



1-Minute Newsletter – June 2015

This is another installation of our 1-Minute Newsletter – we hope you find it helpful!

Runtime Error 5

For the past couple months, we've taken calls from some customers who have encountered this error code after starting Club Office. This is a Windows error code, not a code generated by our software. The error seems to pop up when one tries to run one of the modules from the main pyramid menu. Because this is a terminal Windows error, it causes the software to crash. In every case, the caller has reported something like this: "It worked fine yesterday but today I can't get in – this runtime error 5 happens and it crashes."

We have spent a great many hours connected to users' systems over the past month trying to find a solution to this issue. We've also spent many whole days (and nights) researching for solutions and we've discovered that this is an industry-wide problem, not just one for Club Data's software. It also can affect Microsoft Word and Excel, too. If you Google the term, *runtime error 5* you will get about *24 million* hits!

We will be happy to try to help you solve this issue if or when it arises, but runtime error 5 is in no way, shape or form an issue caused by our software – it's caused by a conflict with some *other* software program that's been installed on your computer. Fixing the computer generally follows a set of options and in order of complexity, here's what we'd do:

1. We try Windows' built-in System Restore first.
2. If #1 didn't work, we'd check/change Windows' Group Policy settings.
3. If #2 doesn't work, we'd try uninstalling the offending application(s), often the most recent ones that were installed.
4. If #3 doesn't work, we'd try to repair Windows. Your Windows installation disk is required for this.
5. If #4 doesn't work, we'd reinstall Microsoft Windows from scratch. This is the most drastic for it usually erases everything on the hard disk.

Our fee is \$75/hour for any time that we spend on these Windows error problems either online or doing offline research to fix it with no guarantee or projection as to how many hours that may require. We can't in good faith tell you

The Importance of Computer and Software Control

As the owner of the computers at your facility, you're ultimately responsible for their proper use and what's installed on them and, in turn, for dealing with whatever problems arise from that. There's a reason why corporations have policies that prohibit their employees from installing things on the corporate computers they use as well as from using employee-provided flash drives, CDs and DVDs or visiting non-corporate-approved web sites. The penalty for violating the policy is usually immediate dismissal.

Have you ever wondered why? It's all about control and not injecting security problems or software incompatibility

that it's a half-hour fix when it might actually take several days (or more) of intense work to solve. Why? Because the computer that exhibits this problem is not running a plain-Jane version of Windows. It's running a *hybrid* version of Windows.

Think about it this way: Windows is like a horse. If you add a hump to a horse, it's no longer a horse -- it's a camel; if you add stripes it becomes a zebra; if you added a long neck it would be a giraffe. If you add anything to the horse, it's no longer a horse – it's a different animal. Windows is just like that. *Every* time you install another application on your computer it changes the way Windows works; Windows becomes a *different* animal.

This includes applications you might install for cameras, DVD players, scanners, copiers, iPods, phones, network-attached-storage (NAS) devices, anything to do with a "cloud" service or application, anti-virus or anti-malware software, browsers, word processors, spreadsheets, screen savers, graphics programs, Adobe Flash, special plugins for your Internet browser to view videos or *any* application whatsoever that is not included as a core component for the Windows operating systems our software is designed to use. If you add an application after Windows itself has been freshly installed, by definition it's not a core module of Windows – it's an *add-on* to Windows.

Club Data is a Microsoft-centric software provider. We use Microsoft's own development tools to ensure that our software is compatible with Microsoft Windows. But we're talking about *Windows*, not Windows with all the other little third party doo-dad utilities and applications added to it.

"But," you say, "I need those to run my business." That's fair enough. Just understand that *every* application you or your users install on your computers, either deliberately *or* *accidentally* via clicking on an Internet link or picture in your browser opens up more possibilities that a software incompatibility issue may arise. And the more things you add to Windows, the greater the potential for conflicts. That's not a warning, that's a fact.

problems into the business because *fixing* those problems costs money. Lots of money.

We can't tell you what you should do, but we most respectfully suggest that you give this topic your most serious and immediate attention. Learn about security, spend a few dollars and take an online class, a class at a local technical college or attend a seminar.

You are in the driver's seat when it comes to preventing computing problems. Formulate a plan because the days of easy and safe computing are over.