setup utility, you may encounter the message:

Missing required files ODBC32.DLL or ODBCCP32.DLL

Resolution

Both of these files are installed by Step 1 of the Compleat Botanica Setup utility. If for some reason Step 1 was successful and you still get this message or a similar message, you should install Microsoft Data Access Components version 2.6. This can be done using the MDAC_TYP.EXE utility located on the Compleat Botanica CD in [D:\Troubleshooting\MDAC2.6](#).

After installing version 2.6 of Microsoft Data Access Components, continue with Step 2 of the Setup process.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows 98 (no longer supported)	Build 81	Build 82
Windows Me (no longer supported)	NA	NA
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	NA	NA

Technical Bulletins # 4 [[Back](#)] [[Next](#)]

Internet Explorer 5.0 or later needs to be installed on this computer for The Compleat Botanica to work properly

Symptoms

When attempting to run Step 2 of The Compleat Botanica Setup utility, you may encounter the message:

Internet Explorer 5.0 or later needs to be installed on this computer for The Compleat Botanica to work properly

Resolution

You will see this message if Internet Explorer is not installed on your computer or if the file HHCTRL.OCX is not in the Windows system directory.

You should install Microsoft Internet Explorer version 5.0 or later. This can be done using the IE5SETUP.EXE utility located on the Compleat Botanica CD in [D:\Troubleshooting\IE6](#).

The latest version of Internet Explorer can be obtained from Microsoft at [Internet Explorer](#).

After installing Microsoft Internet Explorer, continue with Step 2 of the Setup process.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows 98 (no longer supported)	Build 78	NA
Windows Me (no longer supported)	NA	NA
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	NA	NA

Technical Bulletins # 5 [[Back](#)] [[Next](#)]

Cannot find WIN.COM, unable to continue loading Windows

Symptoms

When you restart Microsoft Windows Me after you have installed Microsoft SQL Server 2000 Desktop Engine using Step 1, you see the Windows splash screen, and then you are returned to an MS-DOS prompt with the following error:

Cannot find WIN.COM, unable to continue loading Windows

Resolution

Software that relies on the PATH statement in the computer's autoexec.bat file may have trouble loading due to a modification made by SQL Server 2000 Desktop Engine:

```
SET PATH="C:\Program Files\Microsoft SQL Server\80
\Tools\Binn\"
```

Just prior to starting Step 1 of the installation process, your computer's autoexec.bat file is automatically copied to the file autoexec.sql. After a successful installation of SQL Server Desktop Engine, you should shutdown and restart your computer to finalize the setup process. Just prior to shutting your computer down the OnShutdown program will automatically replace your autoexec.bat file with the previously saved autoexec.sql file.

If you turn off your computer without shutting it down using the normal shutdown process, or if the above procedure did not finish successfully, you may need to restore your original autoexec.bat file manually. To do this type this command at an MS-DOS prompt:

```
C:\> copy c:\autoexec.sql c:\autoexec.bat
```

Versions affected

Operating system	Problem first identified	Problem fixed
Windows Me (no longer supported)	Build 81	Build 82
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	NA	NA

Technical Bulletins # 6 [[Back](#)] [[Next](#)]

Installation of SQL Server 2000 Desktop Engine hangs-up when half way through

Symptoms

Installation of Microsoft SQL Server 2000 Desktop Engine begins as usual with the progress bar periodically showing changes. About half way through the process, the progress bar stops changing and the disk drive becomes silent. The dialog box remains stuck with the message:

Please wait while Windows configures Microsoft SQL Server Desktop Engine. Time remaining: 59 seconds.

(The time remaining varies from computer to computer.)

Resolution

The installation process cannot upgrade the Microsoft Distributed Access Components (MDAC) when any of the files are in use. This includes the ODBC components and the OLE DB components. Be sure that no background processes are using these files.

Usually, restarting your computer just prior to installation is an effective way to stop any background processes from using any of these components. Additional diagnostic information is available from the log file located at:

```
C:\Program Files\Compleat Botanica\DesktopEngine
\Setup\CBDesktopEngine.log
```

Versions affected

Operating system	Problem first identified	Problem fixed
Windows Me (no longer supported)	Build 81	NA
Windows NT	Build 81	NA
Windows 2000	Build 81	NA
Windows XP	Build 81	NA

Technical Bulletins # 7 [[Back](#)] [[Next](#)]

The software stops working after upgrading Windows with the dual-boot option

Symptoms

If a computer is upgraded from Windows 2000 to Windows XP with the dual-boot option and the SQL Server Desktop Engine is installed on both OS's, the software doesn't work properly. Under these conditions the software typically hangs up with the message "Starting SQL Server Desktop Engine".

