MOVES 2014
Troubleshooting Guide

Introduction

This Troubleshooting Guide describes issues that some users have encountered during the MOVES2014 installation process. While we have improved the MOVES2014 installation process and instructions to reduce the chance of error, you may find these solutions helpful if you encounter the problems listed here. Find the Issue/Error that best corresponds to the problem you are facing and follow the instructions in the suggested Solution.

Issue/Error: After clicking on "Run MOVES" in Step 4. Run MOVES2014 Application, the MOVES2014 Installation Suite reported problems while running the MOVES2014 application (after clicking on "Run MOVES" button in Step 4).

Cause: Sometimes this message is produced erroneously. It can happen when the user starts MOVES2014 application successfully from the Suite (via clicking on the "Run MOVES" button of Step 4), and then continues to run the application (e.g., running a runspec) without clicking on the "Continue" button on the Suite message screen. This could cause the Suite to miss the "start-information" generated by MOVES2014 application which the Suite needs for reporting a success.

Suggested Solution: Re-run the Suite, the "Run MOVES" of Step 4, click on "Continue" button immediately when MOVES2014 GUI main screen appears.

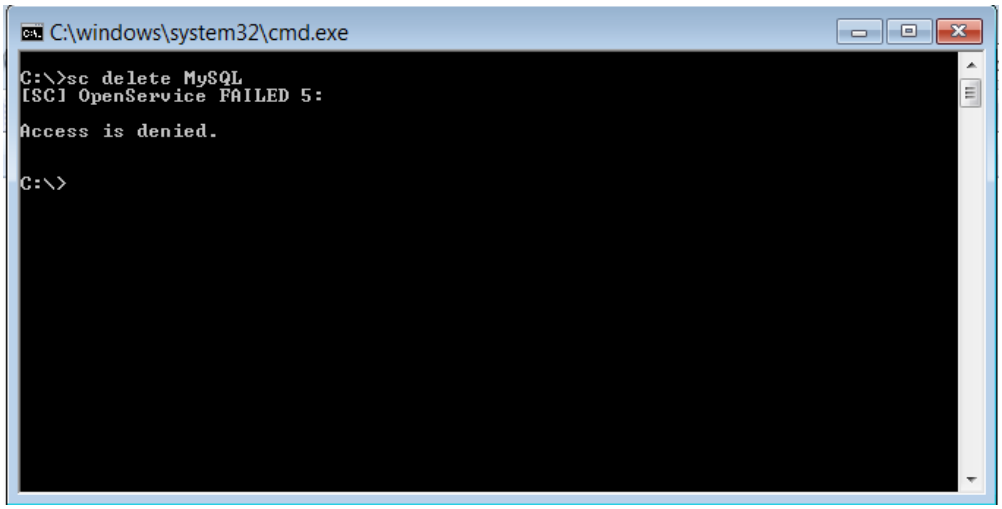
Issue/Error: Unable to install MySQL 5.6, or MySQL 5.6 seems installed but does not run.

Cause: This could be caused if MySQL 5.5 or some other MySQL version (not MySQL 5.6) still exists on your computer (i.e., was not removed completely) or if the Windows MySQL 5.5 service is still running and occupying port 3306 (by default, MOVES2014 uses port 3306.). As a result, MySQL 5.6 cannot be installed successfully.

Suggested Solution: We recommend completely removing MySQL 5.5 or other version(s) by doing the following steps. (You'll need admin rights to do this fix.)

1. Quit the MOVES2014 Installation Suite.
2. Go to "Start-> Control Panel -> Administrative Tools -> Services"
   - Click Yes if prompted to allow the program to make changes to the computer
   - Locate MySQL services (MySQL56 or similar),
   - If no MySQL services exist, proceed to step 3.
   - If there are MySQL services, right-click on the service name and select "Stop"
   - If there are MySQL services, restart your computer before proceding to step 3.
3. If MySQL 5.6 is installed, go to "Start - > Control Panel -> Add or Remove Program", find/select "MySQL Server 5.6", then click on "Remove" button. Alternative, you can use the MOVES2014 Installation Suite to run MySQL 5.6 Installer, and then remove MySQL 5.6 (and all its related MySQL products).
4. If the MySQL service is deleted successfully, run the MOVES2014 Installation Suite again, and then install MySQL 5.6.

Tip: If the MySQL service cannot be deleted due to "Access is denied" (an issue of administrator rights) like the screen below, please ask your administrator to run the "sc delete MySQL" command. Then use the MOVES2014 Installation Suite again to install MySQL 5.6.



Issue/Error: Encounter "Errcode: 13 - Permission denied" when running MOVES2014 application. The error message reads like the example shown below.

