# Overcoming Issues with Regional Configuration Settings on RecordBase Central Station

## Issue Reported

After installing RecordBase Central Station, the program does not start correctly, nor can records be displayed under Record Graph. This issue is most commonly encountered on applications running outside the USA and Canada.

This issue has been encountered under the following operative systems:
- Windows XP Professional 32 Bit
- Windows 7 (all versions to be tested) 32 and 64 Bit

## Cause of Issue

This issue is caused by the Regional Configuration Settings in the Windows Operating System of the computer where RecordBase Central Station is running. To eliminate this problem, the Regional Configuration Settings must be set.

The following screenshots indicate typical errors encountered by some users while trying to operate RecordBase Central Station:
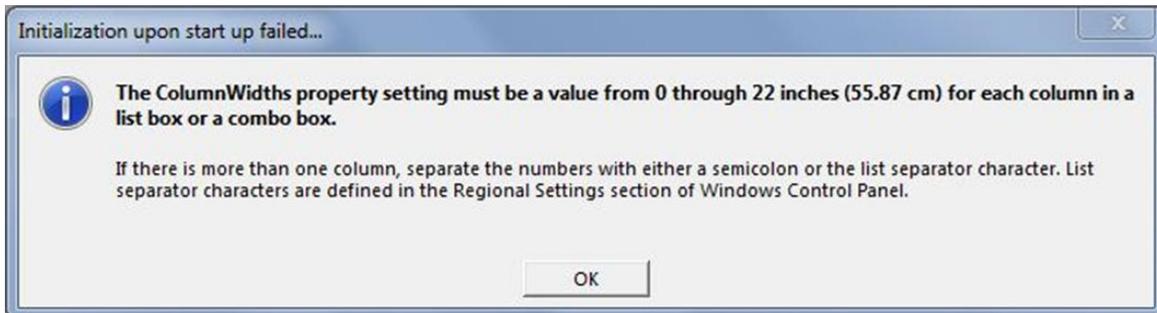
### Initial Error Message

> *"The ColumnWidths property setting must be a value from 0 through 22 inches (55.87 cm) for each column in a list box or a combo box."*

Under Windows XP



Initialization upon start up failed...

The ColumnWidths property setting must be a value from 0 through 22 inches (55.87 cm) for each column in a list box or a combo box.

If there is more than one column, separate the numbers with either a semicolon or the list separator character. List separator characters are defined in the Regional Settings section of Windows Control Panel.
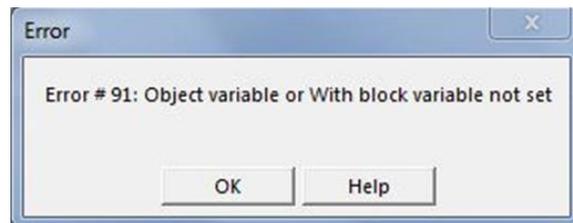
OK

<u>Under Windows 7</u>



Once the error appears, click "OK" which leads to the following screen and then the next error message **"Error #91: Object variable or with block variable not set"** (see below)