Resolution

When a computer is upgraded from Windows 2000 to Windows XP and the dual-boot option is chosen, the computer has two separate directories for the Windows operating system files and two separate directories for the software applications.

To use The Compleat Botanica under the new operating system, a second copy of the SQL Server Desktop Engine must be installed to the new **Program Files** area, and a second copy of The Compleat Botanica software must be installed as well. Be careful not to intermix the old **Program Files** and the new **Program Files**.

Use of the software in this way is not supported by Crescent Bloom. We recommend that you use the software under one OS or the other, but not both.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	Build 85	NA
Windows 2000	Build 85	NA
Windows XP	Build 85	NA

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After removing an older version of the software, a newer version can't be installed

Symptoms

The Remove utility is used to completely uninstall an existing copy of the software. When it is finished, a newer version of the software is installed. During Step 1 (installation of The SQL Server Desktop Engine) the installation hangs up.

Resolution

After uninstalling SQL Server Desktop Engine, the computer must be restarted to finalize the un-installation. Before attempting to reinstall the software, be sure to reboot your computer.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	Build 85	NA
Windows 2000	Build 85	NA
Windows XP	Build 85	NA

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Microsoft SQL Server Desktop Edition is vulnerable to the Slammer virus.

Symptoms

Microsoft has identified the potential for malicious code to attack computers running the version of Microsoft SQL Server 2000 Desktop Edition used with The Compleat Botanica.

W32.Slammer is a memory resident worm that propagates via UDP Port 1434 and exploits a vulnerability in systems with MSDE 2000 that have not applied the patch released by [Microsoft Security Bulletin MS02-061](#).

The principal effect of this worm is to cause your network to slow down as it attempts to contact other sites in an effort to propagate itself. It does not appear to contain any additional payload.

Please contact your antivirus vendor for additional details on this worm.

Resolution

Instructions for protecting your computer from the Slammer Virus can be found at: [Microsoft Virus Alerts - Slammer](#)

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	Build 85	Build 86
Windows 2000	Build 85	Build 86
Windows XP	Build 85	Build 86

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The Compleat Botanica's taxonomic hierarchy is invalid.

Symptoms

The ordering of the checklist entries within the taxonomic hierarchy of the software is incorrect. Most notable are those entries which are placed under family names which are synonyms of the accepted family name. Although these synonyms are validly published names, they should not be used in favor of their accepted names as described by the authors of the classification system.

This problem affects entries at the ranks of division, class, order, and family as well as the sub-ranks within these.

Corrections to existing databases can be applied using the *Update Checklist Utility* which can be obtained here. The *Update Checklist Utility* can be used to apply the corrections contained in any of the XML files listed below:



The file `CorrectedFamilyAssignments.xml` contains 88 updates for genera that were incorrectly placed in invalid families according to a misreading of data obtained from the Royal Botanical Garden at Kew. See the note [Corrected family assignments](#) for a list of these corrections. Applying this update is not necessary if you will be applying the recommended update below. (This file can be obtained by requesting it from our Technical Support staff.)



The file `CorrectedFamilySynonyms.xml` contains updates to the synonym field of 9817 family records which were left blank. Applying this update is not necessary if you will be applying the recommended update below. (This file can be obtained by requesting it from our Technical Support staff.)



