



Cannot Start RIATA™ CRM on a work station with Sage Pro or Alere Accounting

There is a potential problem starting Riata after updating or installing Sage Pro or Alere Accounting. If you cannot start Riata or get a C0000005 error, check and do the following.

On your local work station, go to the c:\windows\system32 folder OR c:\windows\syswow64 folder. Change the *View* (From the upper toolbar) to *Detail*. Sort the file list by name. Scroll down until you find the VFP9 files. There should be at least 3 of them. Highlight them all and MOVE them to a temporary folder. Do not delete them just in case you need them at some time in the future.

Close your open window. Click on the icon to open Microsoft Outlook, or your email program.

Start Sage or Alere accounting program. Check your customers, vendors and inventory just to make sure it is working properly.

Now start Riata. It should start without any problems. Do these steps in the order as stated above. This will properly set the VFP library files. This is usually a “one time” routine for a workstation.

This procedure should be run if you have trouble running Riata after installing a new Visual Fox Pro application. Generally, just upgrading Pro or Alere will not require these steps.

Setting up/installing a “new” work station will require these steps.

For new system installations: install the Pro or Alere software *before* installing Riata.

Windows 7; 64-bit environment problem signature below. Note the C0000005:

Problem Event Name: APPCRASH

Application Name: riata.exe

Application Version: 9.2.3.0

Application Timestamp: 436c0d5a

Fault Module Name: vfp9r.dll

Fault Module Version: 9.0.0.3504

Fault Module Timestamp: 436c1525

Exception Code: **c0000005**

Exception Offset: 0002d0ee

OS Version: 6.1.7600.2.0.0.256.48

Locale ID: 1033