There have been a series of items regarding resolving the conflict between Time Matters and Timeslips where, when you attempt to link the two programs or use the link you receive an error message or Time Matters shuts down.

The following suggestion is based on a combination of information from Gerri Martin, Robert Rice and Resource Dynamics Inc. While it worked for my client, it may not work for everyone.

The original articles from Resource Dynamics Inc. are attached.

1. After verifying that TSDBAP32.DLL is really in your c:\windows\system32 folder, open Regedit to edit your registry.

In Regedit, migrate to HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\App Paths and add a new key called TSDBAP32.DLL.

After adding that key you should have one empty default string value. Change its value to c:\windows\system32\tsdbap32.dll and save it.

Add a new string key and call it Path. Change its value to c:\windows\system32. Close Regedit.

What this does is guarantees that whenever a program, such as TimeMatters, wants to use/run TSDBAD32.DLL, it can get it's path from the registry and run it.

2. Open BDE Administrator. On the displayed screen, expand Configuration, expand System, then click on INIT. On the right hand column, change the following settings.

Change three values here as follows: SHAREDMEMLOCATION = 6BDE and SHAREDMEMSIZE = 4096 (or higher up to 8k), and MAXFILEHANDLES=255.

Other values you might try if the above doesn't resolve the problem are: SharedMemLocation = 7F00 SharedMemSize = 8192

3. Open the registry. Change this value in the registry [HKEY_LOCAL_MACHINE\SOFTWARE\Borland\Database Engine\Settings\SYSTEM\INIT] "SHAREDMEMLOCATION" ="6BDE" or "7F00" to match the SHAREDMEMLOCATION set in step 1.

Additional fix submitted in November 2007:

wrote in message news:<.@www.timeslips.com>...

Gerri,

Have you tried changing the BDE settings? At one of our clients we found that changing the SHAREDMEMLOCATION to 0x2BDE allowed them to open both programs at the same time. I believe the default is 0x5BDE.

--
Regards,

Ed VanderLaan
Hamilton, ON Canada
www.pcm.on.ca

Resource Dynamics, Inc.
Tele-Support HelpDesk Hot Tips

Index by Tip Id | Index by Description | Search Keywords | Search Text

GEN0000041
Can't Open HD if GM is already opened

Question:
If can't open HelpDesk if GoldMine is already opened. I have to first open HelpDesk, then GoldMine.

Possible Cause:
BDE (Borland Database Engine)
or
Running XP w/ sp2

Answer:
When the BDE (Borland Database Engine) is installed with GoldMine, it is defaulted to unlimited access. Somehow, this has been changed to single access.

FIRST....see our on-line tech
notice http://www.resource-dynamics.com/notice1.asp

When this occurs, you need to change the Shared Memory Location in BDE Administrator. While it is theoretically possible that many different memory adresses exist that may resolve the problem, under Windows NT the address which we have found to always work in the past is 7000. For Windows 95/98, the best address to try is 1000.

Resolution(s) Try one of the following:
1. Change this value in the registry [HKEY_LOCAL_MACHINE\SOFTWARE\Borland\Database
    Engine\Settings\SYSTEM\INIT] "SHAREDMEMLOCATION" ="7000" or "1000" depending on your
            o/s.

2. The solution we have found to work, if you want to have both GoldMine & Tele-Support HelpDesk
            open at the same time, is to format the system
    which will remove the BDE problem completely. Reinstall Windows, Goldmine, and Tele-Support
            Helpdesk. A fresh install will reset the BDE
    back to unlimited access.

3. If the above solutions don't solve your issue, then you will need to Contact GoldMine and/or
            Borland. The issue is resulting from the way
    GoldMine uses Borlands BDE.

General BDE Errors can be found on Borland's website at:
http//community.borland.com/article/0,1410,15283,00.html

4. If possible, try uninstalling XP service pack 2 (this has been reported to set hidden security)

Applicable HelpDesk version(s):
2.0 / 2.1 / 2.2

Applicable Contact Manager(s):
GoldMine

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Home

About RDI

Testimonials

On-Line Hot Tips

Reseller Info

Other Resources

Stress Relief

Contact Us

Technical Notice regarding Windows XP Service Pack 2

Various problems have been reported by some users after installing Service Pack 2 for Windows XP.

One known issue involves using HelpDesk with GoldMine. After installing SP2, GoldMine could not be loaded if HelpDesk was loaded first, or HelpDesk could not be loaded if GoldMine was loaded first. This is due to some security change involving the BDE. Some GoldMine resellers have told us they are advising against installing SP2 until these issues are resolved.

Also 'some' ACT! users have reported similar problems or additional errors after installing SP2.

In all cases, uninstalling SP2 has resolved the problems.

If you want to keep SP2 , and are using GoldMine, do the following:

1. You can first try the following: Open GoldMine. Click Help, About, System, and look at the displayed list for BDE DLL Files. If it is pointing to your local drive, then you must perform step 2 for all affected workstations. If it is pointing to a network drive, then you may only have to change this once. On each workstation, find out where GoldMine is getting it's BDE settings.

2. In GoldMine, go to Tools, BDE Administrator. On the displayed screen, expand Configuration, expand System, then click on INIT. On the right hand column, change the following settings.

Change three values here as follows: SHAREDMEMLOCATION = 6BDE and SHAREDMEMSIZE = 4096 (or higher up to 8k), and MAXFILEHANDLES=255.

Other values you might try if the above doesn't resolve the problem are:
    SharedMemLocation = 7F00
    SharedMemSize = 8192

2. Try loading both programs (HelpDesk and GoldMine).

3. If still a problem, then there is one more thing that has often solved this issue.

Please download the file msado15.dll (that's the letter o, not a zero) from our web site and store it in a separate folder on your local drive (such as c:\temp). We need to find every instance of this file on your local drive and replace them with the one in your saved folder that you just downloaded. You can check the versions by right-clicking on 'msado15.dll, click properties, click version, version and it should read version 2.71.9030.0. Once you've made sure that all msado15.dll files are the correct version, you should be working with SP2.

Resource Dynamics, Inc.
sales@resource-dynamics.com
888-633-1020
727-367-1020

Tele-Support HelpDesk