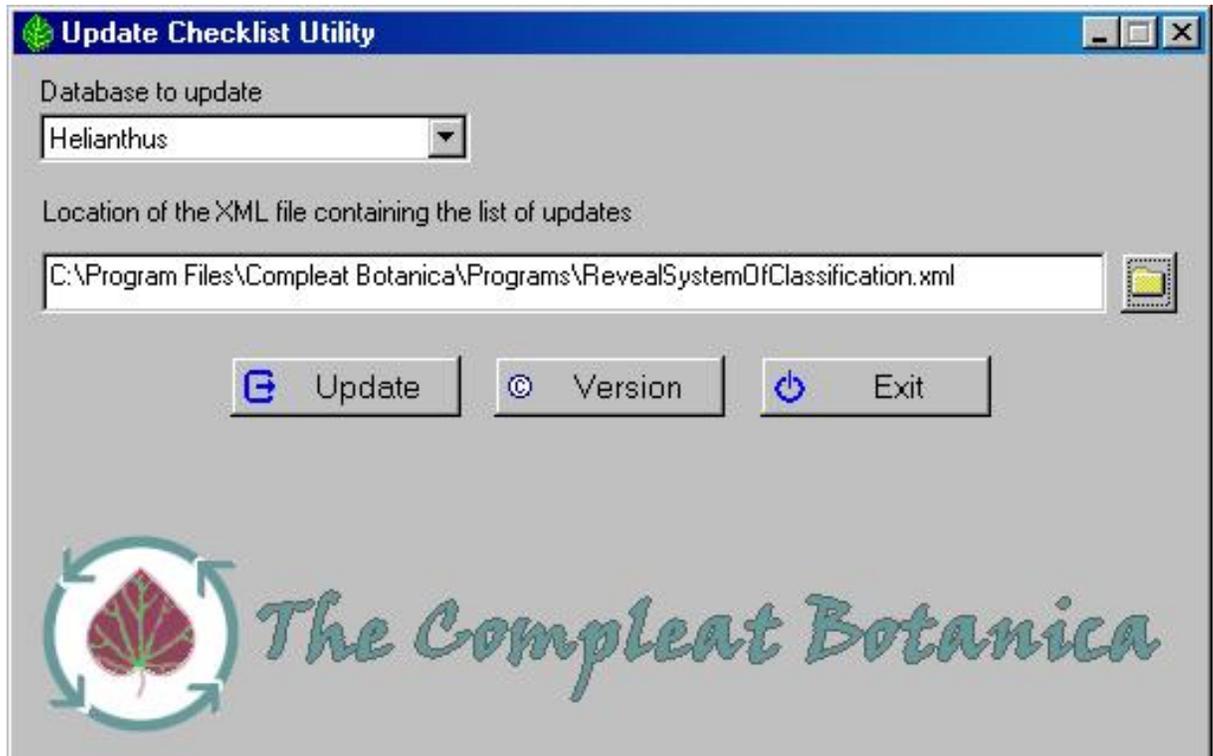
The file `RevealSystemOfClassification.xml` contains 14,325 updates which reorganize the existing database entries to conform with James L. Reveal's system of Vascular Plant Nomenclature. Applying this update is recommended. It also contains updates for the 88 genera and 9817 families listed above.

NOTE: Because this utility will change entries in your database, you are advised to make a backup copy of your data prior to applying these updates.

Resolution

To use this utility, download the self-extracting executable below. Unzip the files to the folder on your computer that contains the `CompleatBotanica.exe` file. This is typically located in the folder `C:\Program Files\Compleat Botanica\Programs/`. *Because this utility relies on other portions of the Compleat Botanica software, it will only work if it is copied to this folder.*

Download the Update Checklist Utility here -->  [Checklist Utility \(868 Kb\)](#)



Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	Build 85	Build 86
Windows 2000	Build 85	Build 86
Windows XP	Build 85	Build 86

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Cannot install Microsoft SQL Server Desktop Edition if Server Service is not running.

Symptoms

Attempts to install Microsoft SQL Server 2000 Desktop Edition fail. An inspection of the installation log file reveals that the point of failure is during the attempt to start **InstallSQLAgentSecurity**.

During the installation a log file is written to "C:\Program Files\Compleat Botanica\DesktopEngine\Setup\CBDestopEngine.log".

An inspection of the log reveals lines similar to this:

```

Loading extended custom action library sqlcax.dll
Starting custom action InstallSQLAgentSecurity
InstallSQLAgentSecurity failed (YourComputerName,LocalSystem,87).
Action ended 22:41:16: InstallFinalize. Return value 3.
    
```

Details of this problem are available from Microsoft at: [Microsoft Knowledge Base Article - 829386](#) "You Cannot Install MSDE 2000 if the Server Service Is Not Running".

Resolution

You can solve this problem by installing File and Printer Sharing for Microsoft Networks and starting the Server Service.

Step-by-step instructions for starting the Server Service are provided below. If you can't find the Server Service in Step 4 (below), you'll need to install File and Printer Sharing for Microsoft Networks using the step-by-step procedures at the end of this document.

After finishing this, restart the installation of the Compleat Botanica beginning with STEP1 of the CD's Setup program.

