

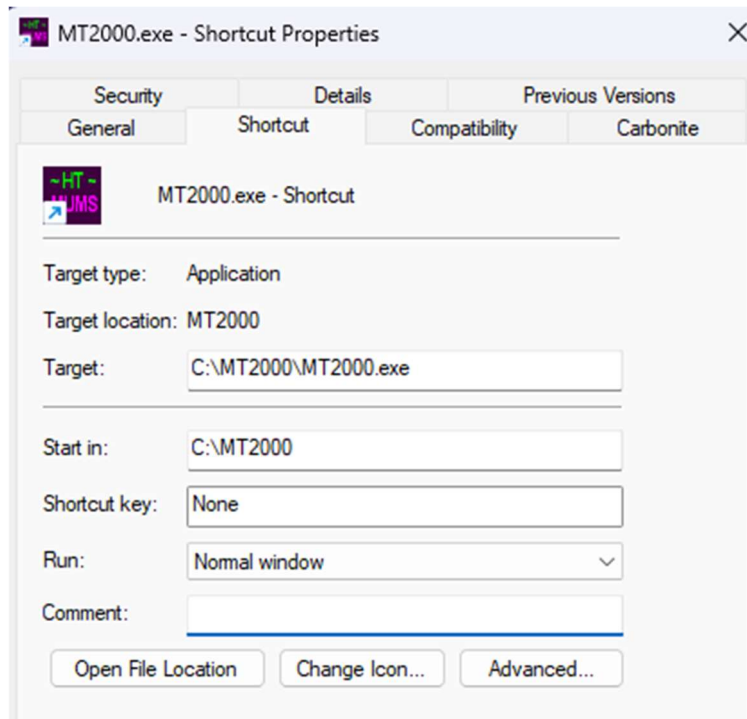
# **MUMS Troubleshooting Solutions**

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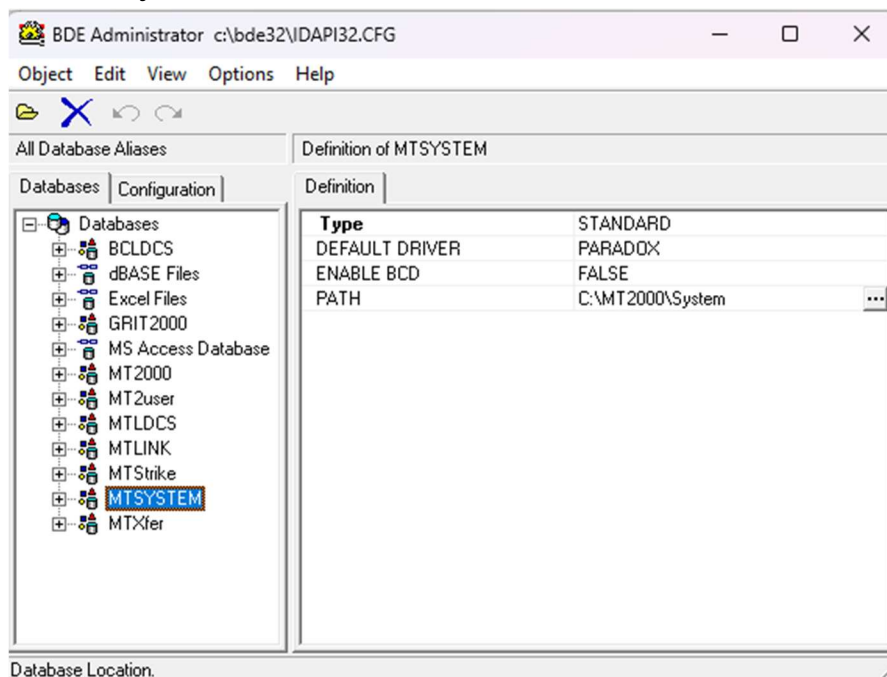
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## Review Normal MUMS Settings

