

MUMS Troubleshooting Solutions

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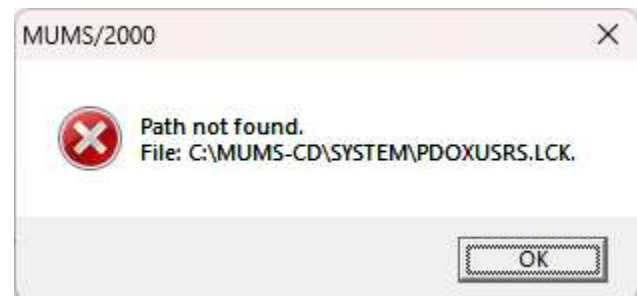
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MUMS Does not Run from Desktop Shortcut

- **2501 Error**
 - Trying to run more than one MUMS related program.
 - Solution: Exit all MUMS related programs and try again.
- **Clicked Shortcut and nothing happens.**
 - Most likely multiple copies tried to run after some other error
 - Solution: Re-Boot your computer to re-try.
 - Alternatively do an “End Task” for all HT/MUMS found in Task Manager

- **Path Not found for SYSTEM Folder**

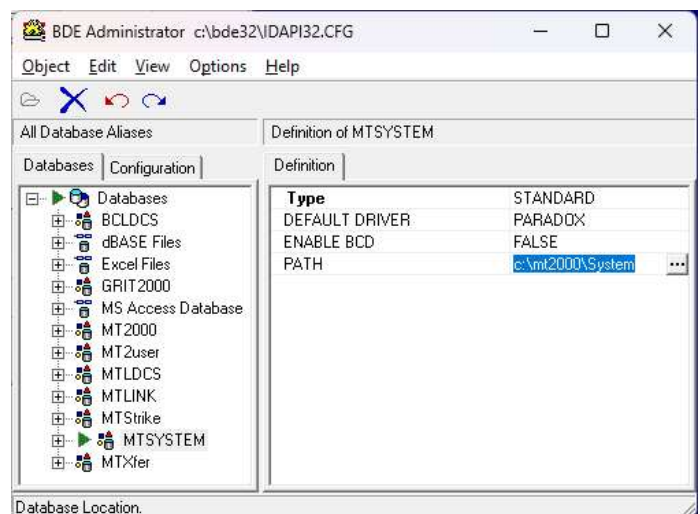
- This is a result of NOT running MT2000 from the normal C:\MT2000 folder.



- Solution is to fix the Borland Database Engine entry for MTSYSTEM.

- Need to run **BDEADMIN** program. This is normally found...
In C:\BDE32 folder
or C:\Program Files (x86)\Borland\Common Files\BDE

- Click on “Databases”
- Click on “MTSYSTEM”
- Change “Path” to be “C:\mt2000\System”
 - Click on any field above Path then use the X on top right to exit. See note below if having any exit issues. Yes to save changes. Ok to start programs over.



- **Error: “No More Files”**

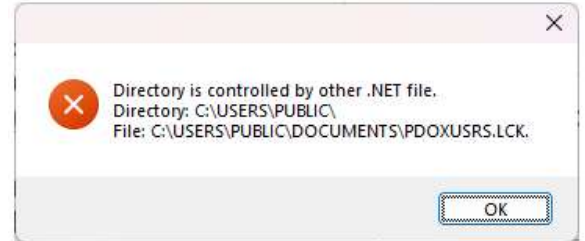
- This is a result of running mixed versions of Windows in a network.
- Most likely Windows 7 vs Windows 10 or 11.
- Solution is to make all workstations same versions of Windows

- **Missing Shortcut on Desktop**

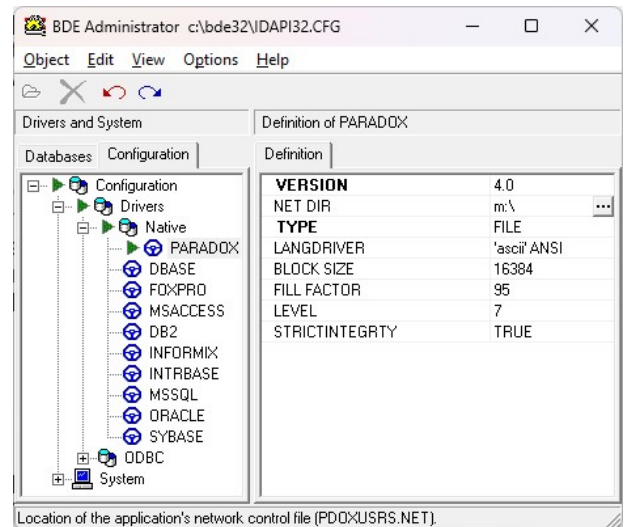
- Solution: Create new Shortcut
- Go to C:\M2000 folder
- Right click on MT2000.exe or Appli
 - Click on “Sent to” (might have to pick “other options”)
 - Click “Desktop (create shortcut)”

- **Directory controlled by other .NET**

- Issue is settings in the BDEADMIN on all workstations is not same.
- Solution: run BDEADMIN program from location above to check or change.