7/22/14 7:52 AM DEBUG: java.sql.SQLException: Can't create/write to file 'C:\Program Files\MOVESGHGSource20140703\MOVESTemporary\EmissionCalculatorTemp\hourday' (Errcode: 13 - Permission denied).

Cause: The folder/subfolder/files listed in the error message were not accessible (a permission issue).

Suggested Solution: Try Method 1 first; then try Method 2 if necessary. NOTE: You need admin rights to do either process.

Method 1:

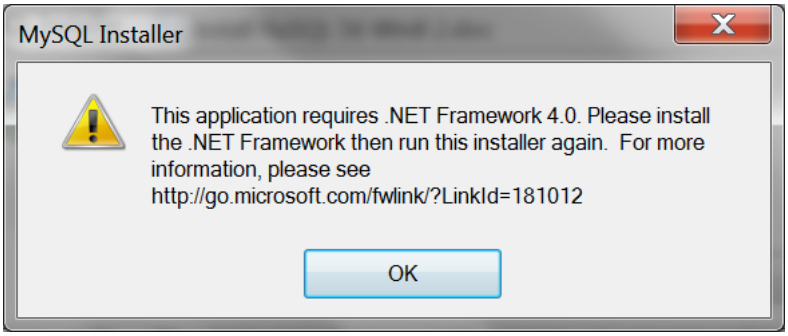
1. Run MOVES2014 Installation Suite again
2. Click to remove the MOVES2014 application
3. After the remove GUI screen comes up, choose "Force deletion of …",
4. Re-install the MOVES2014 application. If the problem persists, try Method 2.

Method 2:

1. Open Windows Explorer
2. Find the directory that had the error (in this example: "C:\Program Files\MOVESGHGSource20140703\MOVESTemporary")
3. Select the folder, right click, choose "Properties", and choose "Security" tab.
4. Inside "Group or user names:" box, select "NETWORK SERVICE".
5. If "NETWORK SERVICE" is not found, do the following to create it.
    i. Click the "Add…" button, inside the "Enter the object names to select (examples)" box, type in "Network Service", click the "Check Names" button at right. This will find and confirm the name "NETWORK SERVICE". (if "NETWORK SERVICE" is not confirmed, stop and ask your IT help to create it)
    ii. Click the "OK" button.
6. Inside "Permissions for <your name>" box, under "Allow" column, check all boxes to permit folder/subfolder/files access by "NETWORK SERVICE".
7. Click "OK".
8.

Tip: you may need to the same fix in two additional directories, SharedWork and WorkerFolder.

Issue/Error: Missing Microsoft .NET Framework when installing MySQL 5.6. See figure below.



Cause: Micorsoft .NET Framework is missing.

Suggested Solution: Microsoft .NET Framework is required by MySQL 5.6. If MySQL Installer prompts you to install .NET Framework (see figure above), quit the MOVES2014 Installation Suite and ask your IT support to download and install Microsoft .NET Framework (using the URL provided by MySQL Installer when running the Installer.)

Issue/Error: The MOVES2014 Application was not successfully installed and there is not an uninstall icon on the desktop.

Cause: The MOVES2014 Application installation process batch files were interrupted during installation.

Suggested Solution: Manually remove the existing MOVES2014 files.

1. Locate the MOVES2014 folder on your computer using the table below.

Operating System	Folder Path
Windows XP, or 2003 Server	C:\Documents and Settings\MOVES2014
Windows 7, 8, or 2008 Server	C:\Users\Public\MySQL\MOVES2014

2. Delete the folder.
3. Restart the MOVES2014 Installation Suite. Click the *Install* button next to 3. Install MOVES2014 Application.
4. Closely follow the instructions in the MOVES2014 Installation Guide for Step 3. Install the MOVES2014 Application.

Issue/Error: Unable to import an external Excel .xlsx file into MOVES database(s) when using MOVES Data Importer or County/Project Data Manager. An "Unknown Source" error message occurs in the MOVES DOS console, but MOVES gives no warning or message to the user via the GUI. In addition, similar error appears during exporting Nonroad-Post-Processing Scripts. Importing an older style .xls files works fine.

Cause: This is an Excel file incompatibility issue. A newer library file named xmlbeans-2.3.0.jar should be used for handling xlsx files. But during Java installation, "xbean.jar" library file is installed (under Java run time "\jre7\lib\ext" folder). This xbean.jar will cause the above error when MOVES is reading in .xlsx files.

