2Investigate FAQ

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Errors

Q: "Run-time error 13: Type mismatch"
A: This error can occur if the 2investigate.ini file contains invalid data (for example if "border colour", "background colour" or "sound status" is blank or "Not specified"). You can download a zipped copy of the master ini file from here: http://support.2simpleweb.com/public/fixes/2Investigate/ (the "working directory" setting may need to be changed if 2investigate is not installed in the default location).

Q: "Run-time error 68: Device unavailable"
A: If you are running the software on an RM CC4 network, try change the workstation security level for that computer to NONE in the RMMC. You may need to restart the workstation after you have done this.

Q: "Run-time error 339: Component … or one of its dependencies not correctly registered..."
A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads.

Q: "Run-time error 374: Failed to activate control 'VB.UserControl'…"
A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads.

Q: "Run-time error 380: Invalid property Value"
A: This may occur if the printer selected in the 2investigate.ini file is not accessible for the logged-in user. Navigate to the ini file, located by default in C:\Program Files\2Simple Software\2Investigate, open the file using Notepad and delete the printer settings below which can be regenerated from the teacher options later on.
[Printer]
Name=…
Device Name=…

Q: "Run-time error 484: Problem getting printer information from the system…"
A: This error happens if you have no printers installed on your computer and you try startup this program. A workaround is to install a "PDF Printer" on your computer, just so that there will be at least one printer in your list. A PDF Printer is a "fake" printer that shows up on your list of printers and when you choose to print to it from any program, will "print" to a PDF file. An example PDF Printer is PDF Creator http://sourceforge.net/projects/pdfcreator/ .

Q: "Error 1904. Module C:\WINDOWS\system32\prevdlg10.ocx failed to register…"
A: Please contact 2Simple for the latest install which corrects this error.

Q: "Error – path not found" and "There was a problem reading your database, some of the data may be missing" when opening a database.
A: The default working directory for 2Investigate cannot be accessed. ("working directory" means the folder which the program defaults to when saving and opening). Go into teacher options (ctrl + shift + the letter "o"), click the Folder Settings tab, and reset the working directory. Alternatively check the [Working Dir] entry in the "2Investigate.ini" file.
This error can also occur if you have chosen the working directory to default to "My Docs" in the teacher options. If you want the working directory to default to the My Documents folder of the logged-in user, you will need to specify in the "Custom folder" (in the teacher options) the drive letter that the My Documents folder maps to. However, for 2Investigate it is more beneficial for the working directory to default to a shared folder which all pupils have access to, since databases in this program can be used collaboratively.

Q: "Error – Type mismatch" when exiting from the teacher options
A: This error can occur if the 2investigate.ini file contains invalid data (for example if it is completely blank). You can download a zipped copy of the master ini file from here:
http://support.2simpleweb.com/public/fixes/2Investigate/ (the "working directory" setting may need to be changed if 2investigate is not installed in the default location).

Q: "The exception floating-point inexact result (0x000008f) occurred in the application…"
A: Re-installing VB6 runtime will resolve this -
http://support.2simpleweb.com/public/tools/3rd_party/Microsoft/VB_runtime/
On one occasion with an RM Classmate system, the above error occurred when logged in as Pupil/Teacher, but the program worked fine when logged in as Manager. Re-installing the VB runtime when logged in as Manager did not solve the problem. In this instance the problem was resolved by re-installing the VB runtime when logged in as Pupil:
1. Log on as Manager, click Start > Control Panel > User Accounts
2. Select the Pupil account and click Change the Account Type. Select Computer Administrator.
3. Log off and on again as a Pupil user
4. Click Start > Control Panel > RM Unlock User. Type in Manager as the username and enter the manager's password.
5. Install the VB runtime file.

6. Log off and back on as Manager, and reset the Pupil account to Limited again.

Q: "It appears you have not installed the Video Tutorials. Would you like to install them now?" when opening a database. If I click "yes" at this point, I get "Please wait while the videos are being installed" and then "Error – File not found". If I click "no" and then try open again I get "Run-time error 13: Type mismatch"
A: Strangely enough, this message has nothing to do with the videos being installed or not. The message can occur if the 2investigate.ini file contains invalid data (for example, the "Cards" colour setting may be blank). You can download a zipped copy of the master ini file from here: http://support.2simpleweb.com/public/fixes/2Investigate/ (the "working directory" setting may need to be changed if 2investigate is not installed in the default location). It is also worth checking that you have the latest version installed (see http://support.2simpleweb.com/public/docs/general/Versions.pdf).

Q: "Failed to activate control 'VB.UserControl'. This control may be incompatible with your application…"
A: This error may occur with older versions of 2Investigate. Please make sure you are using the latest version (see http://support.2simpleweb.com/public/docs/general/Versions.pdf).

Q: "There was a problem reading your database, some of the data may be missing"
A: This error may occur with older versions of 2Investigate. Please make sure you are using the latest version (see http://support.2simpleweb.com/public/docs/general/Versions.pdf).

General

Q: How do I set up a shared database?
A: 2Investigate works as a stand-alone database application, but it can also host collaborative databases which are accessed by multiple pupils at the same time. To do this, you need to have a shared area on your network which is fully accessible to all pupils. Simply create the database in this location. Other pupils can then navigate to this location and open it as well. Any records added by a pupil will be automatically seen by all other pupils.

Q: What is the maximum size of a 2Investigate database?
A: The maximum number of records allowed in a database is 99. For graphing and statistics, the maximum number allowed is 40. The online version of 2Investigate (part of Purple Mash) has a much higher maximum and can currently support 500 records.

Q: Is it possible to import records into a 2Investigate database using a csv file?
A: This is not currently possible, however the online version of 2Investigate (part of Purple Mash) does have this facility.

Q: In what format are 2Investigate databases saved?
A: Each database is stored as a folder rather than an individual file. Within the folder, each record (card) has a .bmp picture file, and a .2cd text file which stores all the information for that record. There is also a single db-info.2db file which stores design information about the database such as the field names and types.

Q: Where is the save button in 2Investigate?
A: There is no need for one, since any changes made to the database are immediately saved. (The online version of 2Investigate does have a save button, and changes made to the database are not

automatically saved until you click that button.)

Q: How do I make a Venn diagram?
A: Open the database, click Card > Find. Enter your search criteria and then select AND in the dropdown box below this. You will get a 2nd set of search criteria to fill in. Do this and then tick the "make a Venn diagram" box and click OK.

Q: How do I exit a video once I have started watching it?
A: Press the space bar while the video is playing. This will display the video control window on the bottom right of the screen. To exit the video, click on the X button in this window.

Q: In the help videos there is an "Edit" menu but this is not available?
A: This menu has been incorporated into other menu options in the latest version of 2Investigate.

Q: In the help videos there is an option to make an "advanced" graph but this is not available?
A: In the latest version of 2Investigate, all graphing options have been combined into a single tab. There is no longer an "advanced" option.

Q: In the user guide there is a reference to a "3D Bar Chart" but this option is not available?
A: This option is unfortunately not available in 2Investigate.

Q: I have problems copying a graph
A: Once you have made a graph in 2Investigate, you can click "copy graph" to make a copy of it so you can paste it into other applications. If you open Microsoft Paint, for example, you should be able to simply paste the image of the graph into that application. If you try to paste the graph within a word processor application such as MS Word, however, what will get pasted is just the numbers that make up the graph, not an image of the graph itself. If you want to paste the image of the graph into MS Word or a similar application, you need to first paste it into a painting application such as Paint, and then copy that and paste it into MS Word.

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