

Moscore QM - Support #406

customer is getting UE error with the Devart data MySQL file

11/23/2019 06:11 PM - Walter Pate

Status:	Resolved	Start date:	11/23/2019
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	Race editor	Estimated time:	0.00 hour
Target version:	Future	Spent time:	1.50 hour
Description BQMRC Ohio is running a big race and is getting an unhandled exception error. Microsoft dotnet framework is reporting that it can not find Devart.Data.MySql file See attached jpg			

History

#1 - 11/23/2019 06:21 PM - Walter Pate

- Status changed from New to In Progress

Mary Jo Greer is scoring the winter indoor race in Ohio and is having issues.

When she goes to Tools/Edit Race she gets a UE error related to devart. see attached jpg

I had her go to windows apps and Modify/repair Moscore-QM then open moscore and do Tools/Archive\Repair/Repair all tables but that did nothing.

She is not near an internet connection so I can not check out her setup or database

She will contact me when she is at an internet location later this week

#2 - 11/23/2019 07:05 PM - Jamie Pate

User should re-run the latest full installer from moscore.com

#3 - 01/06/2020 10:29 PM - Walter Pate

- Tracker changed from Bug to Support

- Status changed from In Progress to Resolved

- Assignee changed from Jamie Pate to Walter Pate

I connected with the customer using teamviewer and found that DevArt dot net app was not installed on their computer.

Don't know how or why it was removed, as the program worked for the previous race!

I went to Moscore.com and clicked on the full version install and ran it.

the moscore installer indicated that Devart is the only app that needed to be installed. Did the install and everything works fine.

Files

Devart data mysql error.jpg	44 KB	11/23/2019	Walter Pate
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