

Installation Issues

The following is a list of known installation problems and solutions.

1. Once the Gopher installation program (Gopher Install) has been successfully installed and the ODBC 3.51. driver has been installed, you are unable to install the Gopher program. An error message is returned that says:

Must install the ODBC drivers first

This error is caused by a firewall block. What is happening is, the installation program is trying to connect to the product registration system and is unable to. During this time the program cannot determine if the connection is not valid or that the ODBC driver is not installed. The assumption is that the ODBC driver has not yet been installed when in reality the ODBC program cannot connect because of a firewall block.

2. During the Gopher installation when trying to install the ODBC drivers or the Gopher program, the following error message occurs.

Call GruntWare Inc to resolve this

The error message is rather ambiguous in that it should say:

"Could not find the setup program on the installation CD, make sure you have selected the correct drive which contains the Gopher CD".

3. During the Gopher installation, one or more of the following warning message may occur:

An error occurred while registering the file 'C:\Windows\system32\msjro.dll'
An error occurred while registering the file 'C:\Windows\system32\msadox.dll'
An error occurred while registering the file 'C:\WINDOWS\system32\WIZMAN.DLL'

These error messages are essentially warning messages and you can click on the **Ignore** button and the Gopher program will still function properly.

4. There has been reported that if the MySQL ODBC 5.1 driver (just released) had been previously installed and one installs the ODBC 3.51 driver, then the Gopher program cannot connect to register the product. We have been unable to reproduce this error condition but we are leaving the note here in case it pops up again. The reported solution was to temporarily remove the ODBC 5.1 version, install 3.51, install Gopher, and then reinstall the ODBC 5.1 version. Again, we were unable to reproduce this problem.