Versions affected

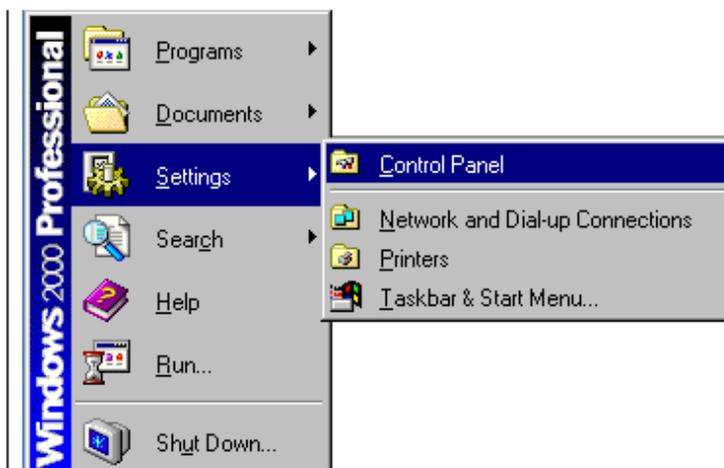
Operating system	Problem first identified	Problem fixed
Windows NT	NA	NA
Windows 2000	Build 85	NA
Windows XP	Build 86	NA

Instructions for Starting the Server Service

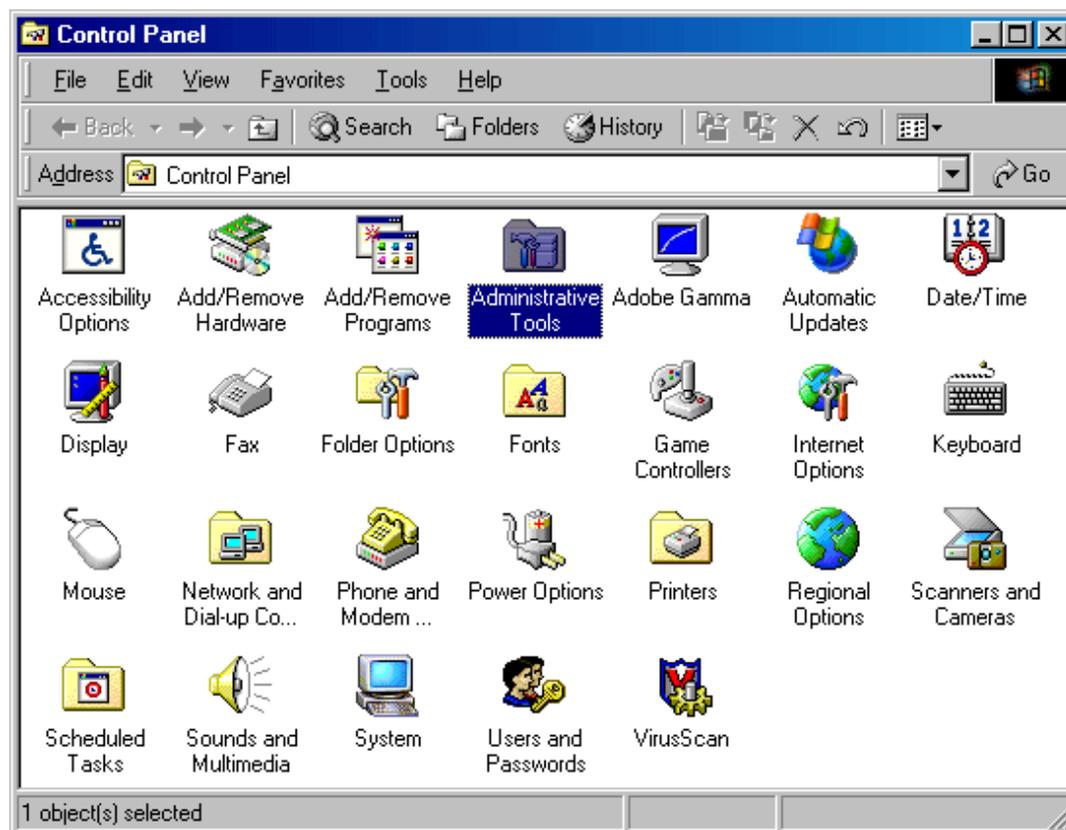
If the Server Service is installed but not running, follow these instructions for starting it.

1

From the Start menu select **Settings > Control Panel**.



2



From the Control Panel double-click the **Administrative Tools** icon.