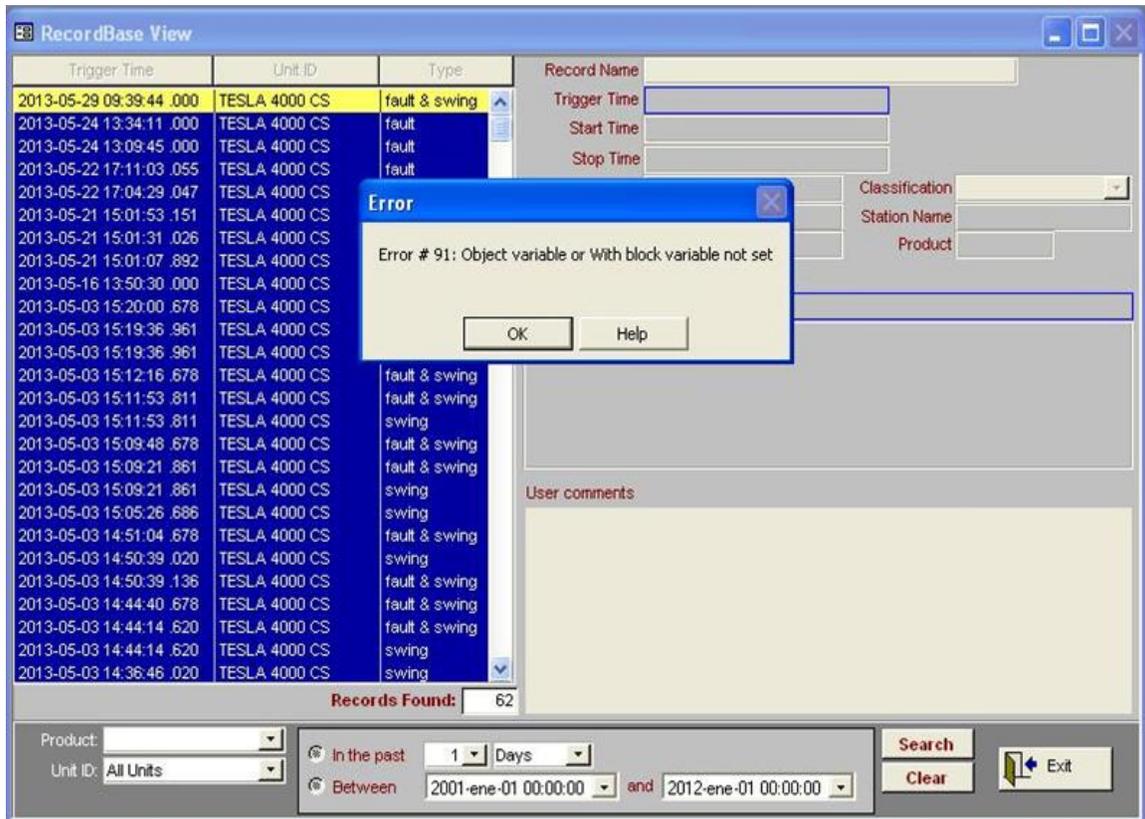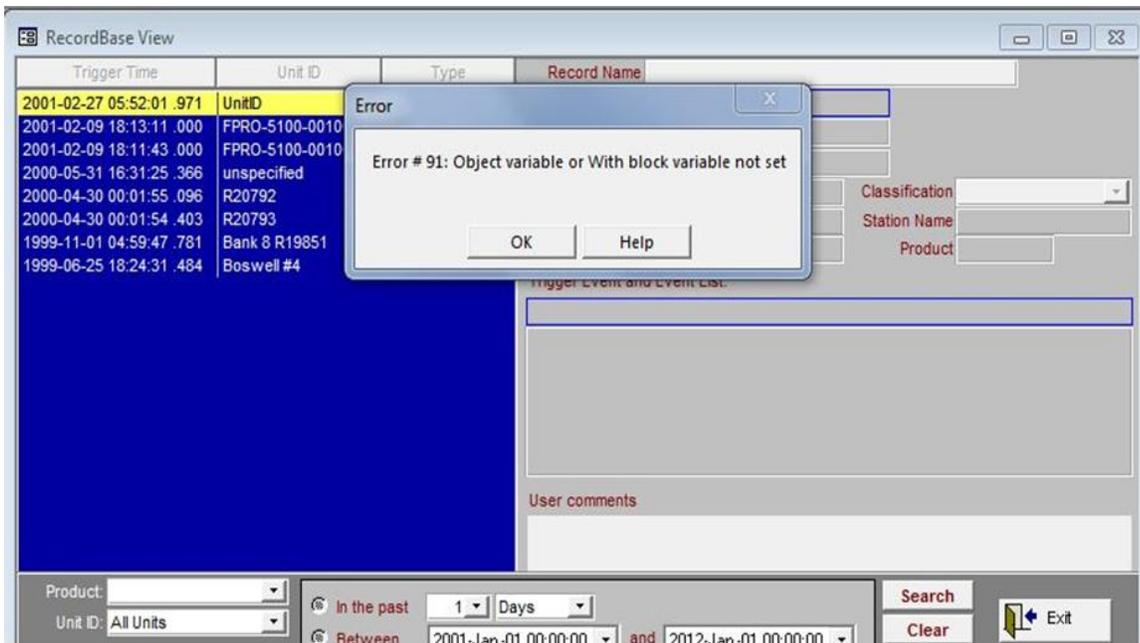<u>Under Windows XP</u>



