

Install and License file FAQ for SOS suite

(Revised 4/27/2021)

The word "SNAP" is used specifically in this FAQ since that is the program with the greatest userbase. Each of the other programs; PROCAST, FORECAST, PTA, TANK, WELLSCHM have their own directory structures that can be anticipated by replacing the word SNAP with the program you are using.

The folders that SNAP uses are:

Name	Contents	Recommended user rights
C:\Program Files (x86)\SNAP\	Executables (.exe), libraries (.dll), Sample Datasets, Utilities	RWD (Read required)
C:\users\USERID\AppData\Local\SNAP	graphics templates, default dataset, scratch report files	RWD (ReadWriteDelete required)
C:\ProgramData\SNAP\	License file, graphics templates, default dataset	RWD (ReadWriteDelete required)

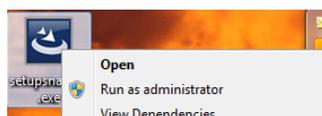
Windows 10 has security features which control user specific install and execution rights. Because of these limitations, users should follow these specific instructions to avoid problems. All the files referenced in these instructions are located at <http://www.ryderscott.com/Software/download2/>

- 1) As a general rule, **download all installers and the license file refresher to your desktop by following your browser's download directions. This way you can run them "As Administrator" by right-clicking.**
- 2) If you are just refreshing expired license files, download the license file refresher, refreshsos.exe. Once refreshsos.exe is on your desktop, right click it then select "Run as Administrator" from the pop-up menu options shown below.



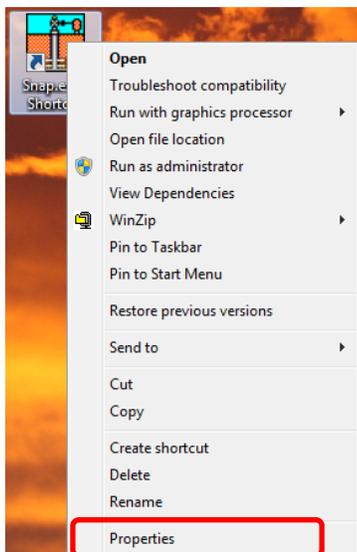
If **your User ID** does not have the rights to select this option, contact your IT department to perform this and any remaining steps.

- 3) If you are installing new versions over the top of older versions, it is not typically necessary to uninstall the older versions of the same program since the installer is designed to patch files that are updated. For those patching installations frequently, Installshield may have a hard time removing an old installation or patching an existing installation due to a long list of installed patches. Microsoft provides an installer cleanup tool referenced here: <https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed> that may help in those cases.
- 4) Once the installer (I.E. setupsnap.exe) is on your desktop, right-click it, then select "Run as Administrator" from the pop-up menu options shown below. If **your User ID** does not have the rights to select this option, contact your IT department to perform the remaining steps.

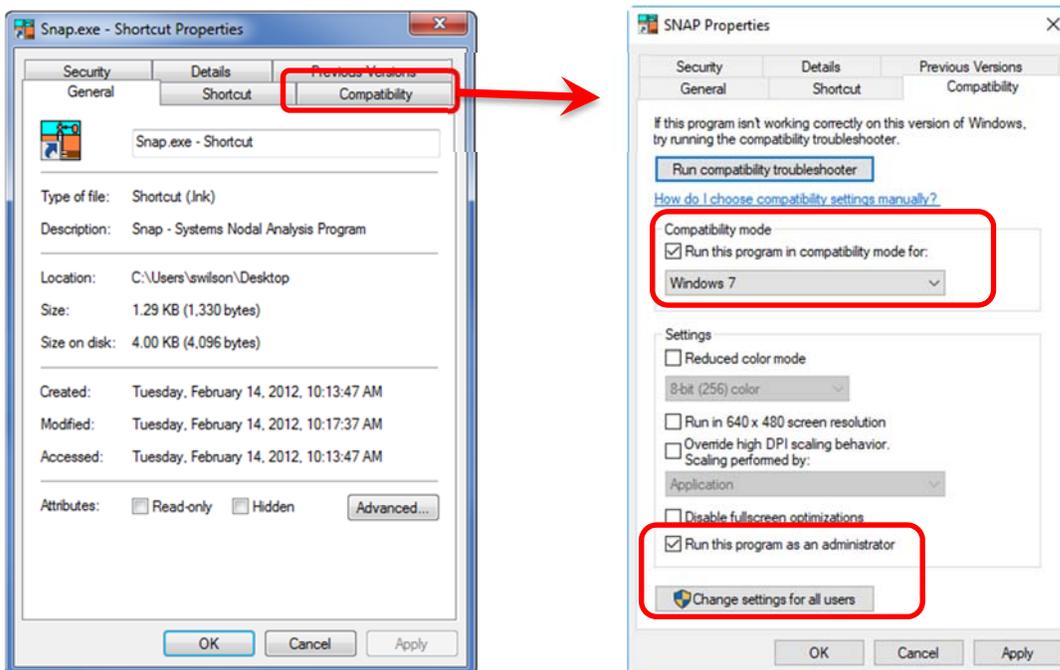




- 5) Once the install has completed, an Icon for the program can be found on the desktop. To force the operating system to allow the program to run as designed, right-click on the Icon and select “Properties” from the bottom of the pop-up menu as show below.



- 6) From the shortcut properties dialog that appears, select the “Compatibility” Tab and check the boxes shown below for functionality that overrides the unnecessary user restrictions. Each user who uses the computer may have to make this change unless you use the “All users” button to set the options.

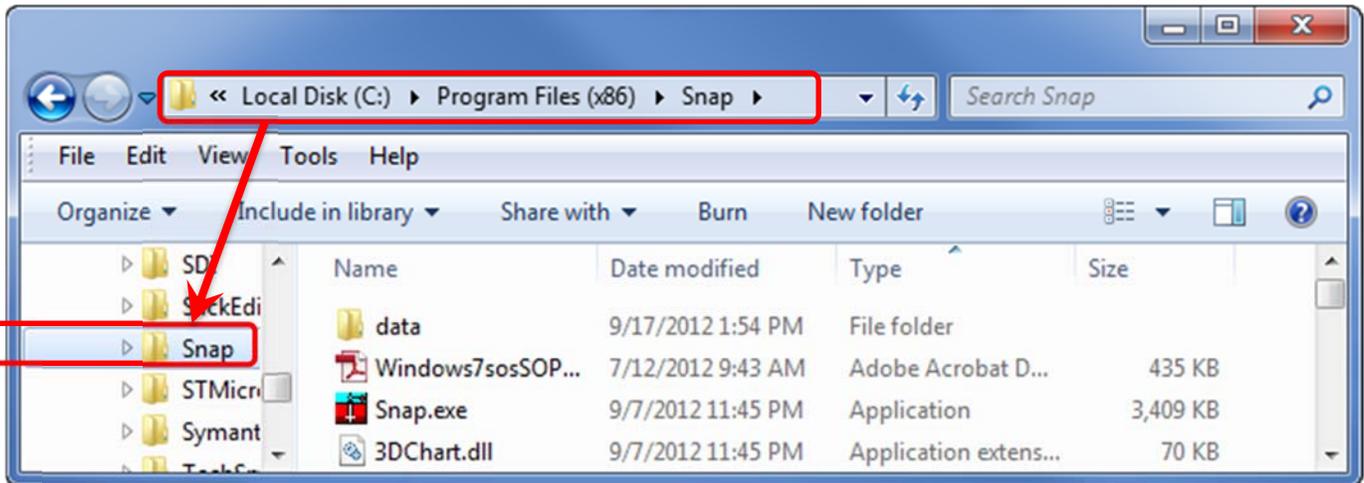


- 7) There are some machines that will continue to ask for ADM ID and passwords when you set these options. In those cases, don't set them and see if you can get the programs to work with your own ID. If not, ask your IT staff to find a combination that works for you since this is no longer a software issue, it is an IT security settings issue. **In rare cases it even makes sense to install the program (+support files) to your Desktop or My Documents folder since then it will run just like it did in WindowsXP/7.** Windows Security features have their costs, and only you can decide when they are too high and address it with your IT staff.