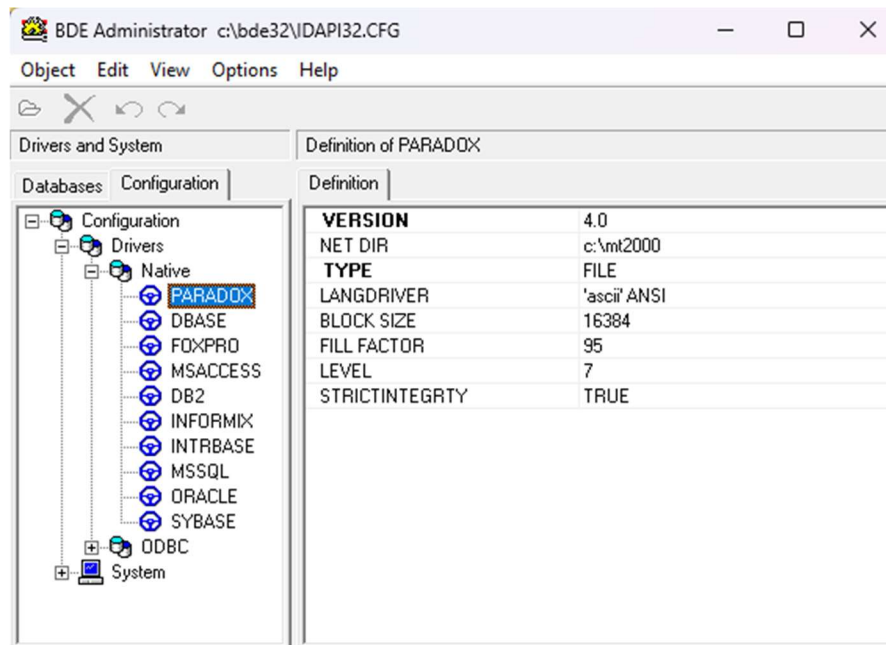
- **MUMS Desktop Shortcut for Single User & Network Workstations**
  - The following should be the properties of the MUMS Desktop shortcut



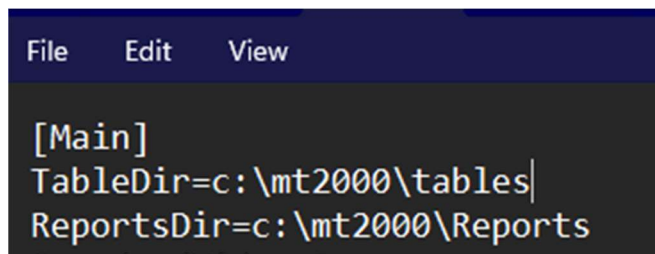
- **Borland Database Settings**
  - Need to run **BDEADMIN** program. This is normally found...  
In C:\BDE32 folder  
or C:\Program Files (x86)\Borland\Common Files\BDE
  - The following setting on the Database tab for MTSYSTEM must be pointing to C:\MT2000\System folder in the Path Field



- The following setting under Configuration Tab and Paradox setting for NETDIR should point to the folder above where your TABLES are located.



You can check on where your TABLES are located by opening up the C:\MT2000\MT2000.ini file and see the TableDir setting:



So based upon the above example the tables are in c:\mt2000\tables and the NET DIR in the Borland Database Engine (BDEADMIN) would be "c:\mt2000."

If your MUMS is a network workstation, your tables might be M:\tables or M:\mt2000\tables. Therefore your NET DIR would be "M:\\" for M:\mt2000". It is the location of the folder above Tables.


- BDEADMIN Notes:
  - Only click once on Paradox above. A double click will lock it and you cannot make changes.
  - After making any changes you need to click on another field then use the red X in top right corner to exit. Sometimes you have to click this a few times to exit.


## Correct Canadian Date Format

- Date displayed in the bottom right of windows must be in standard USA format of MM/DD/YYYY in order for MUMS to work properly. This example is July 3<sup>rd</sup>, 2024

7:30 AM  
07/03/2024

- Use the following to correct format:

 Adjust date and time

 Notifications settings

Right click on date, then click on Adjust Date and Time

### Related links



Language & region

Windows and some apps format dates and time based on your region



Find Language & Region and click on the ">"



Regional format

Windows and some apps format dates and times based on your regional format

Recommended



Find Regional Format and click on "v"



Regional format

Windows and some apps format dates and times based on your regional format

Recommended



Then click on Change Formats

Regional format: English (United States)  
Calendar: Gregorian Calendar  
First day of week: Sunday  
Short date: 07/03/2024  
Long date: Wednesday, July 3, 2024  
Short time: 7:43 AM  
Long time: 7:43:28 AM  
Standard digits: 0123456789