<u>Under Windows 7</u>



Clicking "OK" will generate the following screen where all the functions of RecordBase Central Station will be displayed and ready for the user.

Attempting to click on a record will generate the following error **"Error #91: Object variable or with block variable not set"**

Under Windows XP



Under Windows 7

# Suggested Solution

To fix this issue, the Regional Configuration Settings of the Windows Operating System must be modified. Change the configuration of the decimal symbol used by Windows to separate numbers and registries. The default setting is the decimal dot **"."**, although sometimes Windows will vary the configuration depending on the native language set in the operative system.

For windows XP

To find the Regional and language setting under Windows XP, the user must open Control Panel:
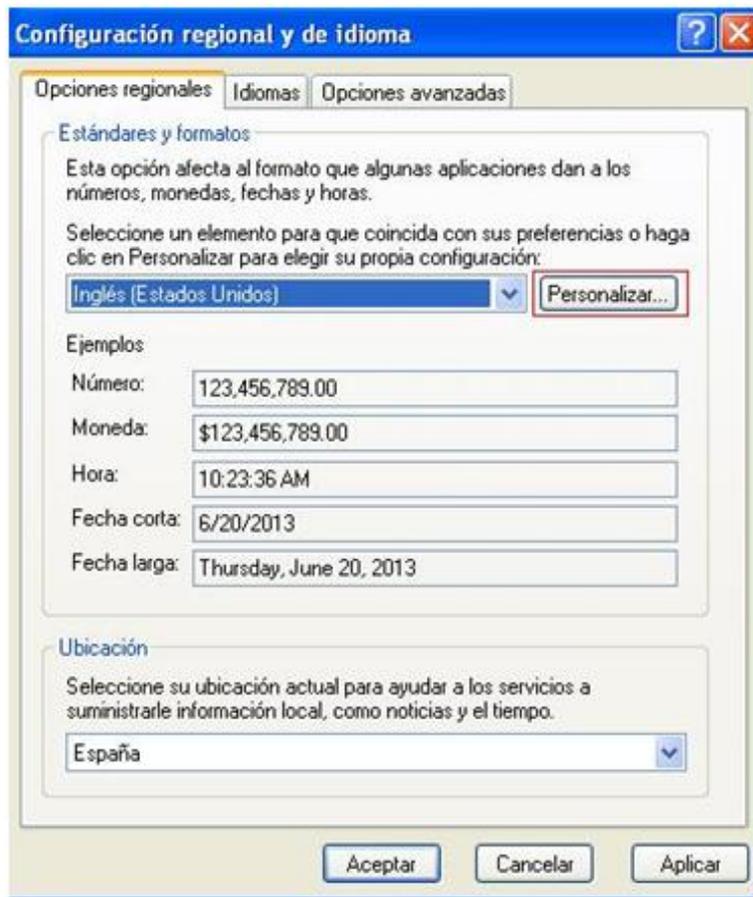


For Windows 7

To find the Regional Configuration Settings, open Control Panel:

Next, select "Additional Configuration". As shown in the following screen, in the section "Decimal Symbol" a comma may appear, rather than a decimal dot.

