

Forest & Tree (Dashboard) Runtime Error 1008

You have to install the Forest & Tree Runtime on your computer before you try to open any F & T files. (Files with extension *.ftv)

After you login to Portal and try to open the published F&T files, you may get an error as below:



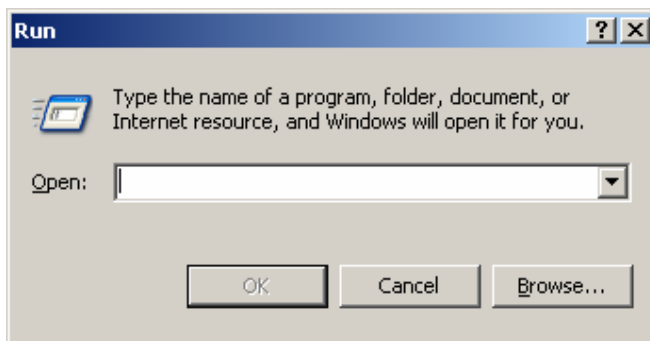
-1008: <http://www.aegent.ca/servlet/portal/serve/Aegent+Library/Aegent+External/EasternCanadaGasStorage.ftv?SESSION=yCyXkKqfWUcH81253>

This error is related to MS Office 2003 or MS Project software installation. When you install or uninstall either one of the above software, one of the DLL file will become unstable. The fix is to re-register the URLMON.DLL file.

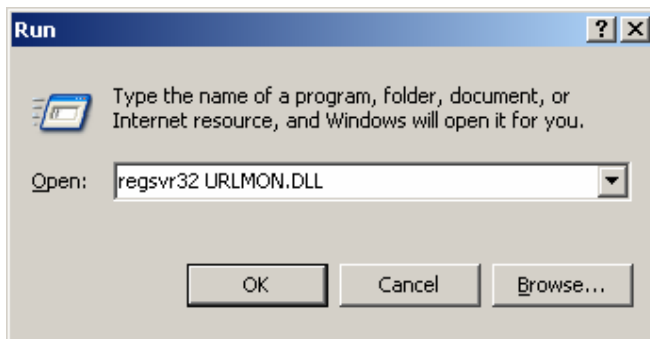
The real message may be vary, but the error number 1008 will be the same.

How to re-register the DLL

1. Click Start menu at the bottom left corner of your desktop.
2. On the pop up menu, click RUN, you should see the following window show up



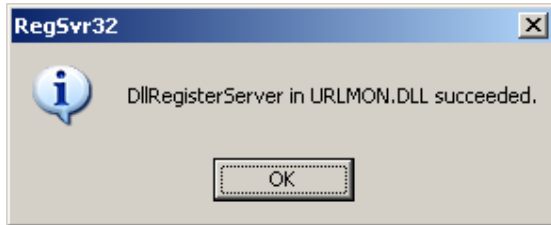
3. Type **regsvr32 URLMON.DLL**, the window should look like this:



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There should be a space between regsvr32 and URLMON.DLL

4. Click OK button. If it is registered successfully you should see a message box like this:



5. Click OK. Now you should be able to load the graph without any problem.

6. Otherwise, please contact Ying Chen at ychen@aegent.ca or 416-622-9449 ext. 111.