
AJSystems.com Knowledge Base

Errors & Error Messages Category
Understanding Errors and Messages

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Errors & Error Messages

Understanding Errors and Messages

"Data Execution Prevention" (DEP) in Windows Vista

Windows Vista™ includes a new feature named "Data Execution Prevention" (or DEP).

DEP, which is only available on some hardware, is intended to block the execution of some types of programs. This was implemented to thwart many virus-type programs. Unfortunately, the DEP may also block the execution of valid programs (including some supplied by Microsoft).

If DEP has blocked the execution, you may receive a message like "xxxx program has stopped working". This can be resolved as follows:

1. Go to the Start menu - Control Panel

2. Click the System & Maintenance function:



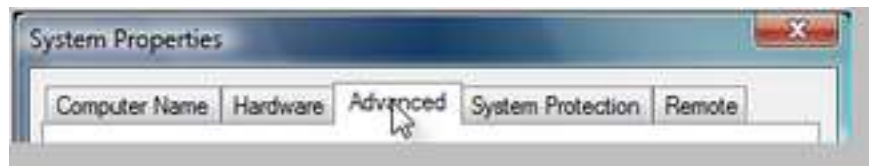
3. Click the System function:



4. Click Change Settings
(Note you will need to acknowledge the Account Control warning)



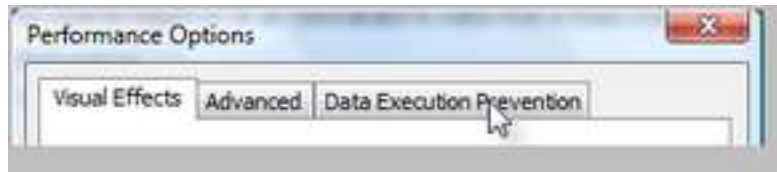
5. Click the Advanced tab



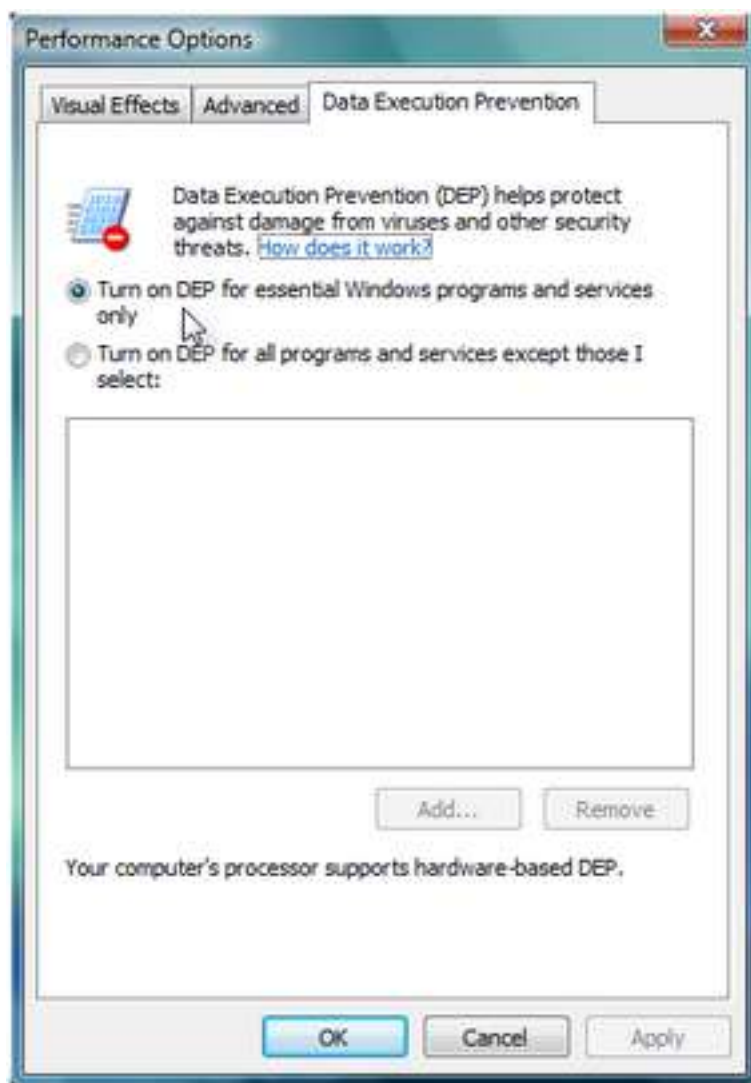
6. Click the Settings on the Advanced tab