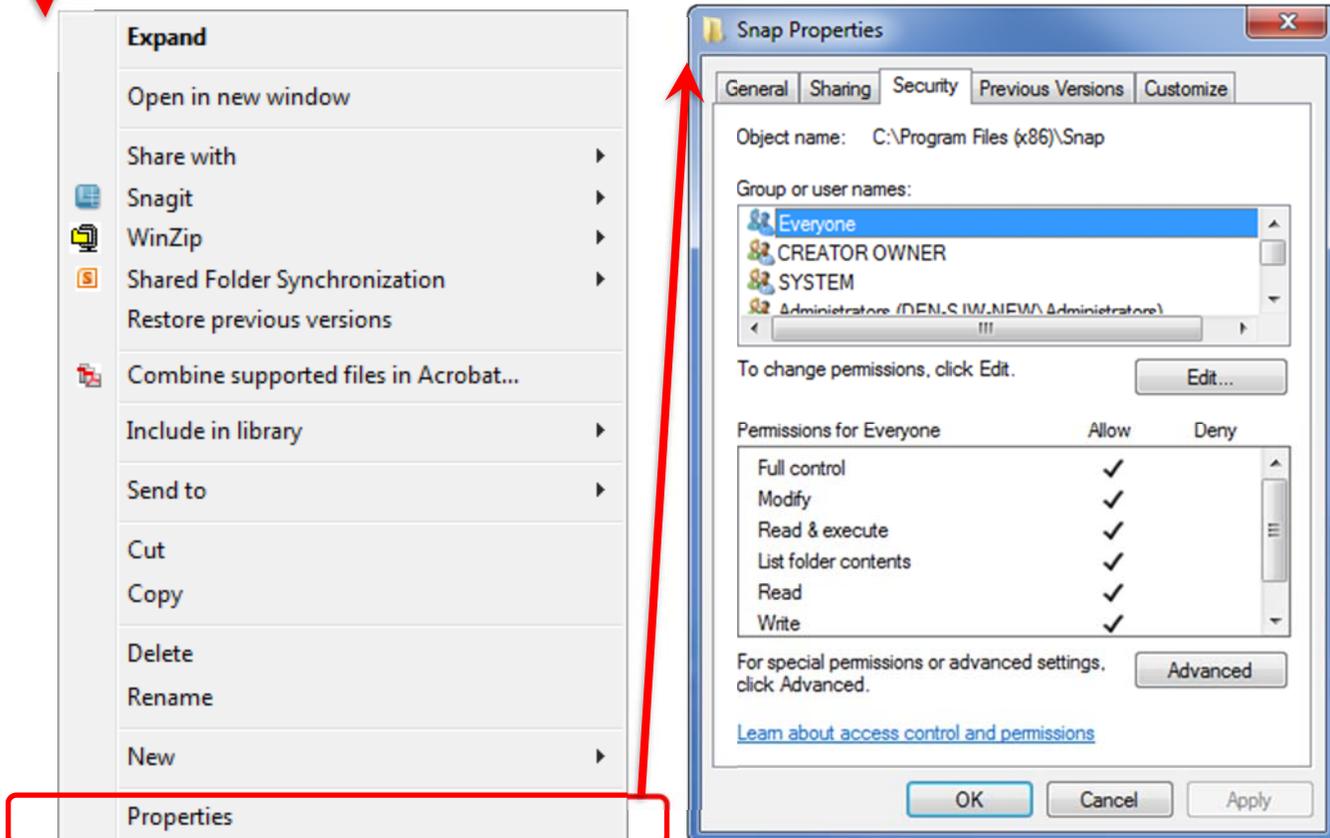
- 8) Sometimes even after doing steps 1-7, the User ID may not have adequate rights to the C:\Program files (x86)\Snap directory shown below or even the c:\ProgramData\SNAP\ folder that was specifically designed by Microsoft Windows designers to hold user data.

In that case, the user may be able to turn on SNAP, but it will have problems accessing the license file and/or writing temporary scratch files for reports in those directories.

In rare cases, you may have rights to the folder, but not rights to specific files like snap.lic and snapmessages.txt. To test this, see if you can rename each file. If you can't change the name, SNAP can't work with it either. IF you find a file that is locked out to you, try the options below on the files as well as the folders.

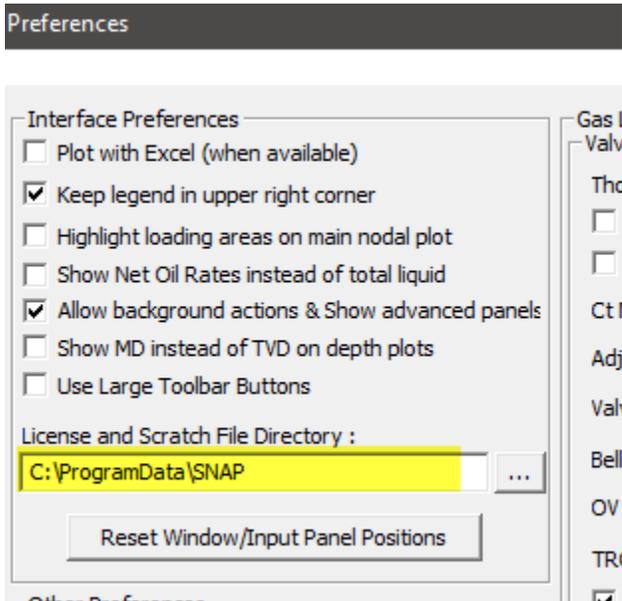


If this happens, right click on the SNAP directory, and select properties from the POP-UP menu shown below:



Create or Modify the User Permissions to allow Full Access to any potential users.

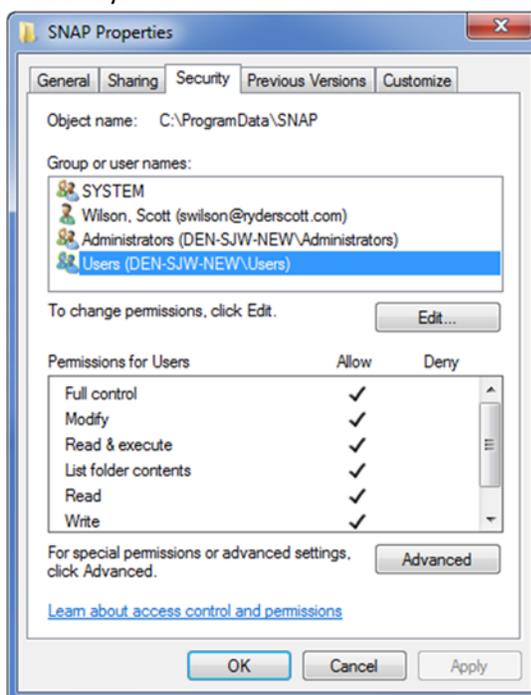
- 9) A new option that adapts to the most recent Windows changes, is to redirect SNAP to hold all data that the user can change to your own C:\users\USERID\AppData\Local\SNAP folder.



