

## Aviation Reference Library Trouble-Shooting Guide

Many problems can be fixed by uninstalling and reinstalling the *Library*. Before you do so, however, you will need to save any customizations you have made. These include bookmarks, highlighters, notes, or collections. **Note: If you do not save your customizations, they will be permanently deleted during the uninstall.**

To save customizations, Copy and Paste (not drag) these two files to the desktop:

C:\Program Files\Summit Aviation\Reference Library\sdw\SUMMIT.sdw

C:\Program Files\Summit Aviation\Reference Library\custom.txt

### Uninstall

1. Open the Control Panel, then choose Add\Remove Programs. The Control Panel can be reached through My Computer / Start / Settings / Control Panel, or from Windows Explorer. Add\Remove may be named Change\Remove or Uninstall or change a program, depending on your operating system.

2. In Add\Remove Programs, select Computerized Aviation Reference Library, then click Add\Remove.

3. Click "Yes" in response to the message, "Do you want to completely remove ..."

### Reinstall

1. Place the DVD in the drive. The installation script should begin. If it doesn't, click Start / Run / Browse and find SUMMIT – the DVD drive – then click setup.exe. You will be asked if you want to copy the DVD to your hard drive. We recommend you answer Yes, because the *Library* will run much faster and you will not have to have the DVD in the drive. You will need about 1.5 Gbytes of free disk space. The installation program will verify that you have sufficient space before starting the copy. You can specify the destination folder by choosing the Manual installation option. If you choose an Auto Install option, the DVD will be copied to the default folder C:\Summit DVD Copy.

2. If you copied SUMMIT.sdw and custom.txt to your desktop, move these two files back to the folders they came from.

### Solutions to Other Issues

#### My computer is unable to read the disk.

The Reference Library is distributed on a DVD-ROM disk. If your computer does not have a CD/DVD reader, it will be unable to read the DVD. We suggest you upgrade your CD drive to a CD/DVD drive. Fortunately that's quite inexpensive to do. All DVD drives read CDs as well.

#### I am unable to run the *Library* on Vista 64.

The current *Library* DVD is compatible with Vista 64, but versions prior to 2009-01 were not. If you have an older version, please call us at 1-800-328-6280 or email <techsupport@summitaviation.com> and we will send you a replacement DVD.

#### I get the error message, "Unable to open the infobase on drive ..."

1. Verify the DVD is in the correct drive, if you have more than one CD/DVD drive.

2. If you have added or removed a drive, the drive letter of the DVD may have changed. If so, follow the procedure above and uninstall and reinstall the *Library*.

3. If the drive is on a Network, verify you are connected and that the summit.nfo file has not been moved to another drive.

#### I get the error message, "Setupinstall: Unable to find file cd.txt in the installation folder"

This message usually results from an interrupted previous installation. In this case, normal uninstallation will probably be unsuccessful. Attempt the uninstall and reinstall procedure above. If uninstall fails, or if Computerized Aviation Reference Library is not listed, you will have to manually perform the uninstallation. This requires using the Registry Editor. If you are inexperienced using this editor, please call Summit Tech Support at 1-800-328-6280 and we will be happy to walk you through the procedure.

**Note: Be very careful when deleting registry keys. An accidental deletion can cause major problems in other software. Always back up the registry before making any changes.**

To manually remove summit keys from the Registry:

1. Go to Start / Run, and type "regedit" (without quotes), then click "OK."
2. If it's present, delete the key HKEY\_CURRENT\_USER\software\summit.
3. If it's present, delete the key HKEY\_LOCAL\_MACHINE\software\summit.
4. Perform the uninstall / reinstall procedure above.

I get the error message, "Unable to open the infobase (332,5)."

1. Try the above uninstall / reinstall procedure above.
2. If that is unsuccessful, double-click C:\Program Files\Summit Aviation\Reference Library\autoreg.exe.

I get the message, "Unable to open infobase. The master infobase has be moved or replaced by an infobase with the same name."

This error usually occurs when someone is trying to install a new version of the *Library* over a very old one. Follow the uninstall / reinstall procedure above.

I get a message indicating a table is too big to print and that information is being lost past the right margin.

Publications in the *Library* have been optimized for viewing on screen and some tables are too wide to print. However, there are some things you can try:

1. Go to File / Page Setup. Many options here can be manipulated to produce a greater printing area.

Try changing the Left and Right Margins to 0.5 inches.

Try changing the page orientation to Landscape.

Try choosing a larger paper size, if your printer can accommodate larger sheets.

2. Select the table you wish to print and copy it to the clipboard. Open a word processor and paste the table. You will be likely able to reformat the table in the word processor into a form that you can print.

3. Locate on the web a pdf version of the publication containing the table you wish to print. Pdf files are optimized for printing and you should be able to print the table from the pdf document.