Change formats

Short date

04/05/2017

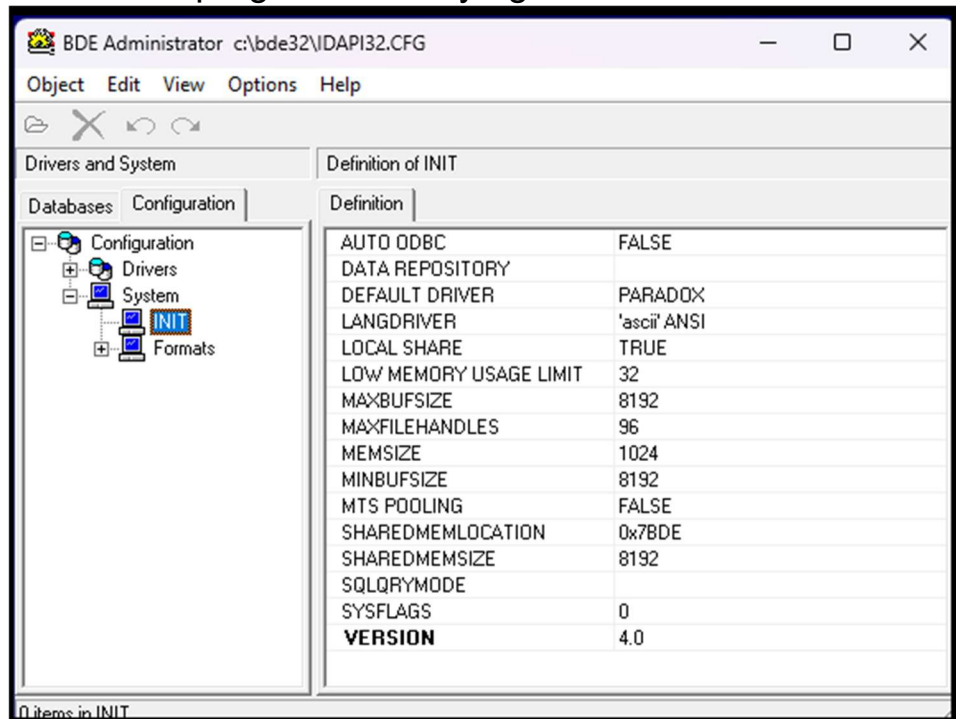


Use the "v" to change the Short Date format to 04/05/2017

## MUMS Does not Run from Desktop Shortcut

- **2501 Error (or other 2xxx errors)**

- Trying to run more than one MUMS related program.
- Solution: Exit all MUMS related programs and try again.
- If still issue, then the Borland Data Base Engine needs to be changed by running BDEADMIN as described below and changing the entries in the Configuration, System, INIT →
- After changing the entries double check that they got changed and re-boot the computer to have them take effect.



*Alternate settings for computers with small memory:*

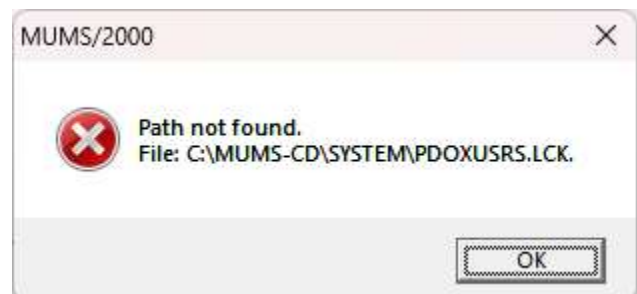
*SHARED MEMLOCATION: 0x5BDE, SHARED MEMSIZE: 4096*

