

# MemberMaster®

## Known Issues

- 1. Microsoft Office 2000:** If you installed Microsoft Access 2000 before or after installing MemberMaster you must install the Microsoft Office SR-1 patch. Microsoft Access 2000, as it comes "out-of-the-box" has several bugs in it that adversely affect the operation of any Microsoft Access application, including MemberMaster. To correct these issues go to the following Microsoft web site and follow the instructions for installing the SR-1 patch.

<http://office.microsoft.com/downloads/2000/O2kSR1DDL.aspx>

If you installed the runtime version of Access 2000 on the MemberMaster CD-ROM, you will not need to apply the SR-1 patch.

To identify if your system has the SR-1 patch installed, simply start up any of the Microsoft Office products (such as Word, Excel, or Access), click on the "Help" option located at the top of the window, then select the "About Microsoft xxx" (where xxx is the Microsoft product such as Excel). If you see something like one of the following at the top of the pop-up window, the SR-1 patch is installed...

Microsoft® Access 2000 (9.0.4402 SR-1)

Microsoft® Word 2000 (9.0.4402 SR-1)

Microsoft® Excel 2000 (9.0.4402 SR-1)

Microsoft® PowerPoint® 2000 (9.0.4402 SR-1)

Microsoft(R) FrontPage(R) Version 4.0.2.4426 - SR-1 is located on the lower left side of the window

If you see "SR-1" on this window your Okay, otherwise you will need to apply the SR-1 patch.

**Microsoft Office 2000 Service Release-3 (SR-3):** MemberMaster will not work with Microsoft Office 2000 Service Release-3 as the MS Access engine was redesigned and forces a re-compile of Microsoft Access objects. As we do not supply source code, users cannot re-compile the program. We are working on this issue at present, the problem is attempting to detect, prior to installation, that Service Release-3 was installed.

- 2. MemberMaster Imports/Exports:** Editing Excel spreadsheets that are exported from MemberMaster is not supported. The use of Excel spreadsheets as a transport format was chosen to aid in any diagnostics that might be necessary. If you alter any of the data within one of these spreadsheets, or even view the spreadsheets and then save the spreadsheet, the spreadsheet can become unusable by MemberMaster. This is an issue with Microsoft Excel and not MemberMaster.
- 3. Administrator Access During Installation of MemberMaster:** When you are installing MemberMaster you **MUST** have administrator rights. Normally this is not an issue, but if you have multiple logons on your computer the logon you use during the installation of MemberMaster **MUST** have the same rights as the administrator's. If not MemberMaster cannot make changes to your system and therefore cannot install itself.