

FAQ

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Q: Why do I get "Compile error in hidden Module: ThisWorkbook when I click the run button in the Program Manager?

A: Because you downloaded, CleanOpsStaff before 7/31/2008 and you are running Windows XP/Excel 2007. Download the latest release again and reinstall CleanOpsStaff.

Q: Why does the Program Manager closes and fails to load CleanOpsStaff when I click the run button?

A: Because you are running Excel 2003 but you downloaded the Excel 2007 version in step 1 of the download/Install instruction or vice versa. Download the correct version.

Q: How do I get help with a program technical support problem?

A: Use the [Contact Us](#) link to send an email to Hunter Consulting and Training. Provide the following information:

- A good description of the problem (VERY IMPORTANT)
- The step number of the set of instructions your were following when the problem occurred
- State the error message you received on your screen if there was one. If there was no error message state "no error message"
- State which Windows operating system you are using [Windows XP, Windows XP Professional, Windows Vista [Home Basic, Home Premium, Business, Ultimate]]
- State which version of Excel you are using (Excel 2003, Excel 2007)

- Date you downloaded the software (Make sure you download the latest release of the program)
 - If you are a TechCallBack subscriber, include your **phone number** and **Product Code** and several dates and times that you would be available for Hunter Consulting and Training to call you back on the phone to help you troubleshoot your issue.
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Q: Why do I get an error message when I try to run Setup after I download CleanOpsStaff (Step 11 of the Download/Install Instructions)?

A: This is a rare error that has to do with Microsoft .NET Framework. It prevents certain program from being installed and provides an error message to contact the application vendor. Do the following to resolve the issue:

- Click the Windows **Start** button.
 - Click **Control Panel**.
 - Click **Regional and Language Options**
 - Click **Format** tab
 - Change language format to **English (Australia)** and click **Apply**
 - Change language format back to **English (United States)** and click **Apply**
 - Reboot your computer.
 - Now run the **Setup** (step 11 of the Download/Install Instructions)
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Q: Why do I get an error message when I try to run Setup after I download CleanOpsStaff (Step 11 of the Download/Install Instructions)?

A: The Product Code and the Activation Key are Case Sensitive. You must enter uppercase and lowercase letters as they appear in the Product Code and Activation Key. Be sure to be alert not to mistake uppercase "O" as in Oscar for Zero "0" and lowercase "l" as in lemon for upper case "I" as in India. Future updated will not use these letter, however, in the meantime if you have a Product Code or Activation Key with these letters copy and paste them into Word and change the font to Courier New (00, 11) which makes it easier to identify the letter.

Q: Why do I have trouble saving and printing using CleanOpsStaff and Excel 2003?

A: There was a code issue with CleanOpsStaff/Excel 2003 combination prior to 8/11/2008. This is has now been resolved. Use the following steps to resolve the issue with your installation if you downloaded and installed the CleanOpsStaff/Excel 2003 combination prior to 8/11/2008:

- Use Windows Control Panel to uninstall CleanOpsStaff.
 - NOTE: There is no need to delete any of the CleanOpsStaff folders or files. If you do not delete the CleanOpsStaff Folders/Files then you will not have to reactivate your program.
 - Download and install CleanOpsStaff (last updated 8/11/2008) again from the web site in the usual manner. Answer "Yes" or "OK" to overwriting the existing files. NOTE: be sure to run setup after extracting the new files.
 - If you did not delete any existing CleanOpsStaff folders/files, your program should still be activated. If you deleted CleanOpsStaff folders /files then re-activate your program.
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Q: Why does the progress bar stay open in the center of my screen after I open an inventory data file?

A: If you download CleanOpsStaff before 8/23/2008, this issue would occur when you open a file with an integrity issue. This issue was resolved with the 8/23/2008 release. Download the latest version of CleanOpsStaff resolve this issue.