

Common issues with EPRS-D and their troubleshooting recommendations

Issues

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Errors occurring during the Installer execution.

Anti-virus software driven errors may also cause the EPRS-D menu entry to not show when Minitab is opened. The following action is appropriate to fix this issue too.

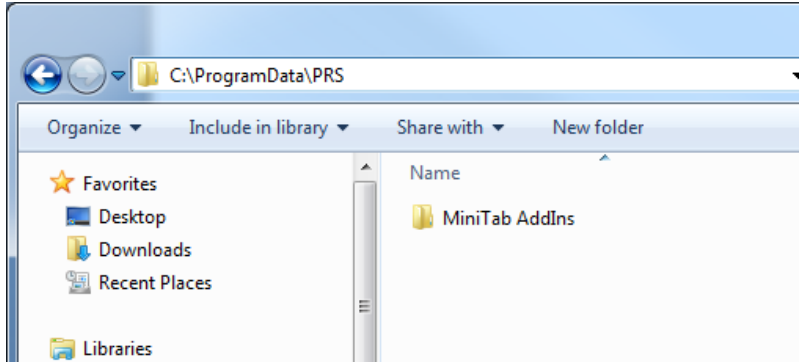
Most errors that occur during installation are caused by anti-virus software. If you have an anti-virus software on your PC and are receiving installation errors, then turn off the anti-virus software during the installation of the add-in and Minitab.

Error during opening of the EPRS-D from the menu.

There are security settings on PCs that will result in the EPRS-D add-in to be installed with a restricted permission. This can be corrected by most users, but may need your PC admin in many corporate security configurations.

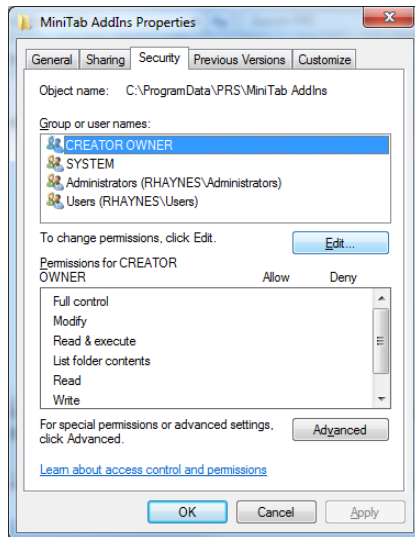
Go to this location on your PC. You will need to type the location in yourself. The /programdata/ directory is hidden and may not show up in your window.

C:\programdata\prs\

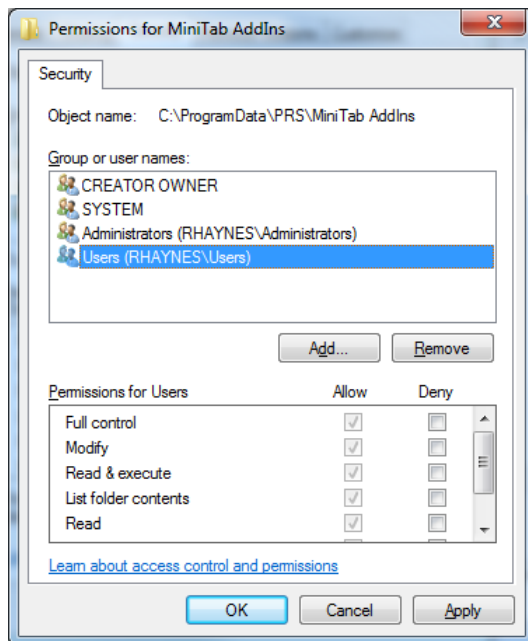


Now right click on the /MiniTab AddIns directory and select properties (at the bottom of the pop-up)

Now press the edit button



Now select the “Everyone” entry at the bottom of the list Groups. If it is not listed, select the bottom entry, which should be Users with your identification in the parenthesis. In the lower selection click on the Full Control allow check box.



Press Apply. If a window pops up that asks if it should apply to all the subdirectories, choose yes.

Now close everything and the error should not pop-up.

Loss of EPRS-D entries in the menu.

The macro.db file that you must link to provides the list of options that show in the dropdown menu. If these options do not show up, then the most likely cause is that the macro.db file is not in a location that you have full permission rights.

The recommended location for this file is your “My Documents” folder or a subfolder within the directory. If this is not possible, just locate the file in any directory that you have a “full control” permission.

You have multiple EPRS-D menu items on your Minitab menu bar.

Minitab may create multiple entries for the EPRS-D on your top menu bar. We believe it has to do with Minitab and how it is shut down after use, but we have not been able to confirm the exact cause, so the problem does appear at times. If it does show up, generally the menu to the far right is the active menu to use.

To remove the added menus from the bar, you must run a Minitab supplied executable, rmd.exe . It can be found in your Minitab program files directory, which is probably,

C:\Program Files (x86)\Minitab\Minitab 17\rmd.exe

This file is to restore the default settings in Minitab (RMD = Restore Minitab Defaults) and is very useful if your Minitab happens to crash, lockup, or start acting funny. Just run the RMD.exe program and it will clear up a lot of Minitab specific problems.

Double click the file to have it execute. Nothing seems to happen, no pop-ups, no real indication of activity, but it has executed itself.