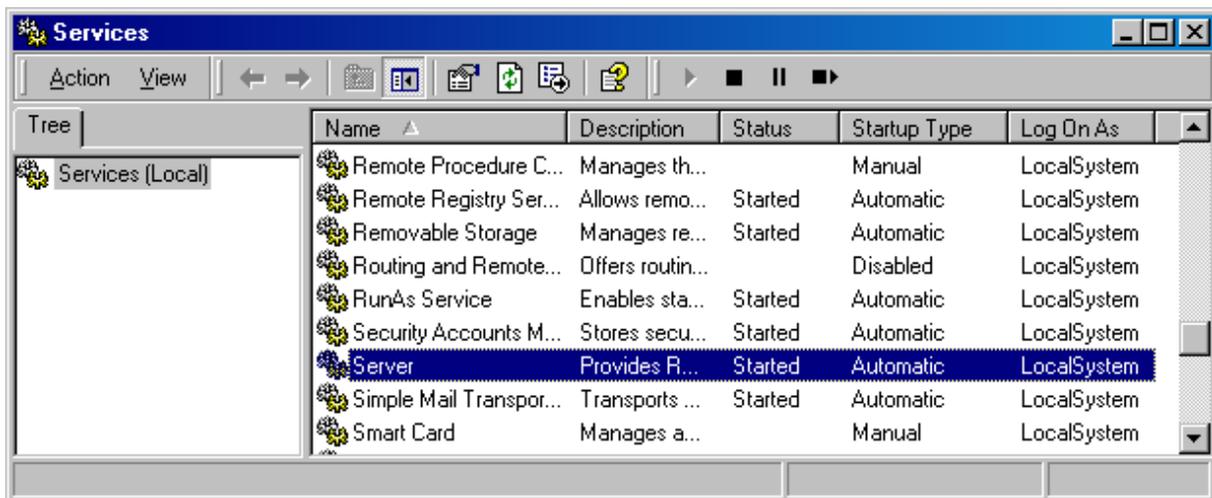
3

From the Administrative Tools folder double-click the **Services** icon.



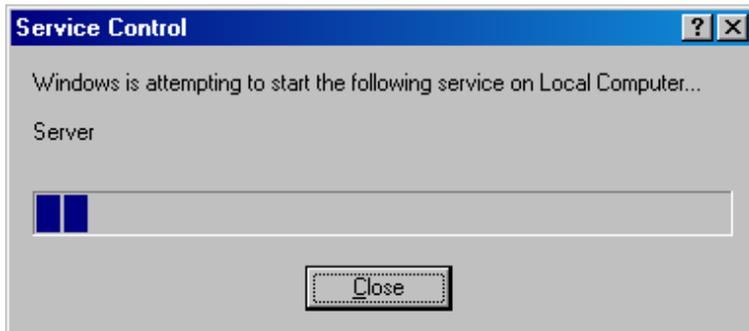
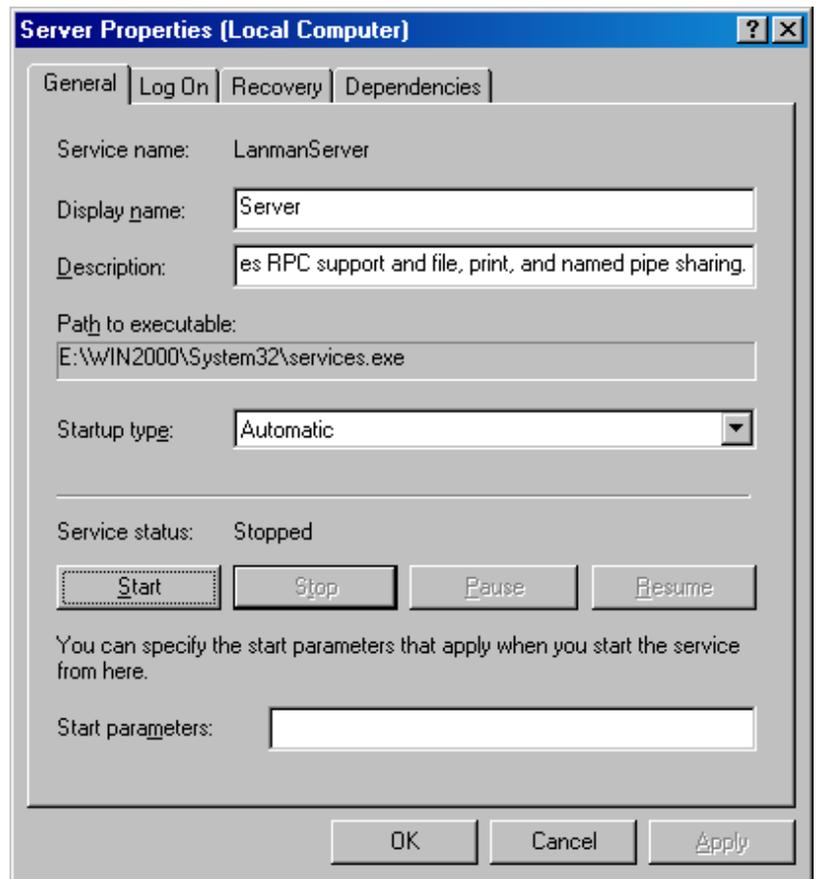
4

Scroll down the alphabetical list of services and double-click the **Server** item.