- **Clicked Shortcut and nothing happens.**

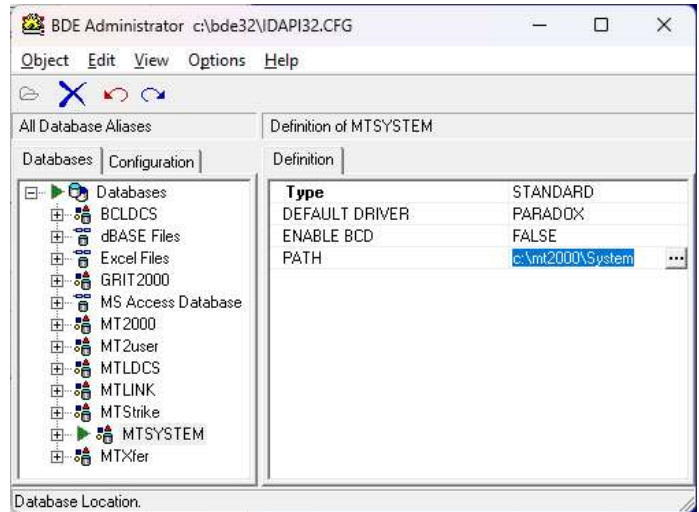
- Most likely multiple copies tried to run after some other error
- Solution: Re-Boot your computer to re-try.
- Alternatively do an "End Task" for all HT/MUMS found in Task Manager

- **Path Not found for SYSTEM Folder**

- This is a result of NOT running MT2000 from the normal C:\MT2000 folder.
- Solution is to fix the Borland Database Engine entry for MTSYSTEM.
- Need to run **BDEADMIN** program. This is normally found...  
In C:\BDE32 folder  
or C:\Program Files (x86)\Borland\Common Files\BDE



- Click on “Databases”
- Click on “MTSYSTEM”
- Change “Path” to be “C:\mt2000\System”
  - Click on any field above Path then use the X on top right to exit. See note below if having any exit issues. Yes to save changes. Ok to start programs over.



- **Error: “No More Files”**

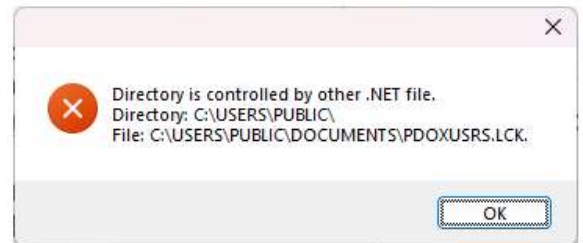
- This is a result of running mixed versions of Windows in a network.
- Most likely Windows 7 vs Windows 10 or 11.
- Solution is to make all workstations same versions of Windows

- **Missing Shortcut on Desktop**

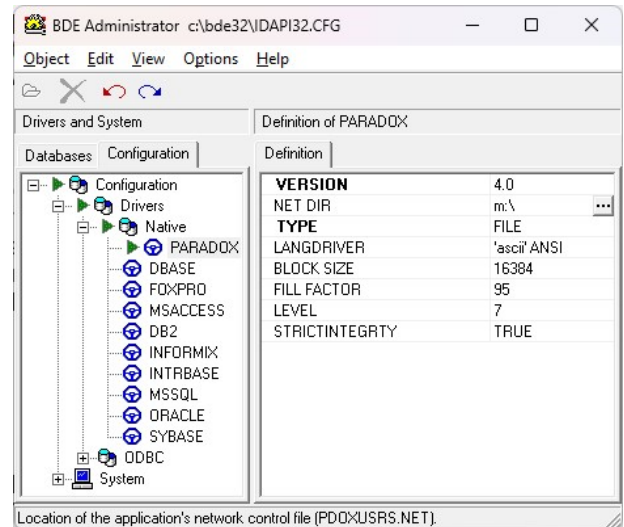
- Solution: Create new Shortcut
- Go to C:\M2000 folder
- Right click on MT2000.exe or Appli
  - Click on “Sent to” (might have to pick “other options”)
  - Click “Desktop (create shortcut)”

- **Directory controlled by other .NET**

- Issue is settings in the BDEADMIN on all workstations is not same.
- Solution: run BDEADMIN program from location above to check or change.



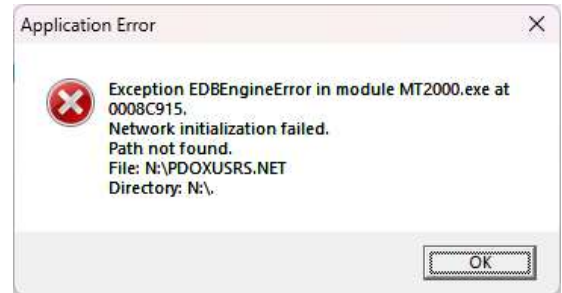
- Click on “Configuration”
- Double Click on “Drivers”
- Double Click on “Native”
- Click on “Paradox”
- Check or change “NETDIR” to be where your shared MT2000 folder is. This should be the folder above your Tables.
- Click on any field below NETDIR and use X in top right to exit and save changes.



