

Custom Legal Software
Child Support Program
www.legalmath.com

Error Message when starting program – Program fails when first run.

Repair Instructions
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Possible Message:

"There has been an error in trying to display the opening screen."

This message may then be followed by a message telling you that the program is "not finding certain necessary program files."

Possible cause of problem:

The Child Support program expects to find critical configuration and data files in "My Documents\Child Support User Files\" If the name of that location gets changed, the program may not be able to find the new location. (The Vista folder location is "Documents", not "My Documents")

What to do to fix:

The only time I know of where this problem occurs with the Child Support Program is when you are using a stand alone computer that used to be connected to a network.

Chances are that your "My Documents" folder ("Documents" folder in Vista) was previously relocated to a network location that is no longer available to your disconnected stand alone computer.

You need to relocate your "My Documents" folder ("Documents" folder in Vista) back to your own Drive C:

This can be easily accomplished by right clicking the "My Documents" folder ("Documents" folder in Vista), then left clicking "Properties". Change the "Target" so that it refers to:

For XP

"c:\documents and settings*username*\my documents"
(where *username* is your user name)

For Vista

"c:\users*username*\documents"
(where *username* is your user name)

Get Data files from old location: If you are setting up a new computer and want to continue using a data files from the old computer, the next step is to locate the data files on the old computer and copy them over to the new computer. The best way to do this is to copy the old data files to a USB memory device and then paste them into the data files folder on the new computer. The data files folder will be found on the new computer at:

For XP

My Documents\Child Support User Files\Data Files

For Vista

Documents\Child Support User Files\Data Files

You may need to use the Child Support program's **Settings menu** to set or re-set the default location for saving your data files.

There is a separate PDF file in the Customer Support section of the web site that more completely describes moving Child Support data files.

Delete and Reinstall option: If the procedures described in the Example above do not work for you, delete the program entirely from the new computer.

Delete the program itself from

"c:\program files\child support\"

Also, be sure to delete the folder

"documents\child support user files\"

Then reinstall the program using the Setup file which is available from the customer support page of the web site.