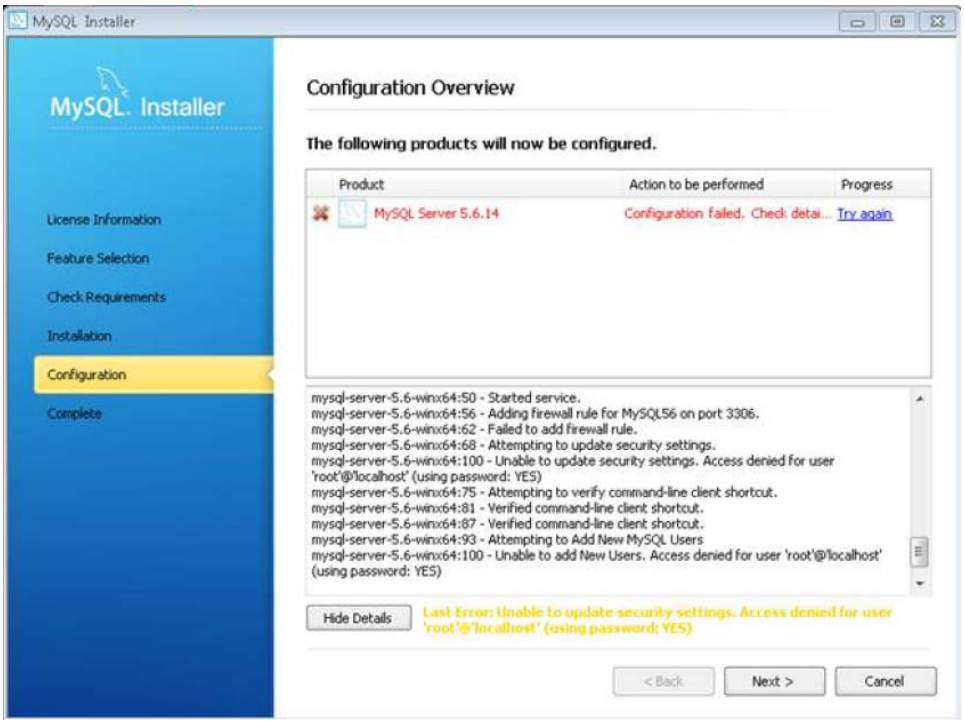
Suggested Solution: (You may need admin rights to do this fix.)

- Quit MOVES.
- Complete the following:
  - on Windows 7 –
    - Copy C:\Users\Public\MOVES2014\libs\poi\xmlbeans.jar to C:\Program Files (x86)\Java\jre7\lib\ext\xmlbeans.jar
    - Delete C:\Program Files (x86)\Java\jre7\lib\ext\xbean.jar
  - on Windows XP –
    - Copy C:\Documents and settings\MOVES2014\libs\poi\xmlbeans.jar to C:\Program Files\Java\jre7\lib\ext\xmlbeans.jar
    - Delete C:\Program Files\Java\jre7\lib\ext\xbean.jar
- Run MOVES again and test importing .xlsx files.

Note:

- It is possible that after a user fixes this problem, the xbean.jar could be reinstalled by a Java upgrade or by other install actions, and cause the above error to occur again in MOVES runs. In this case, the user may need to repeat the fix.
- If you are unable to make the file copy/delete change as described above, you can still import data from .xlsx files by saving them as .xls format. MOVES can read these .xls files with or without the above change.

Issue/Error: MySQL configuration fails because it is blocked by firewall. (See figure below)



Cause: During MySQL 5.6 installation/configuration, a Windows service named 'MySQL56' will be created. If the firewall on user's machine is blocking this new service, MySQL installation and configuration will fail.

Suggested fix: (NOTE: You will need administrator rights to do this fix.)

- If the MOVES2014 application is installed, use the "MOVES2014 Uninstall" icon (on your desktop) to open the uninstall GUI. Choose "Force the deletion of ..." option, then click the "Uninstall" button. After the uninstall finishes, click "Quit" button.

- Open a DOS command screen
  - Type "sc delete MySQL56" (No quotes " "), then hit return.
  - You should see a successful message. If it fails, ask your IT to help because you may not have administrator rights to execute "sc" command.
  - Type "sc delete MySQL" (No quotes " "), then hit Enter. (This command deletes older MySQL used by the previous versions of MOVES.)

- Run MOVES2014 Installation Suite, on main screen, click 'Update MySQL' button to start MySQL Installer, then select 'Remove ...' feature to remove MySQL 5.6.

- Ask your IT help to create/modify firewall rules for unblocking Windows service 'MySQL56' (we recommend to set port property = 'All ports'.)

- Shutdown/restart your machine, then run the MOVES2014 Installation Suite again and reinstall MySQL.