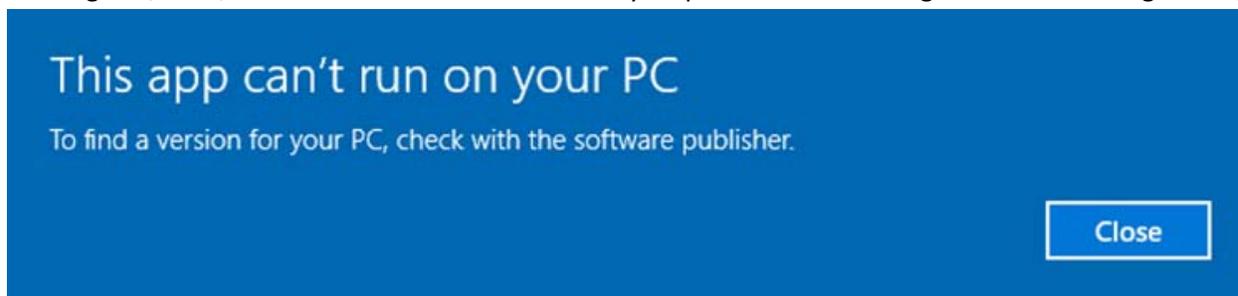
- 10) When browsing for datafiles, if you can see all your local drives but not any mapped network drives, it is probably because your drive mapping is tied to your regular user ID, and (strangely enough) not the admin version of your ID that you are running SANP “as Administrator” under. In that case, just uncheck the “run as administrator” check box (shown in item 6), save and try it again. It may take a reboot for SNAP to run just as user w/o admin elevation. You may also lose other functionality, but you’ll be able to see all your network drives.

Sometimes even after doing steps 1-8, the User ID may not have adequate rights to the **all the individual files in C:\Program files (x86)\Snap directory or the c:\ProgramData\SNAP\ folder**. In that case, the user may be able to turn on SNAP, but it will have problems accessing the license file and/or modifying working files in those directories. In rare cases, you may have rights to the folder, but not rights to specific files. If you suspect this, see if you can move/edit each file in the problem directory. Occasionally the XXXX.lic files will be locked out from specific users and if so, change the file permissions as shown in step 8 to allow access to all users. Sometimes the user can corrupt or set a “read only” attribute on one of the work files in these directories. Corrupted files will need to be manually deleted if it is a scratch file or re-loaded if it is a necessary work file.

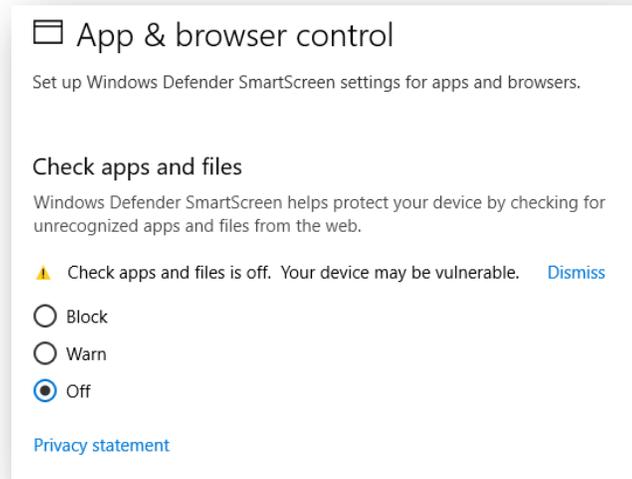
- 11) For Spanish language versions of Windows, the “Users” group policy may not exist. It can be easily created using the process shown in item 8 above, then “edit” and “Add” as shown below. Once the “Users” group is created, the install should go smoothly.



- 12) Starting in 9/2017, Microsoft Windows Defender may stop SNAP from running with the following message

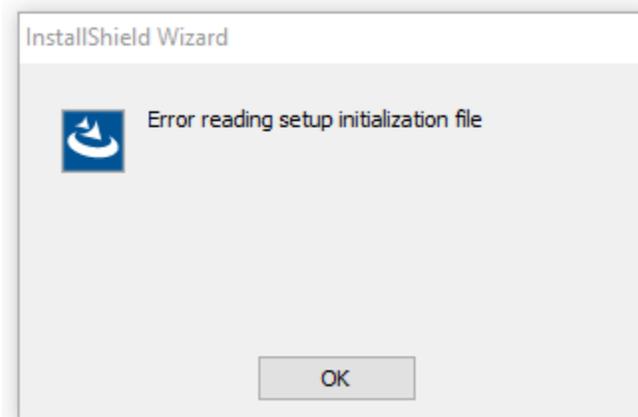


To globally turn off this feature, type “Windows Defender” in the search windows tool, and select options 2 or 3 in the App & browser control panel as shown below :



If that is not an option, you can tell Windows Defender that these programs are fine by following the directions here: <https://support.microsoft.com/en-us/help/4028485/windows-10-add-an-exclusion-to-windows-defender-antivirus>

13) How do I resolve “Error reading setup initialization file” when installing”?



These errors happen when the installation package is corrupted during the download process. To correct the problem, try to clear your download cache and re-download to other locations/names. Sometimes bad installers do make their way to the installer servers, so call Scott Wilson 303-483-3292 if an installer looks like it has –zero- size or repeatedly downloads poorly.

14) The installer has trouble writing to the directory in the error message. In this case, the ID doing the install does not have sufficient rights to create or update the directory shown in the error message. It is often best to just browse to and rename this directory (c:\programdata\SNAP_backup for example). Restart the installer and it should build and populate that directory cleanly.



