
Version Launcher for Microsoft® Access



For Microsoft® Access



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Acknowledgments

We would like to thank everyone who contributed to make Total Access Startup a reality. Thanks to the many existing users who provided valuable feedback and suggestions, and to all of our beta testers for their diligence and feedback.

Many people at FMS contributed to the creation of Total Access Startup, including:

- **Design & Development:** Luke Chung, Scott Ellis, and Molly Pell
- **Documentation:** Luke Chung, Scott Ellis, and Molly Pell
- **Quality Assurance/Support:** Katie Bredahl, John Litchfield, Molly Pell, and Madhuja Vasudevan

Table of Contents

Chapter 1: Introduction	3
About Total Access Startup	4
Product Highlights	6
New Features in This Version	8
Enhancements in Previous Versions	10
Visit our Web Site	11
Chapter 2: Installing Total Access Startup	13
System Requirements	14
Installing the Program	14
Using the Update Wizard	16
Uninstalling the Program	16
Chapter 3: Configuring Database Launch Options	19
Preparing for Deployment	20
Total Access Startup Administrator Wizard	23
File Tab: Specify the Settings File	24
Master Database Tab	25
Access Version Tab	27
Launch Tab	30
Local Deployment Tab	32
Splash Screen Tab	34
Exception Tab	37
Create Shortcut	38
Chapter 4: Launching Databases	41
Total Access Startup Launcher	42
Total Access Startup Redistributable	43
Total Access Startup Runtime License	43
Chapter 5: Advanced Topics	45
Settings File Format	46
Deploying Applications Manually	50
Chapter 6: Troubleshooting and Support	53
Troubleshooting the Errors Users May Encounter	54
Support Resources	56
Web Site Support	57
Technical Support Options	58
Contacting Technical Support	60
Index	61

Welcome to Total Access Startup!

Thank you for selecting Total Access Startup for Microsoft Access! We hope it saves you time and helps ease the task of deploying and maintaining Access databases.

Total Access Startup is developed by FMS, Inc., the leading developer of Access products. In addition to Total Access Startup, we offer a wide range of products for Access developers, administrators, and users:

- [Total Access Analyzer](#) (database documentation)
- [Total Access Admin](#) (database usage monitoring)
- [Total Access Components](#) (ActiveX controls)
- [Total Access Detective](#) (difference detector)
- [Total Access Emailer](#) (email management)
- [Total Access Memo](#) (rich text memos)
- [Total Access Speller](#) (spell checking)
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- [Total Visual Agent](#) (maintenance and scheduling)
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- [Total Zip Code Database](#) (city and state lookup lists)
- [EzUpData](#) (cloud hosting of Access reports and files)

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Please make sure you sign up for our free email newsletter. This guarantees that you will be contacted in the event of news, upgrades, and beta invitations. Once again, thank you for selecting Total Access Startup.



Luke Chung
President

Chapter 1: Introduction

Discover how Total Access Startup can become your assistant, helping you deploy Access databases. This chapter describes Total Access Startup and how you can use it to ease the burden of database management.

Topics in this Chapter

- **About Total Access Startup**
- **Product Highlights**
- **New Features in This Version**
- **Enhancements in Previous Versions**
- **Visit our Web Site**

About Total Access Startup

Split Database Architecture

For optimal performance, multi-user databases Access applications should be split into two parts: a “data” database on a shared network drive, and a “front end” database on each user’s local computer pointing to the shared data. This lets you update the application (queries, forms, reports, macros, modules, etc.) separate from the data. Read our paper for more information: [Microsoft Access Split Database Architecture to Support Multiuser Environments, Improve Performance, and Simplify Maintainability.](#)

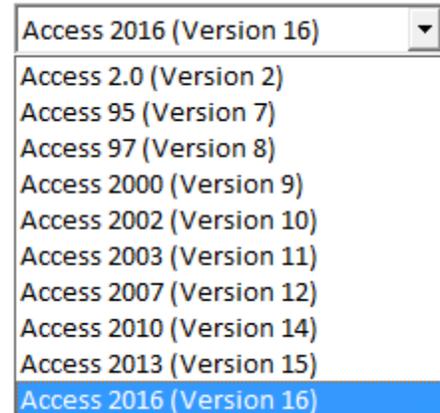
Challenges with Deployment

Microsoft Access developers and administrators face a challenge when it comes to keeping all users in synch with the latest version of the front-end application, and running the appropriate version of Access. Total Access Startup solves these challenges with an elegant, centralized, and easy to administer solution.

Total Access Startup guarantees that your users always launch the right version of Access with the right version of your Access database, along with displaying a custom graphic splash screen when it starts.

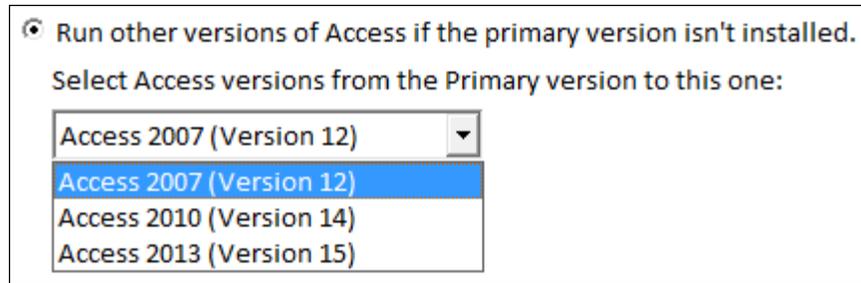
Specify the Access Version to Use

Total Access Startup ensures that your database always opens in the correct version of Access, regardless of how many versions are installed and what Windows considers the default application. If your database requires Access 2016, Total Access Startup always launches it in Access 2016.