If the Decimal Symbol is confirmed to be the value of a comma ",", change it so the value shown will be a decimal dot ".".
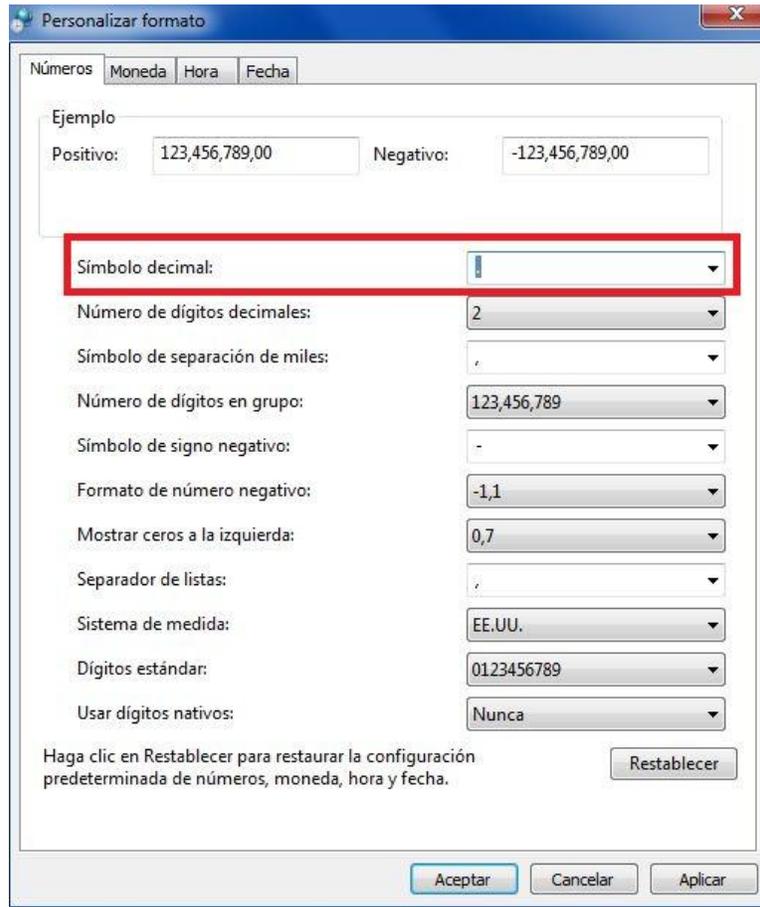
Click "Accept" in order to successfully change the Regional Configuration Settings.