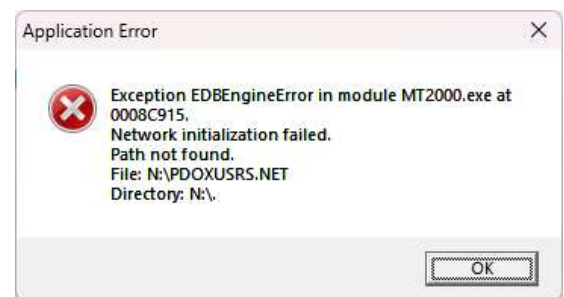
- Click on “Configuration”
- Double Click on “Drivers”
- Double Click on “Native”
- Click on “Paradox”
- Check or change “NETDIR to be where your shared MT2000 folder is. This should be the folder above your Tables.
- Click on any field below NETDIR and use X in top right to exit and save changes.



- Note: Might have to delete any “.LCK” files if still get the error

- **Network Initialization Failed**

- Issue is Windows cannot find the network drive.
- Solution go to your File Explorer icon and double click on the Network Drive Letter to re-open it.
- If it does not open, then your network server is not running.



- **Cannot Exit BDEADMIN program.**

- Continue to click on Red X top right corner until it exits.

MUMS Adding records key violation

- Issue: Getting Invalid Key message when trying to add new member, or grievance of table codes.
- Reason: The SSN, or Grievance # or Code is already in the database.
- Solution: Delete your add and investigate why the number already exists.

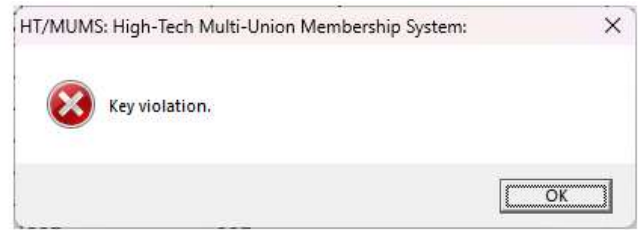


Table Index issues (out of date, or corrupt) – Fix inside of MUMS

- Use File | Table Operations | Repair Tables
- If you get a 2501 error use the instructions below to do the rebuilds.
- Click on SELECT ALL and then REBUILD BAD INDEXES
- Review the log that is displayed in the bottom box and make sure all looks OK.
- If the program recommends doing a REBUILD then re-run the program, highlight just the table name on the left that it recommended and then click on the REBUILD TABLE Button.

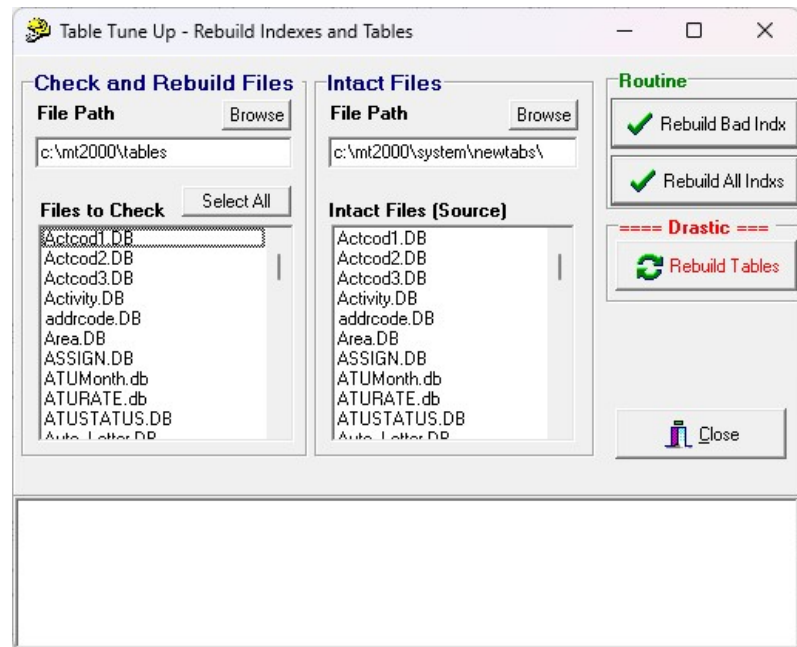


Table Index issues (out of date, or corrupt) – Fix outside of MUMS

- Use the following outside of MUMS if you got a 2501 error when trying to run the File | Table Operations | Repair Tables.