5

From the Server Properties window click the **Start** button.



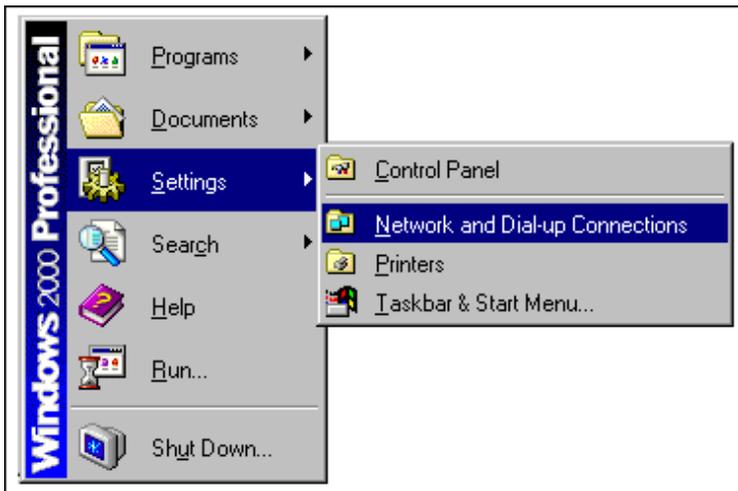
After the server service has started you can proceed with installing Microsoft SQL Server Desktop Engine.

Instructions for Installing File and Printer Sharing

If the Server Service is not in the list of services (see Step 4 above), you'll need to install it by installing File and Printer Sharing. Follow these instructions for installation.

1

From the Start menu select **Settings > Network and Dialup connections**.



2



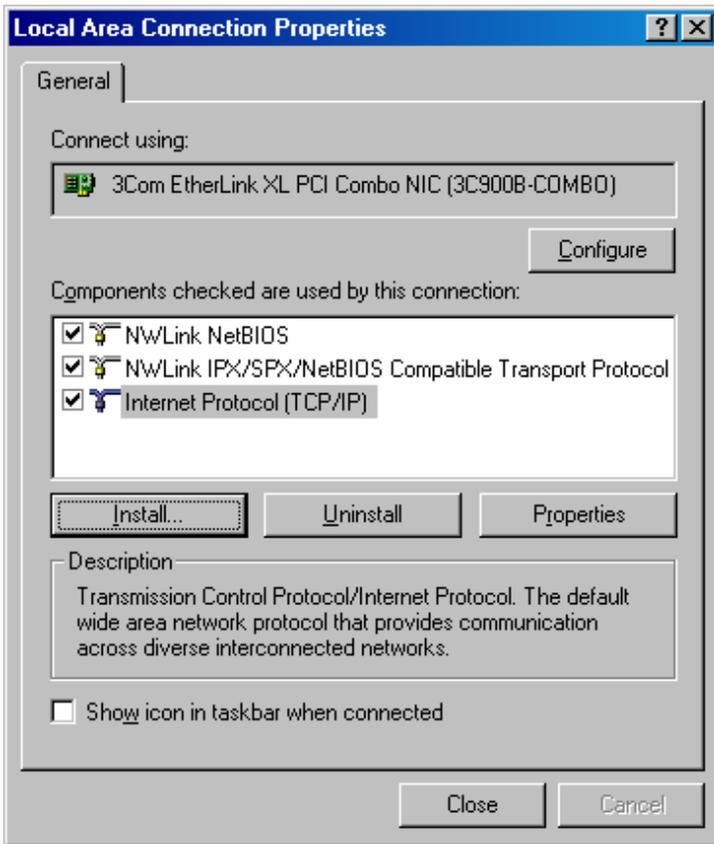
From the Network and Dialup Connections folder right click on "Local Area Connection".

3

From the popup menu select the "Properties" item.