7. Click the Data Execution Prevention tab
(If this tab is not present - then your system computer does not support DEP)



8. The Data Execution Prevention window shows the settings:



9. If the option "Turn on DEP for all programs and services except those I select" is set, then:

A. - set the option to "Turn on DEP for essential Windows programs and services only"

-- or --

B. - Click the Add button and add your program to the list of exceptions.

For example, to add Express Assist 9 to the list, click Add and browse to locate "c:/program files/EA9/EA9.exe"

10. Restart your machine to complete the changes.

"Unable to create directory" when doing a "Restore" with EA7.

Applies to: Express Assist 7

This error occurs on some XP systems which have never been used for email. To resolve the problem:

Run Outlook Express

The Outlook Express setup wizard will request information to setup an email account. Enter an account - or cancel the account creation. (You can start Outlook Express without an email account).

Once the initial Outlook Express window shows ("Welcome to Outlook Express") - exit Outlook Express.

Check to see that the Windows messenger is NOT running... look in the system tray (the area beside the clock) for the Messenger icon (two heads) and, if found, right click on the "messenger" to exit.

redo the restore.

Address list could not be displayed.

If you attempt to address a new message from your Contacts, you may receive the following error message:

The address list could not be displayed. The Contacts folder associated with this address list could not be opened; it may have been moved or deleted, or you do not have permissions. For information on how to remove this folder from the Outlook Address Book, see Microsoft Outlook Help.

This behavior can occur if the Microsoft Outlook Address Book setup is damaged.

If you have Outlook 2000 see:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q251416>

If you have Outlook 2002, Outlook 2003 or Outlook 2007 see:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q319901>

An invalid version of system module "xceedzip.dll" was detected

Applies to: Express Assist, OutBack Plus, Eazy Backup

This error will result if you have installed some other software which has, in turn, installed an out of date version of a shared system level file (xceedzip.dll).

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6setup.exe>

Run xcd6setup.exe and then re-run your backup.

Backup fails when saving to a CD

If you are using Version 5.x of the Roxio "Direct CD" on Windows XP, you may experience random failures and lockups.

There are compatibility issues with XP which are resolved by installing the latest updates from Roxio. This can be done via the "Web Update" on the Roxio "Project Selector" window or by visiting the support page of Roxio.com

For more information, please see the following Microsoft Knowledge Base Article.

Bad Variable Type

Applies to: Express Assist, OutBack Plus, Eazy Backup

This error will result if you have installed some other software which has, in turn, installed an out of date version of a shared system level file (xceedzip.dll).

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6setup.exe>

Run xcd6setup.exe and then re-run your backup.

Eazy Backup Engine has stopped working

When starting Eazy Backup under Windows Vista™, you may receive a message like: "Eazy Backup Engine has stopped working" -- as below:



This will occur for older versions of Eazy Backup running on Vista.

If you are using Eazy Backup 4 - go to the Eazy Backup downloads page ; download the current setup file for Eazy Backup 4; and run the ezb4setup file to update your copy of Eazy Backup.

If you are using an earlier version of Eazy Backup - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

Error 503 - while making a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup

The Error 503 is generally the result of a problem with access to the backup device.

If saving to a CD, possible causes of this error are:

- the CD is not formatted for direct save of data
- a CD-RW disk has developed a '\bad area\' - may be corrected by a reformat.
- a CD-RW disk is marked Read-Only
- the CD is formatted but the access software (e.g. DirectCD or InCD) is not ready.
- out of date driver software for a CD writer.

See the KB article [How do I save the backup to CD's or DVD's](#) for additional information.