- With no programs running. Navigate to your C:\mt2000\system folder and double click on a program called DVERIFY



- Browse to File Path on left for “Check & Rebuild Files” and point to where your tables are located such as C:\MT2000\Tables or your network path.
- Under Intact Files: Use C:\mt2000\System\NewTabs as the path
- Follow the prior set of instructions.

ATU/BCTGM can't find Monthend HQ transaction file

- **ATU**

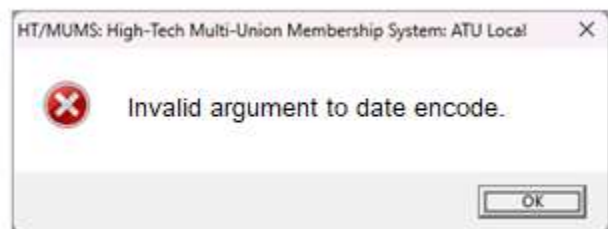
- Monthend transaction file for HQ that is to be uploaded with TransferLink is normally located in the **X:\MT2000\Tables\ATU-Monthend** folder.
- If not there you can search your hard drive for a file called LLLL-YYMM.txt where LLLL is your 4 digits local number followed by the Year and Month that you were currently processing.
- Sometimes this file can be found in the MT2000\Reports\Custom folder based upon not verifying the path when it was created.

- **BCTGM**

- Monthend transaction file for HQ that is to be sent to BCTGM HQ is normally located in the **X:\MT2000\BCTGM HQ FILES** folder.
- If not there you can search your hard drive for a file called LLLL-YYMM.txt where LLLL is your 4 digits local number followed by the Year and Month that you were currently processing.
- Sometimes this file can be found in the MT2000\Reports\Custom folder based upon not verifying the path when it was created.

ATU Membership Change error:

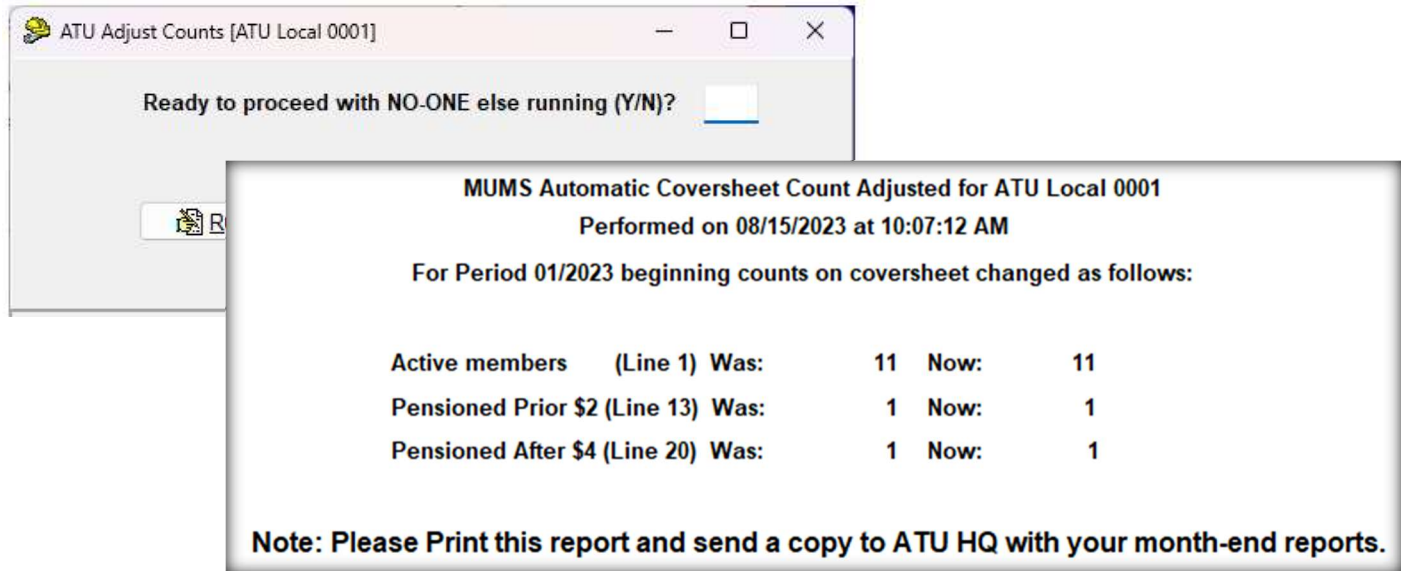
- Error when saving changes on a member's record.