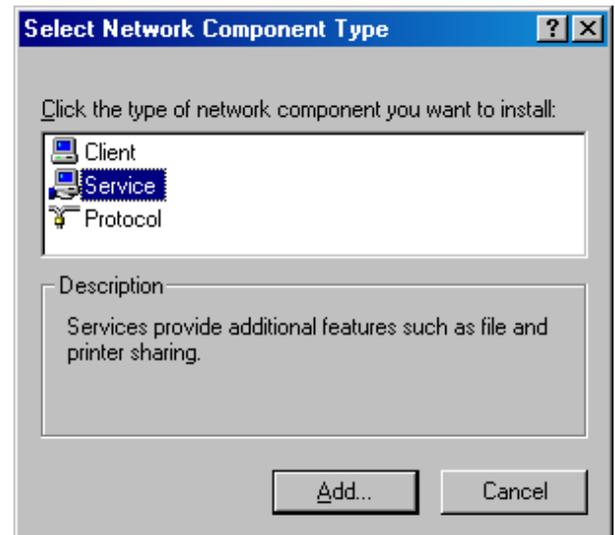
4



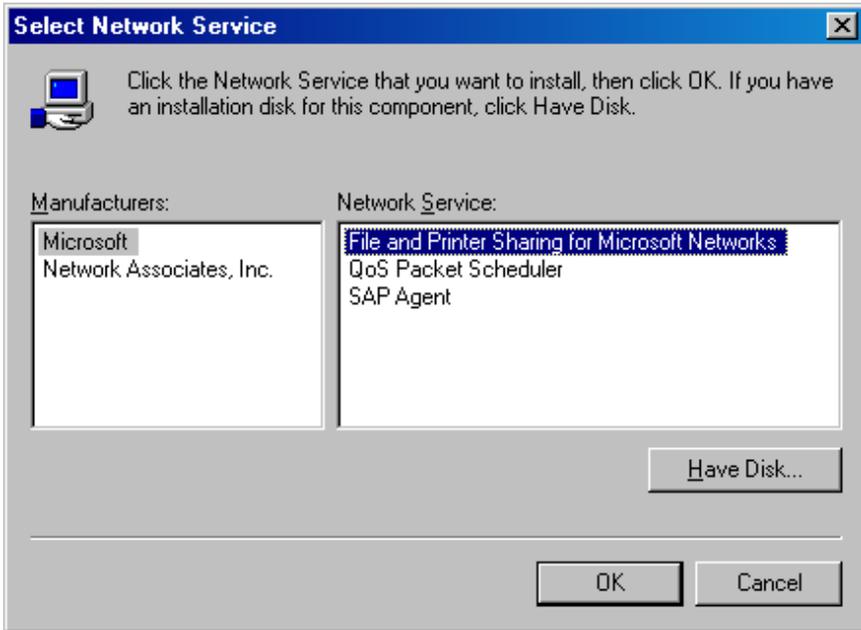
From the Local Area Connection Properties dialog box click the **Install** button.

5

From the Select Network Component Type dialog box choose the "Service" item in the listbox and click the **Add** button.



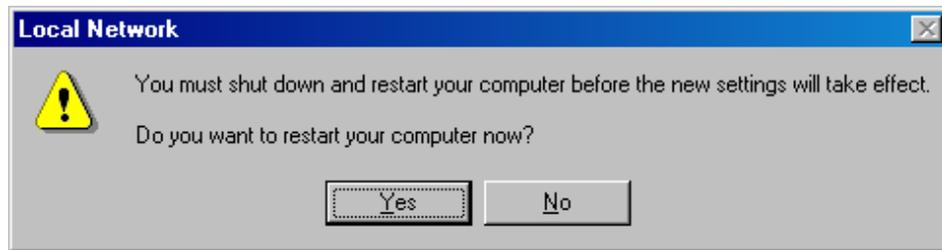
6



From the Select Network Service dialog box select the "File and Printer Sharing for Microsoft Networks" item in the listbox and click the **OK** button.

7

Restart your computer.



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Installation of Microsoft SQL Server Desktop Edition fails when a more recent instance is already installed.

Attempts to install Microsoft SQL Server 2000 Desktop Edition fail on a computer that is already running another more recent instance of SQL Server Desktop. The installation progress indicator moves forward to the point of failure, then begins to move backward as the installation is rolled back. An inspection of the installation log file reveals that setup is failing during the attempt to load the library **SEMNT.DLL**.

During the installation a log file is written to "C:\Program Files\Compleat Botanica\DesktopEngine\Setup\CBDestopEngine.log".

