

## **GE06 Calc - Troubleshooting**

GE06 Calc is supposed to benefit from a “ClickOnce” installation process, i.e. the application is installed from a web page and updates itself automatically when new versions are available. In theory, the installation and subsequent use should be hassle-free. Unfortunately, under certain software configurations, user intervention is required, as follows:

### ***Installation Troubleshooting***

- 1) Please make sure your Windows operating system has the latest updates. (GE06 Calc requires Windows 2000 or later.)
- 2) Regardless of your default web browser, please make sure your Internet Explorer web browser is configured with the correct proxy settings. (The Microsoft-provided “Application Deployment Support Library” resource that enables the ClickOnce functionality will rely on the proxy information configured through Internet Explorer.)
- 3) Please make sure your web browser has the latest updates.
- 4) Please make sure you have the Microsoft .NET framework **4.0** installed. (In very rare cases, for instance when you see an application exception involving *dfsvc.exe*, it is necessary to reinstall the framework even if it already installed) The .NET 4.0 framework can be installed from

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=9cfb2d51-5ff4-4491-b0e5-b386f32c0992&displaylang=en>

- 5) Install the GE06Calc application from this link:

<http://www.itu.int/ITU-R/terrestrial/broadcast/software/ge06calc/setup.exe>

- 6) It may be necessary to run the above setup.exe twice in order to install for the first time. This is a known issue with Microsoft’s .NET framework 4.0 which Microsoft has decided not to provide a fix for, since the workaround is to simply rerun the setup.exe (see <https://connect.microsoft.com/VisualStudio/feedback/details/580976/clickonce-and-net-4-cp-prerequisite> for more details).

### ***Regular Operation Troubleshooting***

- 1) Please make sure your Microsoft Access version has the latest updates from the Microsoft Office Update website. (GE06 Calc requires Microsoft Access 2000 or later.)

- 2) Please make sure the BRIFIC (Terrestrial) DVD applications and data have been properly installed.
- 3) (If using Access 2003 or later) Please make sure that the Macro security setting in Access is set to “low”, as is recommended for compatibility with the BRIFIC (Terrestrial) DVD applications.

## **Windows Vista**

DOS applications, such as the field strength calculations application installed as part of this tool, are supported in Vista (SP1 or later) with the following additional user intervention:

It may be necessary to make a change in the registry to increase the amount of memory reported as available by Vista to programs using DPMI memory access.

The procedure is documented at: <http://www.trnicely.net/misc/vista.html> under the heading "Registry solution under Vista SP1", and is quoted here:

...the following workaround appears to eliminate the problem in Vista with Service Pack 1 (SP1). Use a registry editor (such as REGEDIT) to create the new (REG\_DWORD) registry value DpmiLimit under the key

```
Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\WOW
```

Now edit the value to reflect the maximum amount of memory (in bytes) that you wish to make available to console applications (DOS command boxes). Thus, a value of 128000000 (decimal) would make 128 million bytes available to DOS boxes, as opposed to the default value of 32MB; a hex value of 0x7A12000 would have the same effect. It appears that 32MB is the minimum allowed; the maximum has not been determined, but is almost certainly 2GB or less. You will probably need administrator privileges to implement these steps, and you may have to reboot before the new setting takes effect.

This trick does not work in Vista releases prior to SP1...

We cannot recommend a specific value, since this value may be used by other applications on your computer. For GE06 Calc, a value of 512000000 should be sufficient.

## **Contact Information**

For any outstanding issues, please contact <mailto:ge06.software@itu.int>