Once the Regional Configurations Settings have been modified, reopen RecordBase Central Station which should now function normally as shown by the following screen shots:
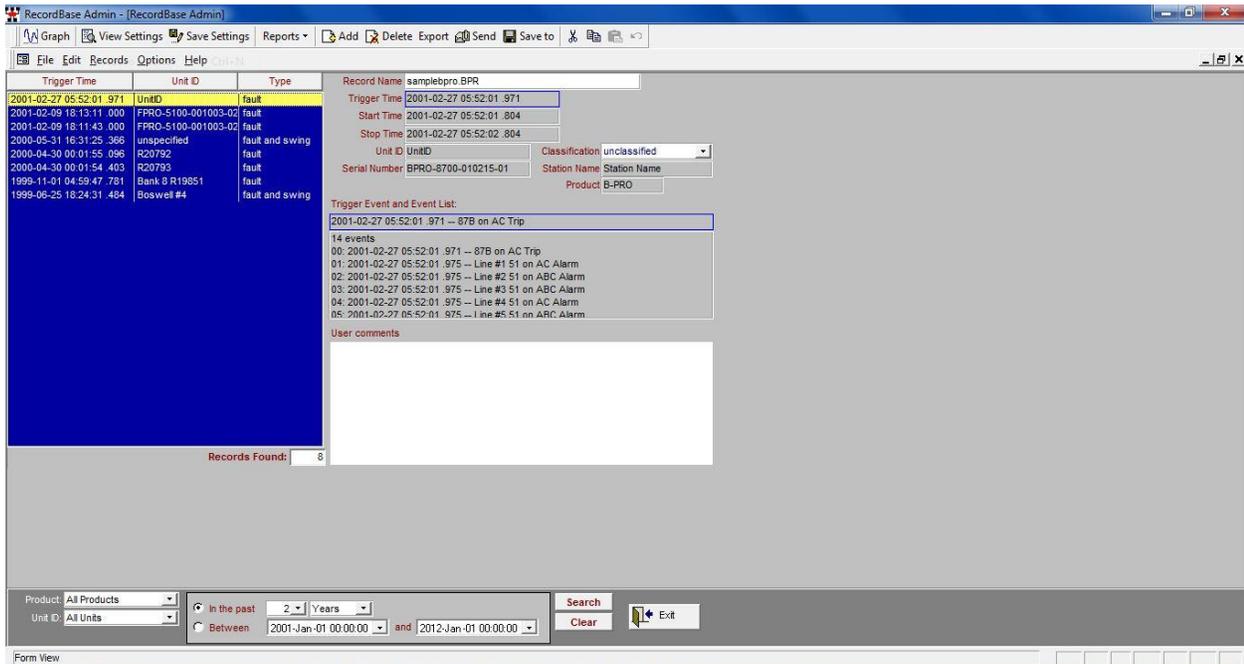
As a test, select one of the Records saved in the Database to confirm that the record can be displayed with RecordGraph.
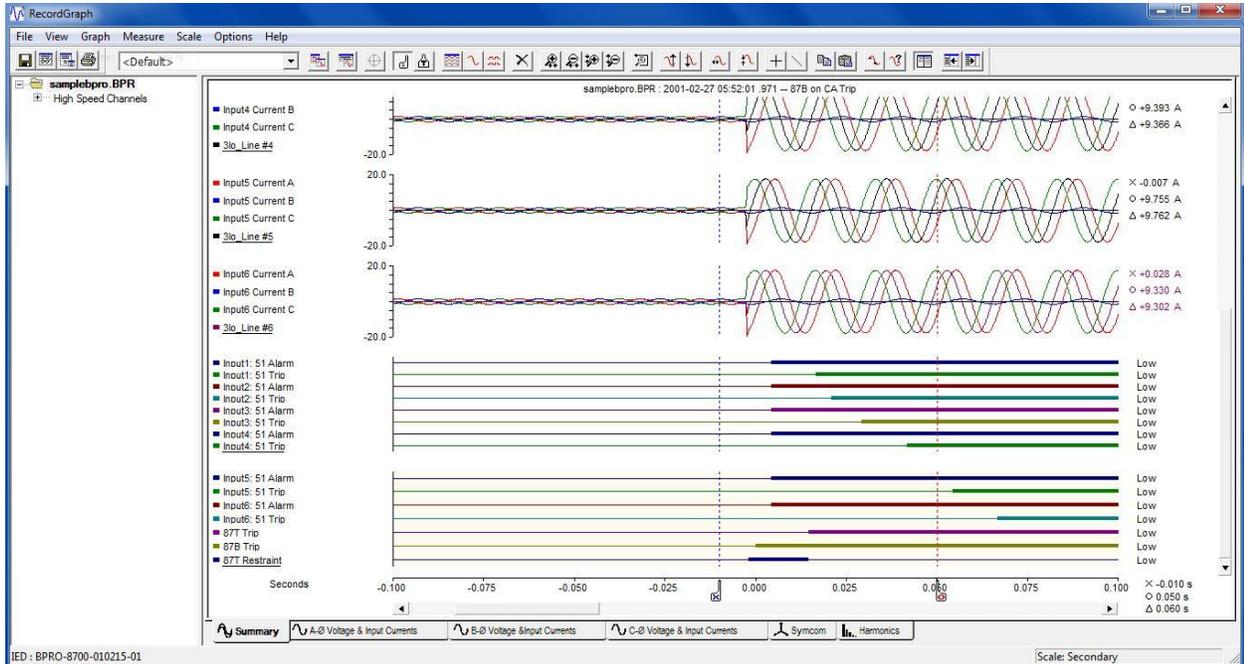


## Conclusion

RecordBase Central Station will work properly only if the Regional Settings are modified as suggested in this application note.