- Issue: MUMS version is less than 19.01 when a new calculate Age at Enrollment was implemented and member was born on Feb 29th.
- Solution: Cancel Changes and Upgrade to newer version of MUMS. See ATU Upgrades under Quick Upgrades on MUMS2000.com

ATU Coversheet Issues

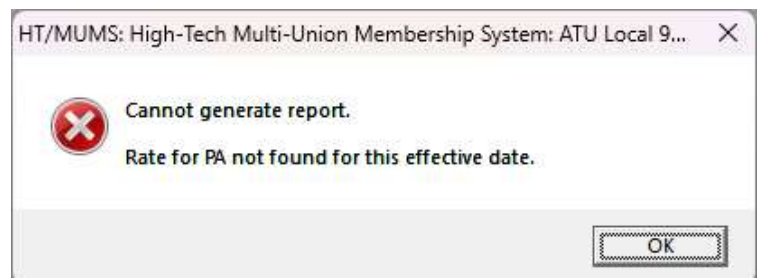
- Coversheet Member Counts not correct.
 - IMPORTANT: Must have a good backup before doing any adjustments.
 - Download and run new Program if not already on our computer
 - www.MUMS2000.com/download/ATU-ADJ-CNTS.exe



- Issue with Date format for Canadian Locals
 - Windows System Date must be in US format.
 - Right Click Date at bottom right corner of your desktop
 - Click Adjust date and time
 - Click on Language & Region
 - Click on Regional Format
 - Click on Change Formats
 - Change Short Date to = 04/05/2017 for US Format



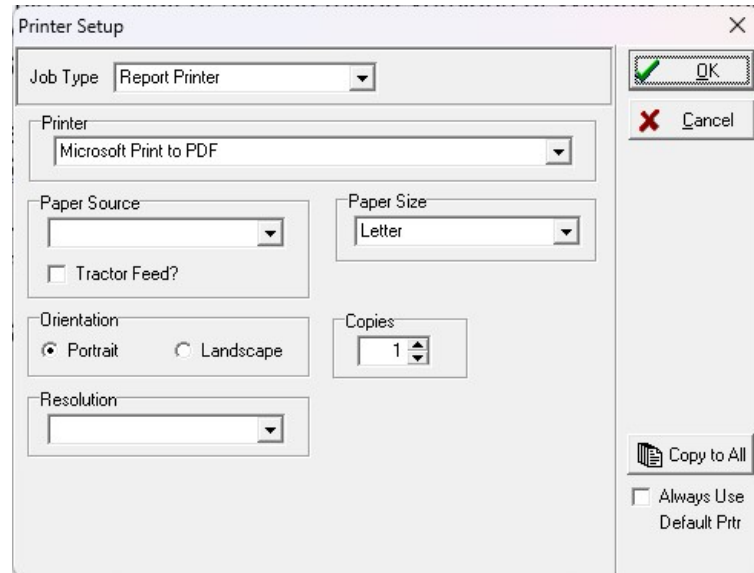
- Rate for PA Missing
 - This is a result of adding a new Percapita rate on-top of the Pension After Rate. You will need to re-insert Pension-After for 7/1/2004 \$4 in the ATU Coversheet rate table.



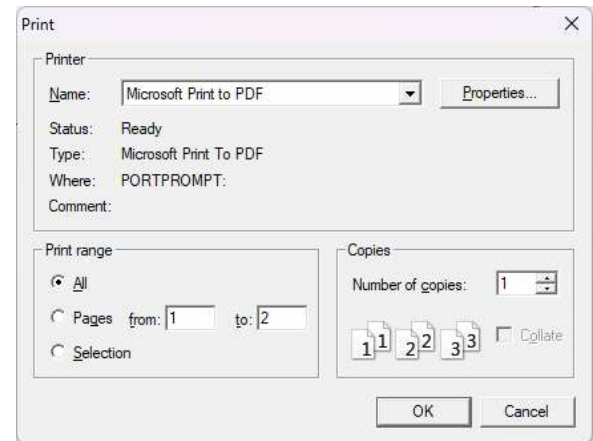
MUMS Printing Errors

- **Printer Errors**

- If after getting a new printer or new install of MUMS and the printer never worked, it is an incompatibility between MUMS and the printer.
- Solution is to change your printer in MUMS under File | Print Setup to “Microsoft Print to PDF” and click on the “Copy to All” button.
- Note some Monthend reports might not default to his printer and would need to be changed just prior to printing.



- When printing in MUMS to the PDF printer, the program will ask you for a name for the report.
- You can use a unique name or keep re-using “MUMS” and put it where you can find it.



File name:	C:\mt2000\mums
Save as type:	PDF Document (*.pdf)

- Then, outside of MUMS you locate the PDF and open and print it.