If saving to a network drive, or a local drive under Windows 2000/XP, you may not have the appropriate permission to save to the target drive or target folder.

Error 507 - while making a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup

The Error 507 is generally a result of an I/O problem with the target device.

Some possible causes of this error are:

Target device is full.
a "bad spot" on a CD-RW disk (possibly cured with a reformat).
a loss of connection on a network disk (especially with wireless networks).
a firewall blocking access to a networked backup device
out of date driver software for a CD writer.
hardware problems with the a disk, disk controller or network.

The error will also occur if attempting to save a backup file greater than 4gb on a disk formatted with the FAT32 file system. You must use the NTFS disk format if files are larger than 4gb. Alternately, all of our backup programs allow you to save the backup file in smaller 'chunks' to avoid the 4gb limit of FAT32.

Error 526 - while restoring with Express Assist 6

Applies to: Express Assist 6

This is generally the result of a transient I/O error.

Please download the last install of EA 6 from:
<http://ajsystems.com/archive/ea6setup.exe>

Run the above ea6setup.exe program to update your system.
There is no need to uninstall the existing program.

Then, re-run the restore.

Error 526 - while restoring with OutBack Plus 3

Applies to: Outback Plus 3

This is generally the result of a transient I/O error.

Please download the last install of OBP 3 from:
<http://ajsystems.com/archive/obp3setup.exe>

Run the above obp3setup.exe program to update your system.
There is no need to uninstall the existing program.

Then, re-run the restore.

Error reading mem.log.lines.Strings: Monospace font required.

Applies to: Express Assist, OutBack Plus, Eazy Backup

The log expects to use \"Courier New\" font which is a standard font.

If you do not have \"Courier New\" do as follows:

- 1 - Download the setup file from: <http://ajsystems.com/files/courie32.exe>
- 2 - select the 'Save to disk' option to download the file to your hard disk.
- 3 - Save the file to your desktop or a temporary folder.
- 4 - Double click on the file to automatically install the font. Be sure to make backup copies of any fonts you plan to overwrite.

Exception EOleSysError - when starting a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup, Win Mail Backup

This error will result if you have installed some other software which has, in turn, installed an incompatible version of a shared system level file (xceedzip.dll).

When you receive this error, you may also receive other error messages that are caused by the initial error.

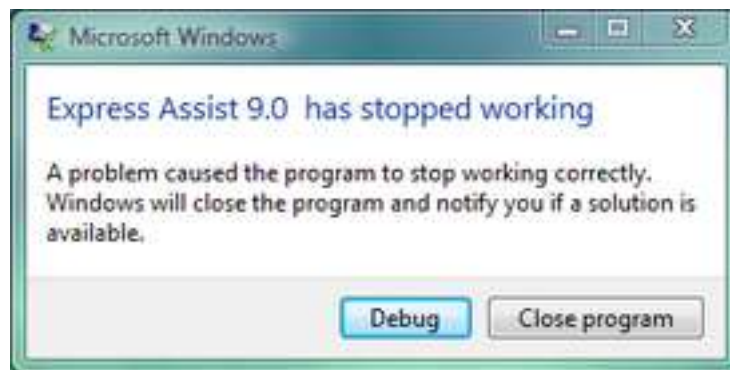
To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6.5setup.exe>

Run xcd6.5setup.exe and then re-run your backup.

Express Assist 9 has stopped working

When starting Express Assist under Windows Vista™, you may receive a message like: "Express Assist 9 has stopped working" -- as below:



Express Assist 9 has been updated to cure this problem. Do the following:

- 1 - go to the Express Assist downloads page
- 2 - download the current setup file for Express Assist
- 3 - run the ea9setup file to update your copy of Express Assist.

Additional information is available on page: "Data Execution Prevention" (DEP) in Windows Vista

Interface Not Supported

Applies to: Express Assist, OutBack Plus, Eazy Backup

The AJSystems backup programs all uses a very popular compression module: "XceedZip.dll".

Some developers install outdated copies of this system dll. (That is, they are not doing a proper job of the install.... a newer version of the module should never be replaced with an older version).