SNAP Installer Information

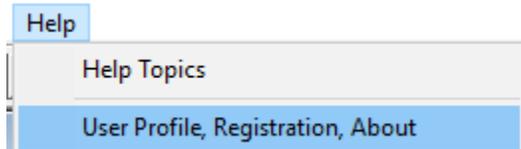


Error 1326.Error getting file security:
C:\ProgramData\SNAP\ GetLastError: 5

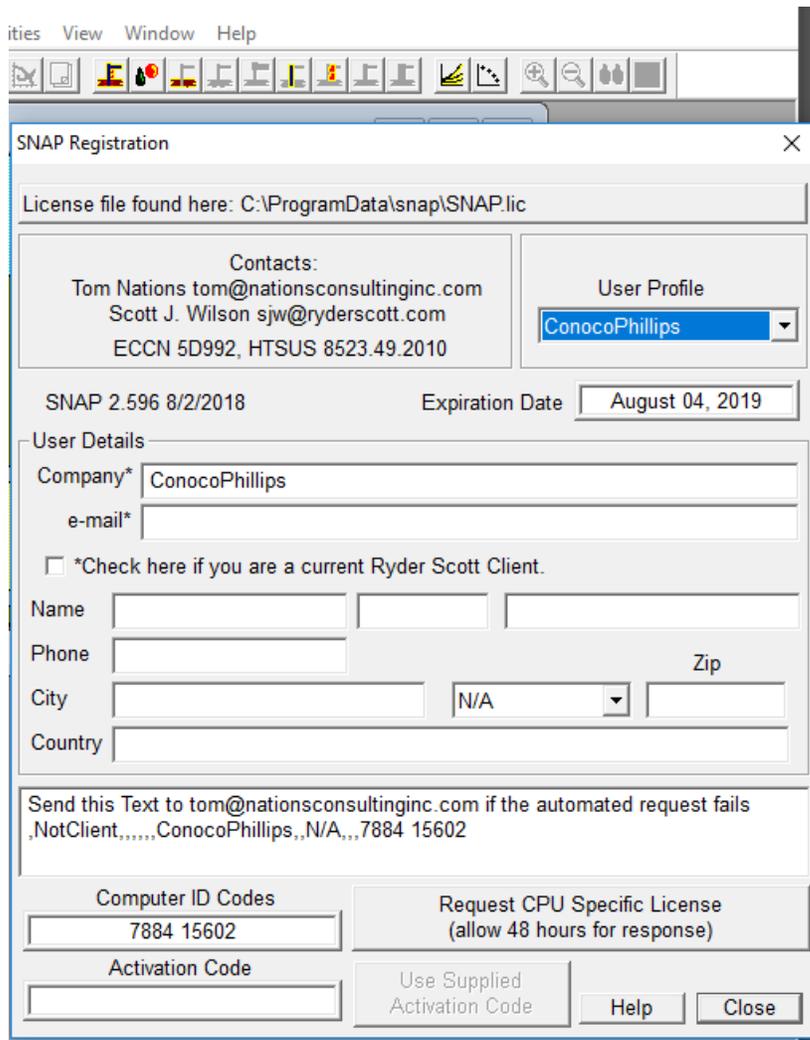
OK

15) As of 7/2018, SNAP has an auto-activation option where a copy can be activated by using an activation code instead of an e-mailed license file. To use this option, follow the steps below.

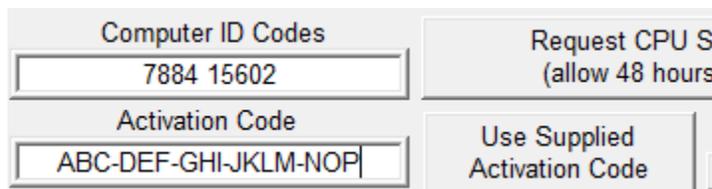
- a. First, access the registration panel from the help menu (or automatically on open).



- b. Enter any relevant info on the panel and push the “Request CPU Specific License” button or copy and paste the text-box information into an e-mail and send to BOTH sjw@ryderscott.com and tom@nationsconsultinginc.com . Once received, we will generate a unique activation code for you and reply via e-mail.



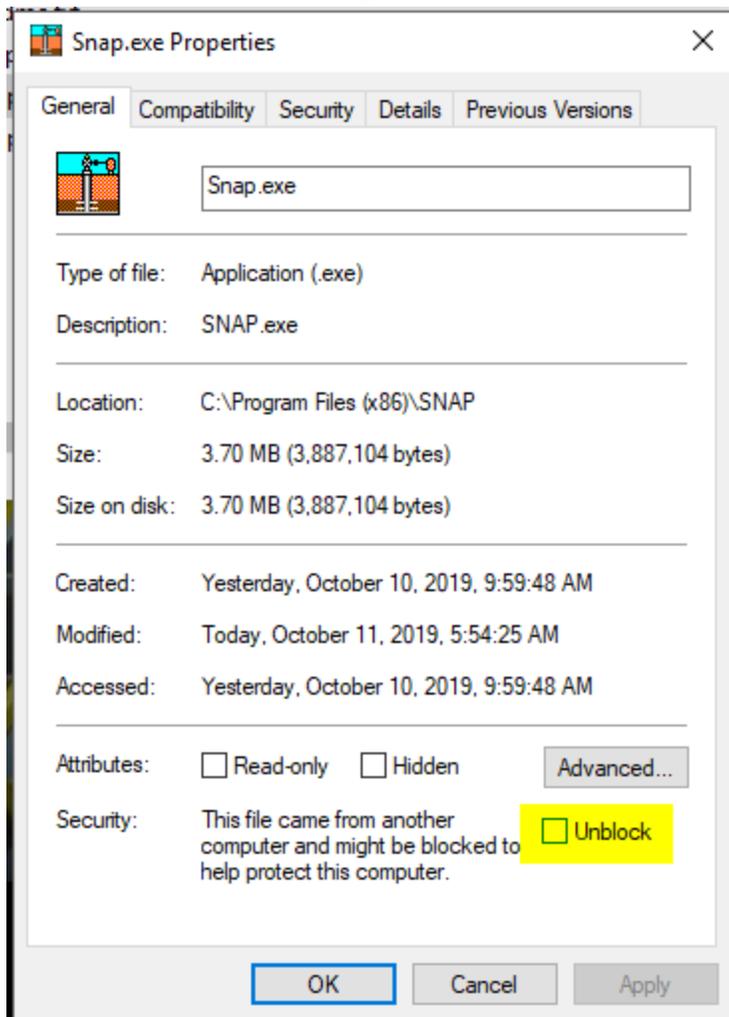
Once you enter that code, and press the “Use Supplied activation code” button, your copy will be activated.



15) Windows Defender SmartScreen keeps coming up.



Just unblock SNAP.exe from right-click -> "properties" as shown below.

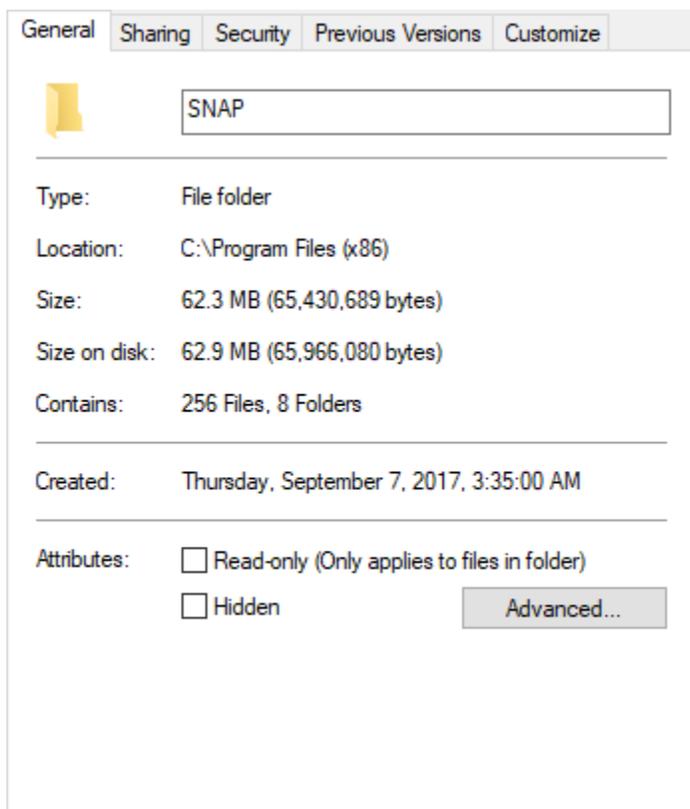


16) "I want to run SNAP in a Citrix or Server environment."

The SNAP interface and IO options were designed starting in 1990 on Windows 3.1 but have had (at least) monthly updates for these last 30 years. Microsoft Windows has also not stood still, first changing the names of directories where programs are stored; C:\program files\XXXX to C:\program files (x86)\XXXX, then not allowing users to write to those directories. This last change forced programmers to re-direct any working files to the default hidden directory C:\programdata\XXXX.

SNAP is theoretically able to run in a shared environment, and if only one person runs it at a time, 100's of people can, theoretically, share one copy of the program. However, if two people try to use it at the same time, they may attempt to access the same working files at the same time, causing the user who tries to open the file last to get an error, or worse, simply crash.

Since a full installation of SNAP is less than 62 MB (including all the help files and examples), it takes up only 0.00124% of a typical 500 Gig hard drive, so it's not beneficial to ask users to share copies from a space saving argument. On the other hand, many IT departments have other reasons for program installation decisions.



