

Repairing a PassPoint Express 1.12 Installation

By Ademco Engineering

The PassPoint Express version 1.12 installation mistakenly placed the files needed by the reporter in the wrong folder. They were placed in the base PassPoint Express folder, when in fact, they should be located in the Reports sub-folder. With the files in the wrong location, the PassPoint Express Reporter will not run properly.

This affects only new installations of PassPoint Express which used the version 1.12 CD to install. If you have installed PassPoint Express with the version 1.12 CD, and are having "missing file" problems with the reporter, you will need to follow the procedure below. Note that the procedure will assume that the PassPoint Express software has been installed in the default folder, which is C:\Program Files\Ademco\PassPoint Express. If you have installed to another location, please modify the procedure to use the installation folder that PassPoint Express is in.

As an alternative to the procedure below, we have prepared a simple executable (Repair112.exe) that will perform the repair outlined for you. You may download a copy of this executable from the NCI web site at:

<http://www.nciaccess.com/nciaccess.nsf/PassPoint+Downloads?OpenPage>

Or you may call NCI Technical Support at 1-800-323-4576 for assistance.

Manual Repair Procedure

1. Quit out of the PassPoint Express and/or Reporter software.
2. Open the Windows Explorer program, typically located in the Programs area of the Start menu.
3. Navigate to the C:\Program Files\Ademco\PassPoint Express folder.
4. On the File menu of the Windows Explorer, select New → Folder, then name the folder "Reports."
5. Open the View menu of the Windows Explorer and select "Details."
6. On the right-hand side of the Windows Explorer, click on the "Type" column heading to sort the files by file type.
7. Locate the files with the type "DML File" and highlight them, clicking on the first one, then holding the SHIFT key down and clicking on the last one. There should be exactly (3) of them. Right-click on them and select "Copy" from the menu.
8. Right click on the new Reports folder and select "Paste" from the menu.

9. Locate the files with the type "MKR File" and highlight them, clicking on the first one, then holding the SHIFT key down and clicking on the last one. There should be exactly (19) of them. Right-click on them and select "Copy" from the menu.
10. Right click on the new Reports folder and select "Paste" from the menu.
11. Locate the files with the type "QRY File" and highlight them, clicking on the first one, then holding the SHIFT key down and clicking on the last one. There should be exactly (22) of them. Right-click on them and select "Copy" from the menu.
12. Right click on the new Reports folder and select "Paste" from the menu.
13. As a way to verify that all files have been copied, click on the Reports folder on the left side of the Windows Explorer and ensure that there are exactly (44) files in that folder.
14. You may, if you so desire, delete the DML, MKR and QRY files from the base PassPoint Express folder, but this is not required and you should take special care to ensure that you only delete these files.
15. Launch the PassPoint Express software and ensure that you are now able to properly run reports by attempting to run a query-based report, such as "Events all."