



## Community Therapy Associates Inc.

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[www.stickkids.com](http://www.stickkids.com)

#### License allows:

- Single user can install to several sites i.e. home and office.
- Multiple users allowed 1 install to single stand alone PC with single database shared between users.
- Cannot be used as a library loaner; disc duplication is prohibited
- Multiple users who wish to install to various sites each require their own disc – discounts are available

#### Requirements/Technical Details:

- **Designed for PCs** with Windows 98/ ME/ XP/Vista x32bit systems. Windows 7 -10 and all 64 bit systems easily loads and runs with easy to follow tech support in Quick Start Booklet.
- Will work on Mac OSX with “Parallels V 4 or Boot camp and Windows; support on Macs cannot officially be guaranteed.
- Not supported to run on network or tech lab environments or net books
- Officially supports English Windows platforms but may work on other platforms.
- Requires Pentium III or greater, 256 MB Ram, CD-ROM or DVD-ROM Drive, 200MB Disk Space, 100MB Disk Space for program files, 100MB to print and VGA 800x600. Color printer advised.
- User who uses STICKIDS needs administrative privileges on the computer
- Requires original CD in CDRom drive to run - supplemental fee to run without CD in place. *For supplemental fee (additional 50%) CTA technician can assist for “non disc loads” once disc is bought - for events such as if no C drive, notebook/net book without DVD drive or if limited administrative privilege access issues present.*
- 90 day technical guarantee and after sales technical support [infotech@stickkids.com](mailto:infotech@stickkids.com)
- *ideally turn off your antivirus to do the load*

#### Tech Start Up Supports Service:

Due to ongoing upgrades to Windows and newer Windows there may be an error that may present. If you see these issues use the following supports to get going.

If needed contact [infotech@stickkids.com](mailto:infotech@stickkids.com) stating:

- product ID #
- what the error is
- steps used to attempt fix,
- Windows type and wither 32 or 64 bit system
- and if user has limited admin access
- antivirus used

#### BUT FIRST REVIEW THE FOLLOWING:

##### Tech Support – Basic –

#### **ERROR 75 : “File or Path not found” or “Unable to launch STICKIDS”**

Sometimes after you install and when you try to launch for the first time you may encounter this error message. It can present in some Windows Vista and 7 and newer

#### **Resolution:**

Before launching STICKIDS try the following

1. Click START button
2. Go to All Programs
3. Go to STICKIDS

4. Right Click on the STICKIDS icon, and select "Run as Administrator"
5. STICKIDS should launch

FOR COMPLEX Systems when "run as administrator is not easily granted see advance tech support in following pages – requires your IT support to assist.

**ERROR: STICKIDS has "not been registered" or "CD appear to be copy"**

Sometimes after installing STICKIDS or due to your antivirus (or for advanced techs....accidentally running the supplemental "C Drive Registration" Utility) the product **Key.txt** file doesn't seem to be there, or it is not being read or it is there but empty.

**Resolution 1:**

1. Try uninstalling and reinstalling and try again. Consider turning off your antivirus while loading as some of them effect the load.

If not successful

2. On your computer's c drive navigate to:

**c:\program files\STICKIDS** folder for 32-bit versions of Windows

or

**c:\program files (x86)\STICKIDS** folder for 64-bit versions of Windows

3. If a file named **cdrive.id** exists - open it up and make sure it is the correct product ID number (as in your Quick Start booklet). Sometimes by deleting and re-entering same information triggers system to listen! Do in capitals with no spaces or dashes, be careful not to replace 1 with l etc. Recheck.
4. Close and save the file.
5. Restart program

**Resolution 2:**

If yet unsuccessful contact [infotech@stickids.com](mailto:infotech@stickids.com) describing details and we will email a file with Product Key.txt . Supply the product key number you are entering.

**ERROR 50003**

**on first printing a planner**

After an install of STICKIDS on a 64-bit computer, you may see the message:

"Run Time Error: 50003" when trying to display a print preview. It can present with some 64 bit systems Windows XP, Vista and 7; and most non English systems

**Resolution:**

1. Click on Start Button
2. Go to Computer
3. Double click local disk C:
4. Double click "**Program Files (x86)**" folder (NOT Program Files )
5. Double click "**Common Files**" folder
6. Right click on "**Crystal Decisions**" folder and select **copy**
  
7. Click on Start Button
8. Go to Computer
9. Double click Local Disk C:
10. Double click "**Program Files**" folder (NOT Program Files (x86) )
11. Double click "**Common Files**"
12. Click on the "Organize" button near top left of window and select **Paste**
13. Close all open windows
14. Start STICKIDS and test printing via creating a planner.