An inspection of the log reveals lines similar to this:

```
Starting custom action InstallSQLAgentSecurity
LoadLibrary failed for C:\Program Files\Compleat Botanica\DesktopEngine\
MSSQL$CompleatBotanica\Binn\SEMNT.DLL.
GetLastError() returned: 126
Action ended 19:11:30: InstallFinalize. Return value 3.
Action 19:11:30: Rollback. Rolling back action:
```

Details of this problem are available from Microsoft at: [Microsoft Knowledge Base Article - 299351](#) "BUG: MSDE Installation Fails on Systems That Have SQL Server 2000 Service Pack 1 or 2 Installed".

This problem occurs on systems which already have one or more instances of SQL Server Desktop Engine installed and those instances have been patched with more recent service packs.

Here are the service pack identifiers and version numbers of SQL Server Desktop Edition

Service Pack	Version number
Baseline	8.00.194

Symptoms

SP1	8.00.384
SP2	8.00.534
SP3	8.00.760
SP3a	8.00.761

You can solve this problem by disabling the existing installations of SQL Server Desktop Engine before attempting to run STEP 1 of the Compleat Botanica setup.

You can also solve this problem by temporarily renaming the newer versions of five files then installing the Compleat Botanica. After successfully installing the Compleat Botanica delete the five files that were just installed (the older versions) and rename the temporary copies (the newer versions) back to their original names. The five files are:

Resolution

- \Program Files\Microsoft SQL Server\80\Tools\Binn\Resources\1033\Semnt.rll
- \Program Files\Microsoft SQL Server\80\Tools\Binn\Resources\1033\Sqlsvc.rll
- \Program Files\Microsoft SQL Server\80\Tools\Binn\Semnt.dll
- \Program Files\Microsoft SQL Server\80\Tools\Binn\Sqlsvc.dll
- \Program Files\Microsoft SQL Server\80\Tools\Binn\Sqlresld.dll

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	NA	NA
Windows 2000	NA	NA
Windows XP	Build 85	Build 86

Technical Bulletins # 13 [[Back](#)] [[Next](#)]

Multiple-resolution printers don't work.

Symptoms

Printers that support multiple resolutions do not work.

The software abruptly stops with the following message:

```
Assertion failed
Programmer's clues: deviceHeight>=0
File V:\ActiveProjects\CrescentBloom\Apps\Catalog\RenderAlternating.cpp
Line: 99
Do you want to continue anyway?  yes\no
```

Pressing either "yes" or "no" returns the message:

```
Crescent Bloom Compleat Botanica
Error signature_____
AppName: compleatbotanica.exe           AppVer: 1.0.0.64
ModName: completebotanica.exe
ModVer: 1.0.0.64                        Offset: 000e41b3
```

This has been documented to occur with the **Canon i560** and **HP 2410 All-on-one printers**.

Resolution

This problem was fixed with Build 87

**Versions
affected**

Operating system	Problem first identified	Problem fixed
Windows NT	NA	NA
Windows 2000	Build 86	Build 87
Windows XP	Build 86	Build 87

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Printers with long names don't work.

Symptoms

Printers with long names are not recognized properly and will cause the following message to appear: "**Unable to print, no valid printer selected. Is the selected printer installed properly?**". This affects printers with names that are longer than 30 characters, for example, "Lexmark Z22-Z32 Color Jetprinter".

Resolution

You can solve this problem by changing the name of the printer to a name that is shorter than 30 characters.

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	NA	NA
Windows 2000	Build 87	Build 88
Windows XP	Build 87	Build 88

Technical Bulletins # 15 [[Back](#)]

Specimen reports don't print.

Symptoms

Specimen reports can be designed and previewed in the WYSIWYG report generator, but pressing the "Print" button doesn't send the report to the printer.

Resolution

This problem affects Build 87 only. You can obtain a patch to the software here, that will correct this problem.

To use this utility, download the self-extracting executable below. Unzip the files to the folder on your computer that contains the `CompleatBotanica.exe` file. This is typically located in the folder `C:/Program Files/Compleat Botanica/Programs/`. *Because this utility relies on other portions of the Compleat Botanica software, it will only work if it is copied to this folder.*

Download Build 88 Patch here -->  [Build 88 Patch \(4.18 Mb\)](#)

Versions affected

Operating system	Problem first identified	Problem fixed
Windows NT	Build 87	Build 88
Windows 2000	Build 87	Build 88
Windows XP	Build 87	Build 88