- Note: Might have to delete any “.LCK” files if still get the error
- Note: If this still does not work use M:\Tables as the NET DIR setting.

## • Network Initialization Failed

- Issue is Windows cannot find the network drive.
- Solution go to your File Explorer Icon and double click on the Network Drive Letter to re-open it.
- If it does not open, then your network server is not running.



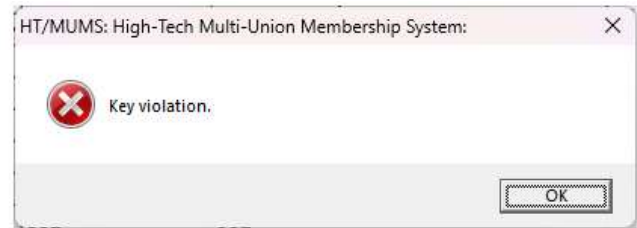
## • Cannot Exit BDEADMIN program.

- Continue to click on Red X top right corner until it exits.



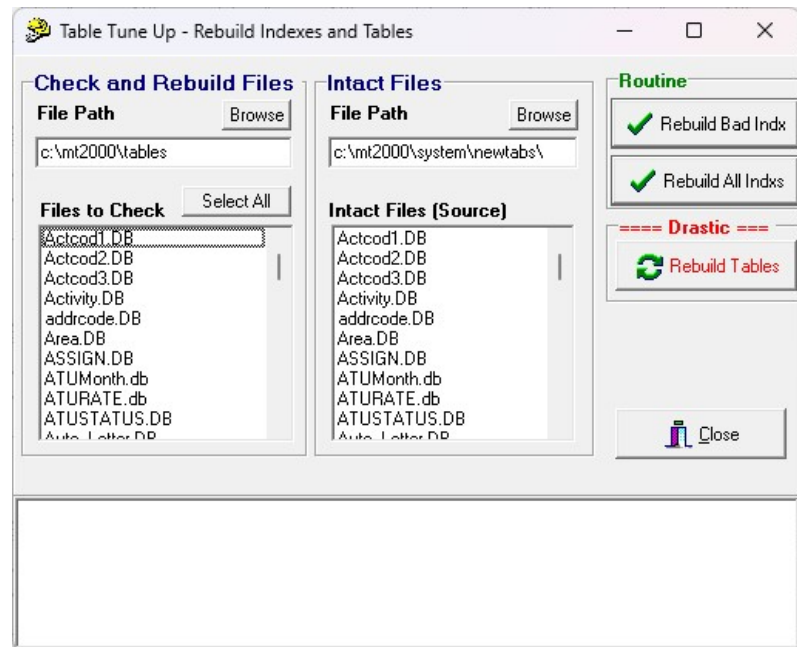
## MUMS Adding records key violation

- Issue: Getting Invalid Key message when trying to add new member, or grievance of table codes.
- Reason: The SSN, or Grievance # or Code is already in the database.
- Solution: Delete your add and investigate why the number already exists.



## Table Index issues (out of date, or corrupt) – Fix inside of MUMS

- Use File | Table Operations | Repair Tables
- If you get a 2501 error use the instructions below to do the rebuilds.
- Click on SELECT ALL and then REBUILD BAD INDEXES
- Review the log that is displayed in the bottom box and make sure all looks OK.
- If the program recommends doing a REBUILD then re-run the program, highlight just the table name on the left that it recommended and then click on the REBUILD TABLE Button.



## Table Index issues (out of date, or corrupt) – Fix outside of MUMS

- Use the following outside of MUMS if you got a 2501 error when trying to run the File | Table Operations | Repair Tables.

- With no programs running. Navigate to your C:\mt2000\system folder and double click on a program called DVERIFY



- Browse to File Path on left for “Check & Rebuild Files” and point to where your tables are located such as C:\MT2000\Tables or your network path.
- Under Intact Files: Use C:\mt2000\System\NewTabs as the path
- Follow the prior set of instructions.