**Error 50003 – basic fix not working as you are missing Crystal Decisions Folder:**

Email [infotech@STICKIDS.com](mailto:infotech@STICKIDS.com) describing scenario and a zipped file containing Crystal Decisions Folder will

be emailed to you. Copy attachment to your Windows desktop, then unzip (open, right click, EXTRACT), transferring to c:\program files\common files

**Error 50003 for Non English Windows:** Non English Windows computers will have stored "Common Files" as a different phrase in alternate Windows language such as:

**Portuguese** - In the directory "C:\Arquivos de programas\Programas comuns"

**Spanish** - In the directory " C:\Archivos de programa\Archivos comunes"

**French** – In directory "C:\Program Files\Fichiers communs"

**Resolution:**

1. Click on Start Button
2. Go to Computer
3. Double click local C:
4. Go to folder "Program Files" or your language equivalent
5. Click on File Menu - select New Folder
6. Create a folder called "**Common Files**" in English
7. For 64 bit system: Double click on your language equivalent of "**Program Files (x86)**" folder (NOT Program Files)

or

For 32 bit system: Double click on your language equivalent of "**Program Files**" folder (NOT Program Files (x86))

Then:

Double click "**fichiers communs**" folder or your language's words for "common files"

8. Right click on your language equivalent "**Crystal Decisions**" folder and select **copy**
9. Go back to your language equivalent of "Program Files" folder
10. Open the new English "Common Files" folder
11. Paste the "Crystal Decisions" folder inside the newly created "Common Files" folder
12. Close all open Windows
13. Start STICKIDS and test printing via creating a planner and printing

If you have a notebook or system without c drive or for other reason(s) such that it is not suitable or possible for you to have the cd in to run then for a fee STICKIDS technical support can customize to run without CD in. Please contact [infotech@stickids.com](mailto:infotech@stickids.com) to discuss your situation

If the above supports have not resolved your problem then contact us [infotech@stickids.com](mailto:infotech@stickids.com).

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**Advanced Tech Supports:**

Contact your technician to review the following:

STICKIDS was meant to be run on a local computer and not able to be installed on the network itself.

STICKIDS was not designed to be run in a domain environment, nor off of a network share

The STICKIDS user also needs administrative privileges on the computer. Users in a domain environment need more elevated permissions to launch STICKIDS, than those users who install on a standalone computer with full administrative privileges.

STICKIDS will only recognise its own database if it's installed on the local computer. If this software is installed on a network share, STICKIDS will fail to launch as it was not designed to look for its own databases on anything but a local drive.

In order to allow all users to see the STICKIDS icon, the icon must be placed in the C:\users\public\desktop folder for Windows Vista / 7. In Windows XP, the icon should be copied to c:\documents and settings\all users\desktop folder.

#### **Run- Time error 339: Unable to launch STICKIDS**

Usually occurs when the user launching STICKIDS does not have administrative privileges on the local computer they are using as possibly the case in corporate or school network environments. IT support will need to follow one of the following resolutions. Applies to Windows XP, Vista and Windows 7 and above regarding domain environments.

##### **Resolution 1:**

1. As domain administrator, ensure the local user of the computer running STICKIDS is a Power User
2. Launch STICKIDS

**Resolution 2:** (If power user privilege is not able to be granted: Here are the steps to get a domain user to run SticKIDS without power user privilege)

1. As administrator ensure that all users have read/write access to C:\Program Files\STICKIDS folder and all files within it or C:\Program Files (x86)\STICKIDS
2. In c:\Windows\sysWOW64\ folder and the C:\Windows\system32\ folder, the following 5 files must have USER privileges added for Read and Read/Execute (some may not exist in the c:\windows\system32\ folder).

RICHTX32.OCX  
COMDLG32.OCX  
comctl32.OCX  
CRAXDRT9.DLL  
CRVIEWER9.DLL

3. As administrator, ensure that all users have read/write access to C:\Program Files (x86)\Common Files\Crystal Decisions\ folder and all files within it.

From there, all domain users should be able to launch SticKids successfully.

**Error 3050** after 50003 fix: Usually occurs after you have tried standard error fix 50003. But now at times, when you go to print you get an error code 3050-could not locate file, and the program closes out. It doesn't do it every time, however, it makes things more time consuming when it does as I have to go back in and choose again what I need to print.

So..... email [infotech@stickids.com](mailto:infotech@stickids.com) or [techsupport@stickids.com](mailto:techsupport@stickids.com) and request Error3050.zip and then follow these instructions

1. Download the file attachment **Error3050.zip**
  2. Right click the attachment, and select "Extract all..."
  3. Follow the prompts to extract the file.
  4. Once the zip file is extracted.
  5. Double click the file **MaxLocksPerFile.reg** file. It should ask you if you want to run the "Windows Registry", click YES.
  6. You will get a second warning stating the following:  
"Adding information can unintentionally change or delete values and cause components to stop working correctly? Are you sure you want to continue?  
Click Yes
  7. You will get a confirmation message stating that the file was successfully inserted to the registry. Click OK.
  8. Launch SticKIDS .
- Let us know if you continue to get runtime Error 3050.

If above strategies have been addressed by you tech please itemize when contacting [infotech@stickids.com](mailto:infotech@stickids.com)