ConocoPhillips, Oxy, BP, Chevron, Hilcorp and many other large firms with corporate SNAP licenses install SNAP on each user's Computer the same way the smaller user groups do. Those who attempt to install it on servers or shared client server environments tend to have more problems so these users have chosen the simpler path.

In the spirit of continuous improvement, if any user is interested in stress-testing a multi-user SNAP environment to eliminate any potential problems, that service is available for a fee.

We will continue to evaluate options to simplify this process and welcome any feedback or advice you can provide based on your experience at sjw@ryderscott.com or tom@nationsconsultinginc.com.

Program Specific Issues

In our experience, 99% of install issues are related to user rights; IOW, installation headaches usually have nothing to do with the SOS programs themselves, but a lot to do with how tightly controlled your computing environment is.



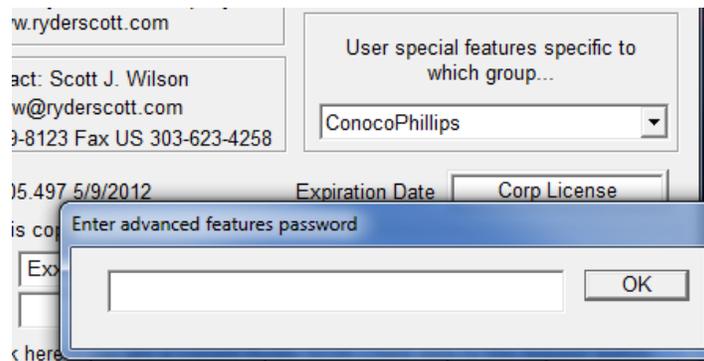
C Scott Adams

Most “off the shelf” computers install these programs with no problems, so if you are at a loss with one computer, try installing on your home computer to isolate the source of the problem.

SNAP

1) SNAP special user features

Since SNAP has significant proprietary technology that is licensed only to ConocoPhillips, ExxonMobil, and BP users, an advanced features password is required when selecting these user types on the about-SNAP dialog.



To receive this password,

- ConocoPhillips users should contact Grant Dornan, or Bill Hearn.
- ExxonMobil users should contact Mike Romer or Tony Hord.
- Hilcorp users should contact Brian Gleeshan or David Haakinson.
- Ovintiv users should contact Corky Vickers.
- Oxy Users should contact Greg Stephenson.

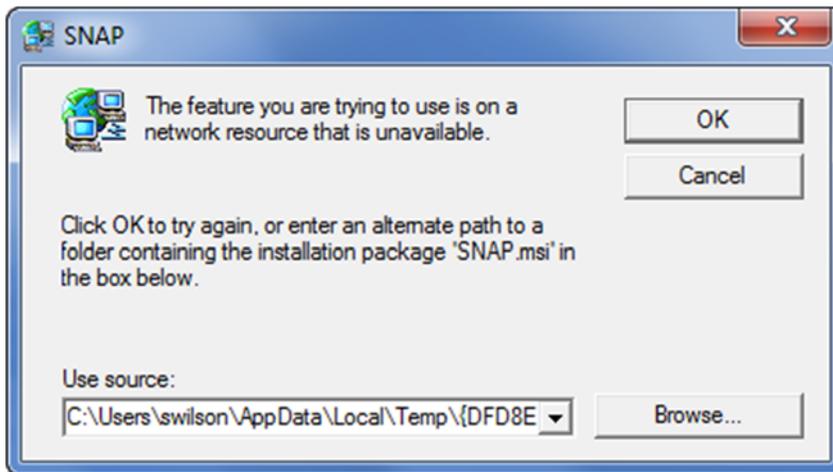
2) Error 1606. Could not access network location

This installer error pops up when the user does not have a valid location for the standard “Common Documents” folder as defined in the registry key [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders]

Name	Type	Data
(Default)	REG_SZ	(value not set)
Common Administrative Tools	REG_SZ	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Administrative Tools
Common AppData	REG_SZ	C:\ProgramData
Common Desktop	REG_SZ	C:\Users\Public\Desktop
Common Documents	REG_SZ	C:\Users\Public\Documents
Common Programs	REG_SZ	C:\ProgramData\Microsoft\Windows\Start Menu\Programs
Common Start Menu	REG_SZ	C:\ProgramData\Microsoft\Windows\Start Menu
Common Startup	REG_SZ	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup
Common Templates	REG_SZ	C:\ProgramData\Microsoft\Windows\Templates
Common Music	REG_SZ	C:\Users\Public\Music
Common Pictures	REG_SZ	C:\Users\Public\Pictures
Common Video	REG_SZ	C:\Users\Public\Videos
OEM Links	REG_SZ	C:\ProgramData\OEM\Links

The solution to this problem is to install as a user who has a valid common documents registry setting or to make sure the address that is listed is accessible.

3) "SNAP Installer keeps re-launching whenever I generate a graph"



If the message above appears, you have an incomplete or duplicate install and just need to let windows know that it does not need to interrupt your runs. Often this will fix itself by just hitting "Cancel" and ignoring the messages until they go away, but if that does not help, you may need to "repair" or uninstall and re-install using the Programs and Features control Panel. The Microsoft installer fix-it tool may also help in these situations:

<https://support.microsoft.com/en-us/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed>

Name	Publisher	Installed On	Size	Version
SNAP	Scott Wilson	7/12/2013	17.6 MB	20.20.351
SQL Server Browser for SQL Server 2012	Microsoft Corporation	3/18/2013	9.87 MB	11.0.2100.60

	SlickEdit 2008 (13.0.2) SlickEdit Inc.	199 MB 2016-10-26
	Snagit 10.0.2 TechSmith Corporation	99.7 MB 2016-11-10
	SNAP Nations Consulting, Inc. 18.5.2575	16.6 MB 2018-05-09
	Sports Microsoft Corporation	16.0 KB 2018-04-04
	SQLite ODBC Driver for Win64 (remove only) Unavailable	2017-11-06