Some Culprits:

-- Macromedia Homesite (this is now owned by Adobe).

-- TechSmith Snagit 8.2 upgrade (very recent).

-- PeerSync

When the Interface is corrupted - then all kinds of things go awry.

To correct the problem:

re-run the setup file associated with your copy of the backup program.

Alternately, you may use the special setup from: <http://ajsystems.com/files/xcd6.5setup.exe> This setup may be used with all current versions of our backup programs.

Download the xcd6.5setup.exe program and run it to update the compression library. Then, re-run the backup.

Note: if you have PeerSync installed, the problem may re-occur with each restart

. If so, please contact support @ ajsystems.com

Is there a Trojan in ezSched.exe?

Applies to: Express Assist, OutBack Plus, Eazy Backup

The program "Trojan Hunter" reports that ezSched.exe contains a trojan (possibly associated with "HackIt100 trojan").

ezSched.exe is a simple scheduling program. It does not contain a trojan.

We recommend updating the Trojan Hunter program to the most recent release. As of ver 3.7, Trojan Hunter no longer give this erroneous report.

OutBack Plus has stopped working

When starting OutBack Plus under Windows Vista™, you may receive a message like: "OutBack Plus has stopped working".

This will occur for older versions of OutBack Plus running on Vista.

If you are using OutBack Plus 6 then:

1 - go to the OutBack Plus downloads page

2 - download the current setup file for OutBack Plus 6

3 - run the OBP6 file to update your copy of OutBack Plus.

If you are using an earlier version of OutBack Plus - then see: "Data Execution Prevention" (DEP) in Windows Vista for more information.

Program fails to start - CPU Use is 100% - System Mechanic 7 is installed

The System Mechanic 7 product from a company known as Iolo can interfere with the functioning of software from AJSYSTEMS (and a lot of other software for that matter).

The symptoms of the problem are

The application (e.g. OutBack Plus, Eazy Backup, etc) fails to start.
There are no error messages and no windows that open. Nothing to indicate the nature of the failure
The CPU usage hits 100% and stays there. (If you have dual core CPU's you'll see usage stuck at 50%)
The the windows task manager you'll see the program running (e.g. obp6.exe) but nothing else happening

The cause of the problem seems to be that System Mechanic 7 contains a Windows service called, Iolo DMV Service, IOLODMVSVC.EXE. This service starts itself when windows boots up.

Once started this Iolo DMV Service seems to be inserting code into other processes. That is to say, Iolo are adding new code to our software before it runs.

Finally even after you uninstall System Mechanic 7, Iolo leaves this DMV Service running on your system. So uninstalling System Mechanic 7 does not fix the problem as the software does not completely uninstall.

Fixing the problem requires you to uninstall System Mechanic 7 and then manually disable the Iolo DMV service from the Windows Control panel / Administrative tools / Services window.

The offending code inserted into other processes is contained in the DLL, IoloHL.dll

Once the service is disabled, the DLL is not inserted and the problem is fixed.

What exactly this DLL does, we don't know. But it does cause our programs and a lot of other applications to fail. We would like to think it is an accidental flaw in System Mechanic, but why not allow it to be uninstalled? We have contacted Iolo regarding this issue but have had no response.

Note: We have heard recently (from our users - not from Iolo) that there is a new release of System Mechanic - version 7.1.4 - that may cure these problems.

Unspecified Error - when starting a backup

Applies to: Express Assist, OutBack Plus, Eazy Backup, Win Mail Backup

This error will result if you have installed some other software which has, in turn, installed an incompatible version of a shared system level file (xceedzip.dll).

When you receive this error, you may also receive other error messages that are caused by the initial error.

To correct the problem:

download the following small setup file:
<http://ajsystems.com/files/xcd6.5setup.exe>

Run xcd6.5setup.exe and then re-run your backup.

Note: The most common culprit is "SyncBackSE" or "SyncBackPro" from "2 Bright Sparks". When "SyncBack.." is installed, or updated, the shared library is improperly installed. Hence, if you use this program you may wish to retain the above setup file as you may need to re-apply the "fix" after a "SyncBack.." update.