## ATU/BCTGM can't find Monthend HQ transaction file

- **ATU**

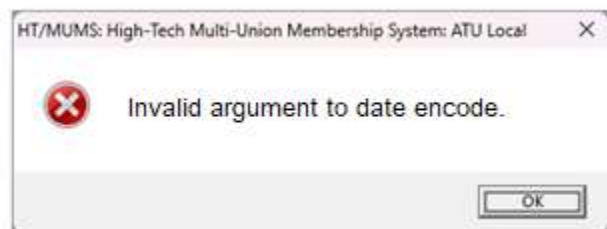
- Monthend transaction file for HQ that is to be uploaded with TransferLink is normally located in the **X:\MT2000\Tables\ATU-Monthend** folder.
- If not there you can search your hard drive for a file called LLLL-YYMM.txt where LLLL is your 4 digits local number followed by the Year and Month that you were currently processing.
- Sometimes this file can be found in the MT2000\Reports\Custom folder based upon not verifying the path when it was created.

- **BCTGM**

- Monthend transaction file for HQ that is to be sent to BCTGM HQ is normally located in the **X:\MT2000\BCTGM HQ FILES** folder.
- If not there you can search your hard drive for a file called LLLL-YYMM.txt where LLLL is your 4 digits local number followed by the Year and Month that you were currently processing.
- Sometimes this file can be found in the MT2000\Reports\Custom folder based upon not verifying the path when it was created.

## ATU Membership Change error:

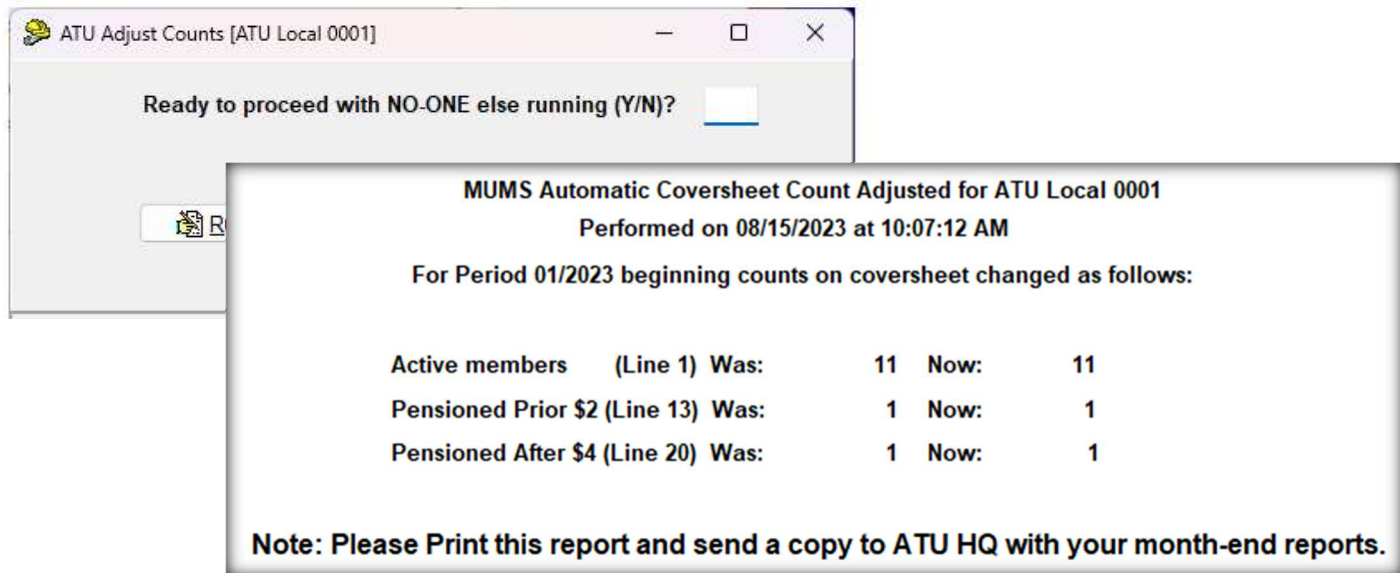
- Error when saving changes on a member's record.