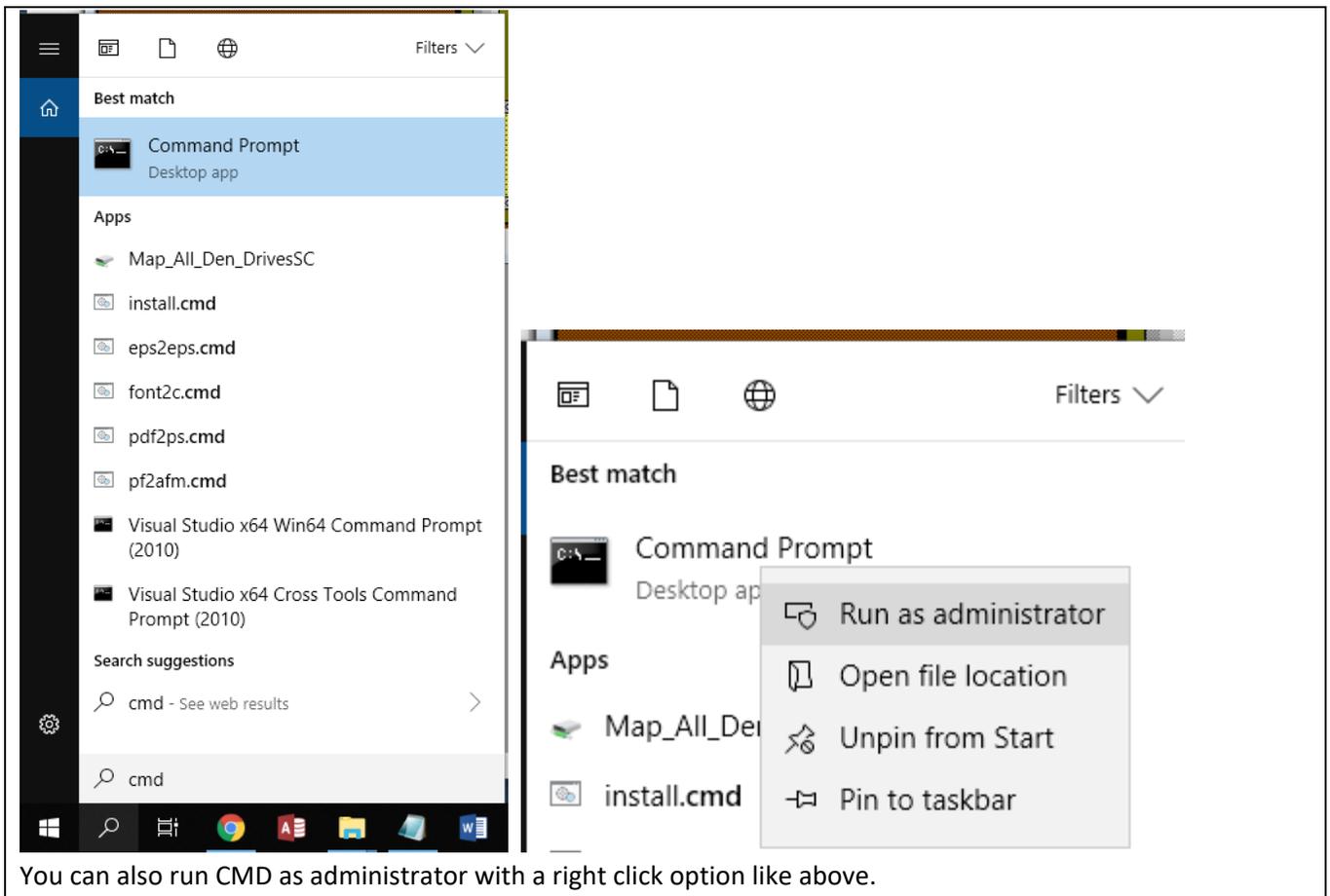
For those not averse to clearing registry keys, those near [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\000000043214321214302000003015] that are related to SNAP installer tracking and can be deleted when necessary.

4) Graphs not showing up or showing up but not plotting:

First, use the Window > Cascade Menu command to see if the graphs are just offscreen.

If that doesn't work, the graphics libraries may not be registered or are registered in the wrong directories. You can teach the operating system to use your preferred graphics libraries with the following 4 DOS commands:

- 1) Open the start menu and type CMD into the search box
- 2) **THEN >> Hold down Ctrl + Shift** and THEN press the Enter key (yes...3 keys at the same time)
(This runs the Command Prompt in Administrator mode.)



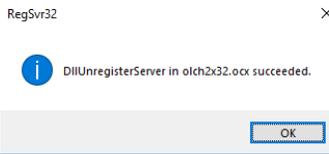
You can also run CMD as administrator with a right click option like above.

- 3) Run batch file **enablesnapgraphs.bat** or type the two regsvr32.exe commands below:

```
regsvr32 "C:\program files (x86)\snap\olch2x32.ocx" \u ... (to unregister the failing graphics)
regsvr32 "C:\program files (x86)\snap\olch2x32.ocx" ... (to re-register the correct graphics)
```

```
Administrator: Command Prompt - enablesnapgraphs
Microsoft Windows [Version 10.0.17134.407]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd \program files (x86)\snap
C:\Program Files (x86)\SNAP>enablesnapgraphs
C:\Program Files (x86)\SNAP>echo on
C:\Program Files (x86)\SNAP>rem cd \SNAP\
C:\Program Files (x86)\SNAP>rem C:\\Windows\\System32\\runas.exe /user:administrator /savecred
C:\Program Files (x86)\SNAP>pause
Press any key to continue . . .
C:\Program Files (x86)\SNAP>regsvr32 olch2x32.ocx /u
```



Unregister...

```
Administrator: Command Prompt - enablesnapgraphs
Microsoft Windows [Version 10.0.17134.407]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd \program files (x86)\snap
C:\Program Files (x86)\SNAP>enablesnapgraphs
C:\Program Files (x86)\SNAP>echo on
C:\Program Files (x86)\SNAP>rem cd \SNAP\
C:\Program Files (x86)\SNAP>rem C:\\Windows\\System32\\runas.exe /user:administrator /savecred
C:\Program Files (x86)\SNAP>pause
Press any key to continue . . .
C:\Program Files (x86)\SNAP>regsvr32 olch2x32.ocx /u
C:\Program Files (x86)\SNAP>pause
Press any key to continue . . .
C:\Program Files (x86)\SNAP>regsvr32 olch2x32.ocx
```

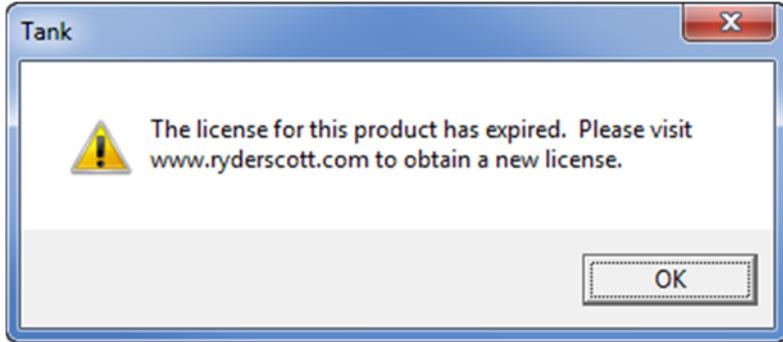


Re-register...

(If you have a desktop version, replace “C:\program files (x86)\snap\” with “%desktop%\SNAP\”
Note: “Desktop” can be your personal desktop (C:\users\xxx\Desktop\SNAP) or the Public desktop (C:\users\Public\Desktop\SNAP) so your specific case is relevant.

License File Issues

The most common message concerning License files is the one below:



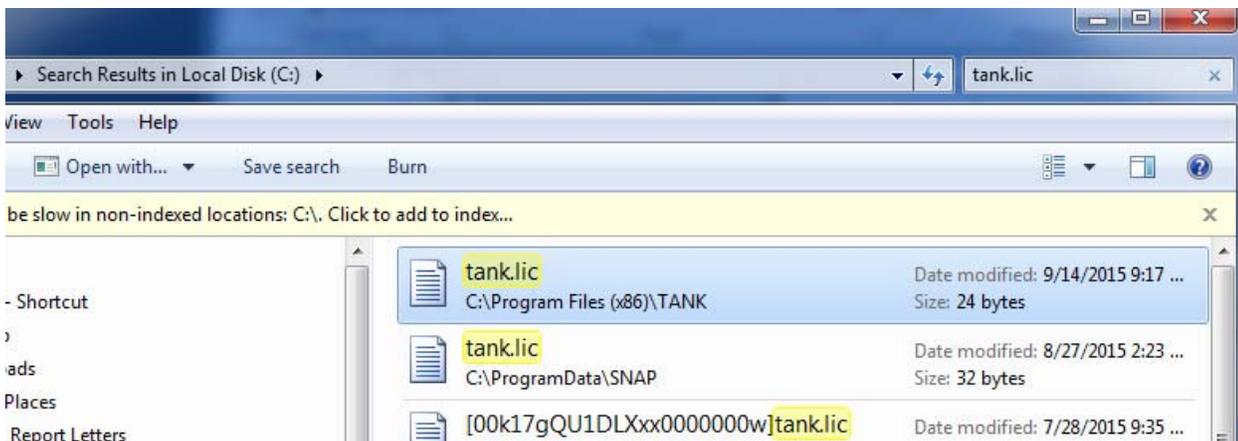
We know this is a nuisance, but in order to keep the programs from going viral and having others create entire businesses around distributing unauthorized versions, we ask that each copy “check-in” every year or so.

The easiest way to remove this message is to replace the expired license files. The easiest way to do this is to run the license file refresher found here (have the refresher password available before you run this):

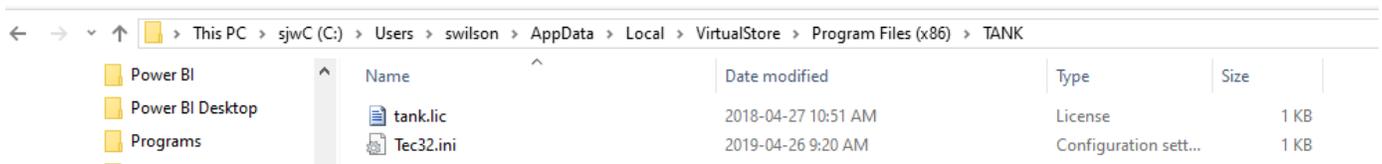
<http://www.ryderscott.com/Software/download2/refreshsos.exe>

98% of the time, running the refresher (as administrator!) will clear this irritating message for a year or so.

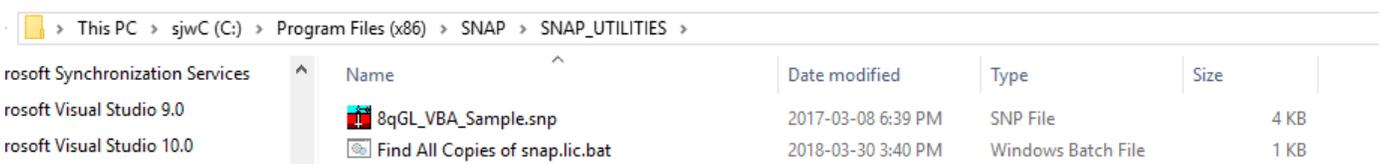
...if not, you may still get an expired message if the refresh task was unsuccessful. In these cases there may be other license files that the program is finding before it can find the refreshed license file. To fix this, **search for and delete all copies of the problem license files as shown below.**



There may even be some Windows10 auto-created duplicate copies like the example below. Delete these too:



A batch file that will search for all license files is provided in the C:\program files (x86)\snap\SNAP_Utility folder



If you run the accurately named "Find All Copies of snap.lic".bat file, you get a DOS window that looks like below.

```
C:\WINDOWS\system32\cmd.exe

2012-12-06  01:03 PM                32 snap.lic
             1 File(s)                32 bytes

Directory of C:\source9\NewForecast\pgms\debug
2018-03-08  09:14 PM                32 snap.lic
             1 File(s)                32 bytes

Directory of C:\source9\nusnap
2018-05-13  04:39 PM                32 snap.lic
             1 File(s)                32 bytes

Directory of C:\tec32\pgms\debug
2013-05-22  07:02 AM                32 snap.lic
             1 File(s)                32 bytes

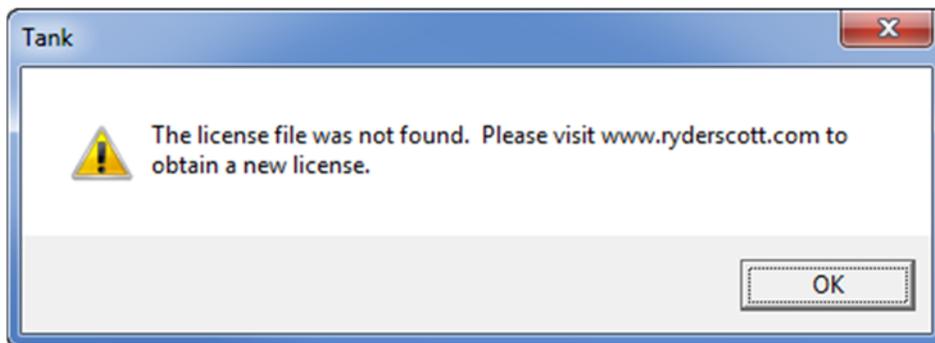
Directory of C:\Users\All Users\SNAP
2020-07-10  09:21 AM                32 snap.lic
             1 File(s)                32 bytes

Total Files Listed:
          27 File(s)                856 bytes
           0 Dir(s) 154,709,110,784 bytes free

C:\>pause
Press any key to continue . . .
```

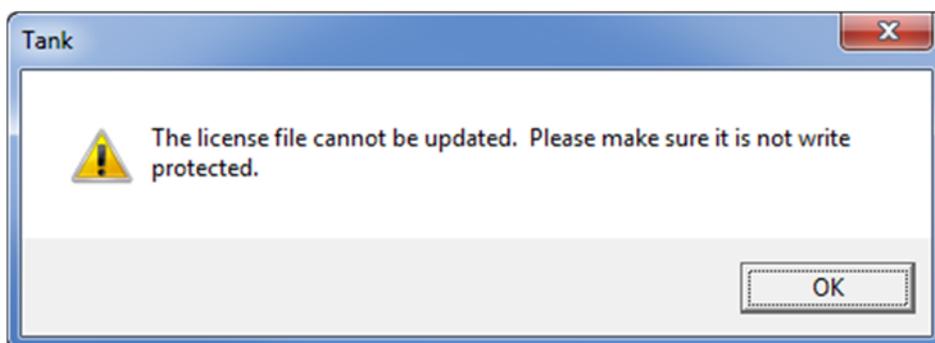
Hopefully you have fewer than 27 copies of that file....

Once you have deleted all the license files, run the program again and if you get this new message:



you have successfully removed all the license files and the program is waiting for one valid license file. Now, Re-run the refresher (as Administrator) and you should have one good license file that the programs like.

The last potential message is below:



This is becoming fairly rare but might happen if you try to run from a CD or have someone else install the programs, then log-in with a low-rights ID and try to run again. In these cases, just refer back to Items 8&9 above and give yourself more rights to the problem folder/files.