- Issue: MUMS version is less than 19.01 when a new calculate Age at Enrollment was implemented and member was born on Feb 29<sup>th</sup>.
- Solution: Cancel Changes and Upgrade to newer version of MUMS.  
See ATU Upgrades under Quick Upgrades on MUMS2000.com

## ATU Coversheet Issues

- Coversheet Member Counts not correct.
  - IMPORTANT: Must have a good backup before doing any adjustments.
  - Download and run new Program if not already on our computer
    - [www.MUMS2000.com/download/ATU-ADJ-CNTS.exe](http://www.MUMS2000.com/download/ATU-ADJ-CNTS.exe)



- Issue with Date format for Canadian Locals
  - Windows System Date must be in US format.
  - Right Click Date at bottom right corner of your desktop
    - Click Adjust date and time
    - Click on Language & Region
    - Click on Regional Format
    - Click on Change Formats
    - Change Short Date to = 04/05/2017 for US Format



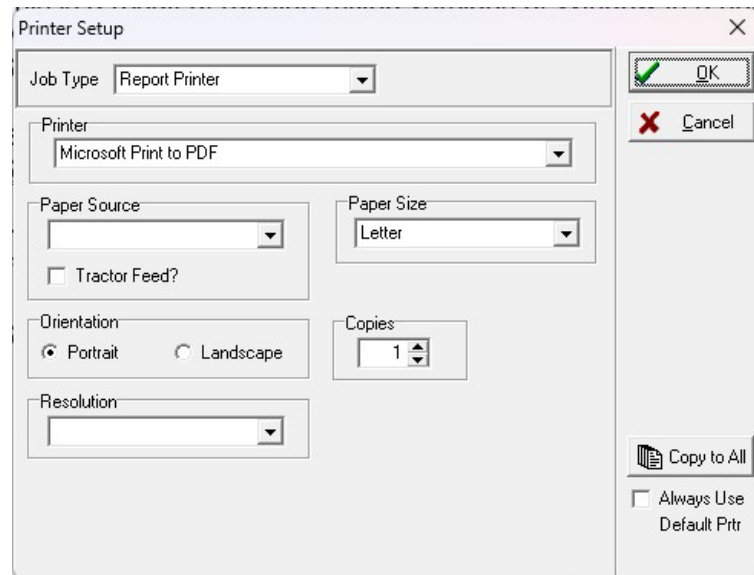
- Rate for PA Missing
  - This is a result of adding a new Percapita rate on-top of the Pension After Rate. You will need to re-insert Pension-After for 7/1/2004 \$4 in the ATU Coversheet rate table.



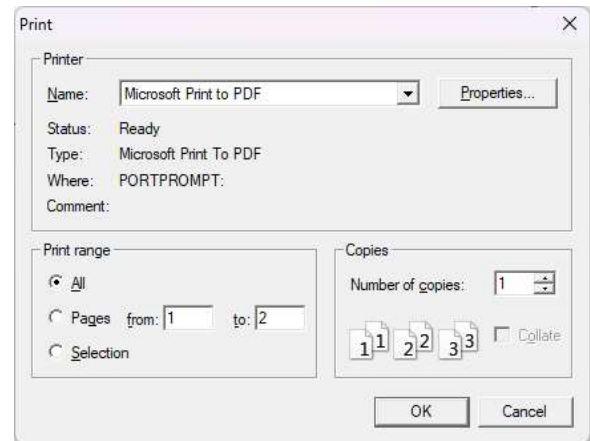
# MUMS Printing Errors

- **Printer Errors**

- If after getting a new printer or new install of MUMS and the printer never worked, it is an incompatibility between MUMS and the printer.
- Solution is to change your printer in MUMS under File | Print Setup to “Microsoft Print to PDF” and click on the “Copy to All” button.
- Note some Monthend reports might not default to his printer and would need to be changed just prior to printing.



- When printing in MUMS to the PDF printer, the program will ask you for a name for the report.
- You can use a unique name or keep re-using “MUMS” and put it where you can find it.



File name:	C:\mt2000\mums
Save as type:	PDF Document (*.pdf)

- Then, outside of MUMS you locate the PDF and open and print it.