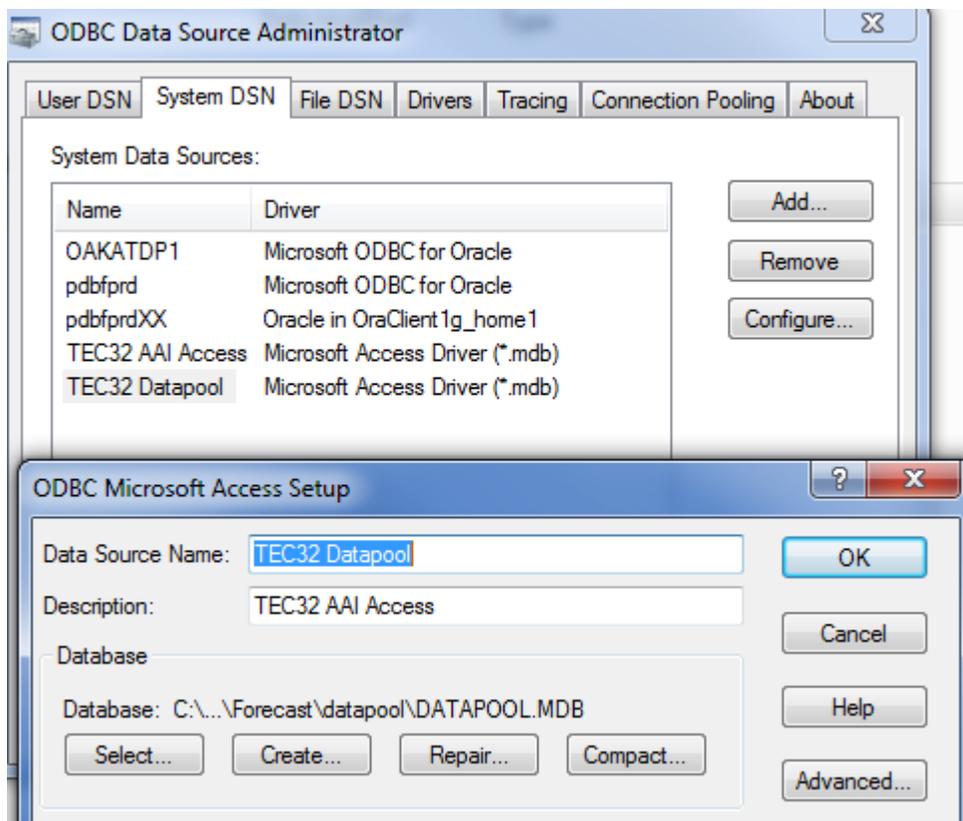
Program Specific Issues

Forecast

Since Forecast uses the 32bit ODBC access drivers to interface with the datapool.mdb database, an ODBC link is automatically built to access this database during the install process. Unfortunately, Win7 64bit machines will force forecast into the c:\program files (x86)\forecast\ directory. This will cause the ODBC link to be misdirected since it will be looking for those files in the c:\program files\forecast\ directory.

There are 2 options to solve this problem:

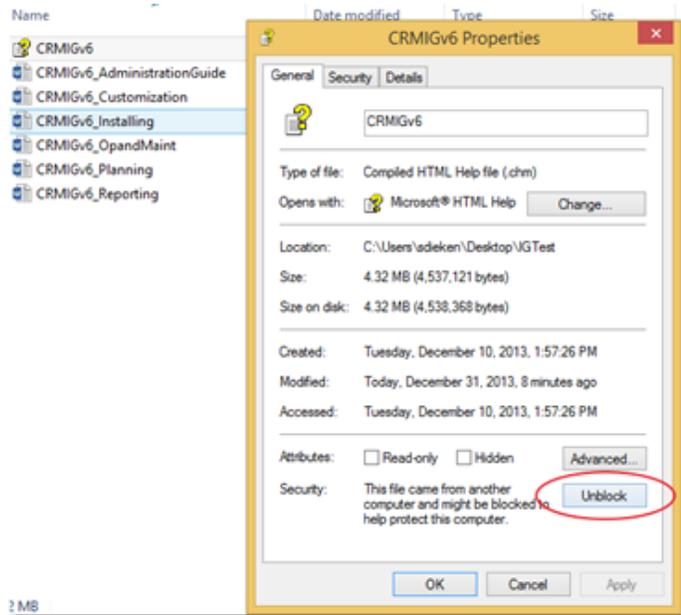
- 1) Move the entire c:\program files (x86)\forecast\ directory to c:\program files\forecast\ and then re-direct the desktop short-cut to this new location, or,
- 2) Redirect the ODBC link to c:\program files (x86)\forecast\ using the 32bit ODBC administrator located at C:\Windows\SysWOW64\odbcad32.exe. The relevant entries are shown below:



Help files not showing content

<https://superuser.com/questions/503812/how-to-unblock-chm-files-unblock-button-is-missing>

1. Navigate to the folder you extracted the Implementation Guide files | Right Click on the .chm file | Select Properties.
2. Select the 'Unblock' button at the bottom of the General tab and then click OK.



Here's how to fix it:

1. Open Regedit
2. Search for the key:
3. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x
4. Create subkey ItssRestrictions
5. Create DWORD MaxAllowedZone with value 2

Windows Registry Editor Version 5.00

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp]
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x]
```

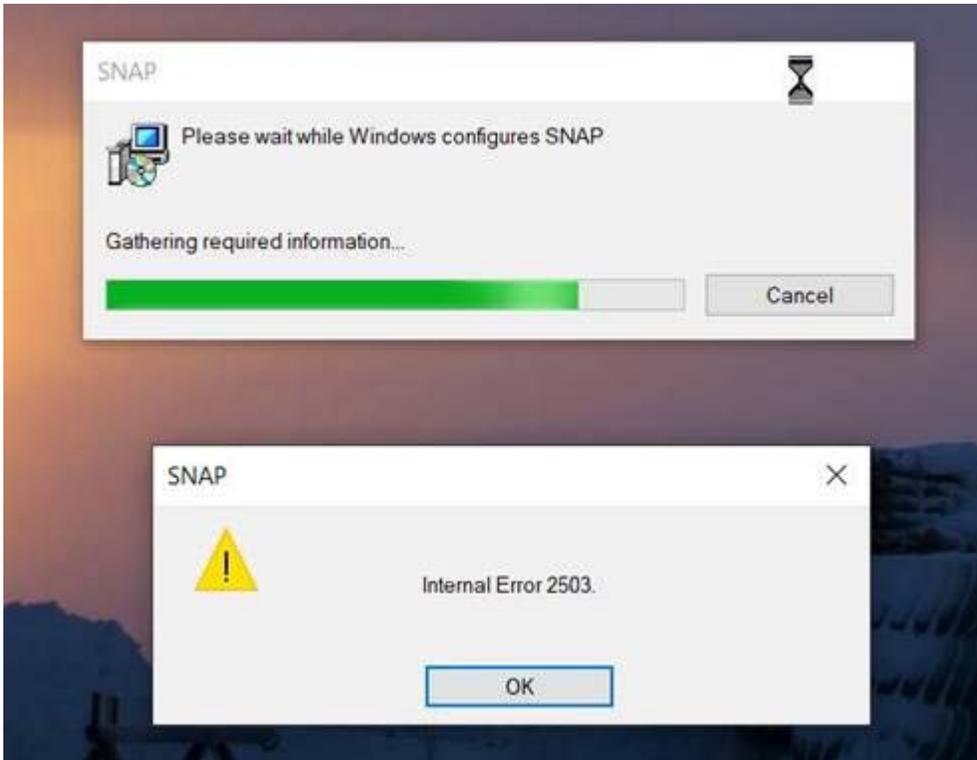
```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\HHRestrictions]
```

```
"MaxAllowedZone"=dword:00000002
```

If it still doesn't work, move the file to a different disk and reopen it to see

Regedit uninstall cache

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall



Method 1

Check permissions within the Installer folder. To do this, follow these steps.

1. Highlight the C:\Program Files (x86)\SNAP folder (and/or type C:\programdata\ into the search bar than highlight the SNAP folder).
2. Right click on the folder then click properties.
3. Click on the security tab > Verify if System and Administrator account has Full access permissions.
4. The Everyone account should have read and execute permissions, List Folder Contents, and Read.

Method 2

Unregister Windows Installer, and then reregister Windows Installer. To do this, follow these steps:

1. On the "**Start**" menu, click "**Run**."
2. In the "**Open**" box, type "**msiexec /unreg**", and then press ENTER.
3. On the "**Start**" menu, click "**Run**".
4. In the "**Open**" box, type "**msiexec /regserver**", and then press ENTER.