Specify a Range of Access Versions

In addition to specifying the primary Access version, you can specify a range of Access versions that are acceptable. For instance, for ACCDB databases, you may allow Access 2016 to Access 2007). Total Access Startup looks for Access 2016 first and if it can’t find that, go to the next older version.



Specify the Access Bitness

With Office/Access 2010, Microsoft introduced the 64-bit version of Access. Now you have the 32 and 64 bit versions of Access. Your application may only support one of them. Windows API calls, DLL library references, and ActiveX controls are among the features that are bitness specific. If that's the case, you need to make sure you deploy Access with the right bitness Access. You can specify 32-bit only, 64-bit only, or both:



Specify the Access Bitness

Detect and Run the Latest Version of Your Database

Total Access Startup keeps all users up-to-date with the latest version of your application. Simply update a version number, and Total Access Startup copies the new version to the users' local computer the next time they launch it.

To deploy your Access application, simply send an email pointing to the shortcut that is automatically created, and you're done!

Total Access Startup is a standalone application comprised of three executables:

Total Access Startup Administrator

The Total Access Startup Administrator is a wizard that helps you control how your database is started and managed. The Administrator allows you to specify:

- The location of the "master" database on the network
- Whether the database is run from the network or copied to each user's machine, and how to identify the master database is updated
- The primary Access version, bitness, and range of acceptable Access versions.
- Launch settings such as the starting macro and command line options. Files to run and message to display when the local copy is created and/or updated.

- Splash screen to display as the program starts either as a graphic file or dialog message
- Exception handling with the content to display if an error occurs such as the specified Access version isn't installed.

When you complete the Wizard, Total Access Startup lets you create a deployment folder on your network with a shortcut link and settings file (INI file). The INI file includes your specifications, and the shortcut launches your database using these specifications by anyone on your network.

Total Access Startup Launcher Program

The Total Access Startup Standard Launcher (TASStart.exe) is a small executable that runs your database with the options specified selected in the Administrator Wizard. The Standard Launcher detects if 64 bit Access is installed, and redirects to the 64 bit Launcher (TASStart64.exe) if necessary. The INI file and Launcher programs reside on your network for your users. The Launcher programs have no dependencies and do not require your users to have anything installed on their machine other than a copy of Access.

Total Access Startup Redistributable Program

The Total Access Startup Standard Redistributable is a small executable (TASLnch.exe) that can be distributed with your applications royalty-free. The Standard Launcher detects if 64 bit Access is installed, and redirects to the 64 bit Launcher (TASLnch64.exe) if necessary.

The Launcher programs have no dependencies and do not require your users to have anything installed on their machine other than a copy of Access. The Launchers ensure that your application is always launched using the correct version of Access and the appropriate startup options. See **Total Access Startup Redistributable** on page 43 for details.

Product Highlights

Total Access Startup makes it easier than ever to keep all database users in synch with the correct version of Access, and the latest version of your database. Total Access Startup lets you:

Launch the Correct Version of Access

Total Access Startup always launches the correct version of Access with your database regardless of how many versions of Access are installed or what Windows considers the default program. Total Access Startup supports MDBs, ACCDBs, and ADPs—use it to support all of your database formats!

Display Customized Error Information

Customize the information that the user sees if there is an error launching the application (e.g. if the user doesn't have the correct version of Access installed). This gracefully handles the problem and allows you to display helpful information, such as troubleshooting tips and the database administrator's contact information.

Deploy Applications to User's Local Machine

If your users are running your application for the first time, Total Access Startup installs the database for them. If there are other files required, you can also launch a batch file or setup program.

Make Sure Users Have the Latest Version

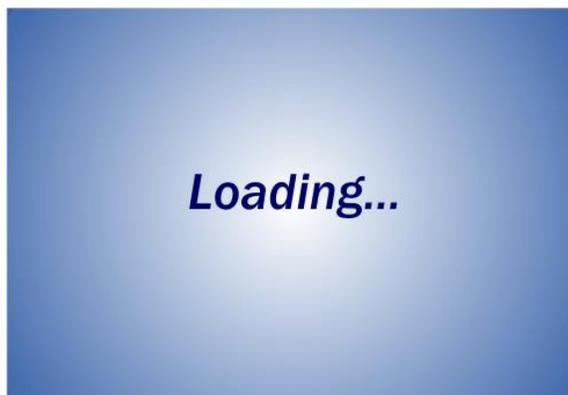
When you update your database, your user's local copy is automatically updated the next time they launch it. You can also show a message to the user, and/or launch a batch file or setup program if additional files need to be installed.

Launch the Database with Various Startup Options

Choose from a variety of startup options, such as a executing a macro or command line switch, and opening the database exclusively or in read-only mode.

Add a Splash Screen when Your Program Loads

You can specify a graphic file that appears while your program and Access loads:



Sample Splash Screen while Your Program Loads

Manage the Application Centrally

Total Access Startup stores everything centrally so you can deploy your database consistently across all users and easily manage it over time. Just

configure your settings in one place, and send shortcuts to all database users. You will never worry about installing the proper dependencies or updating local copies again.



For optimal performance, your databases should be regularly compacted and backed up. If you do not have an automated process in place, consider **Total Visual Agent** from FMS, which automates these administrative chores. For more information and a demo, visit www.fmsinc.com.

New Features in This Version

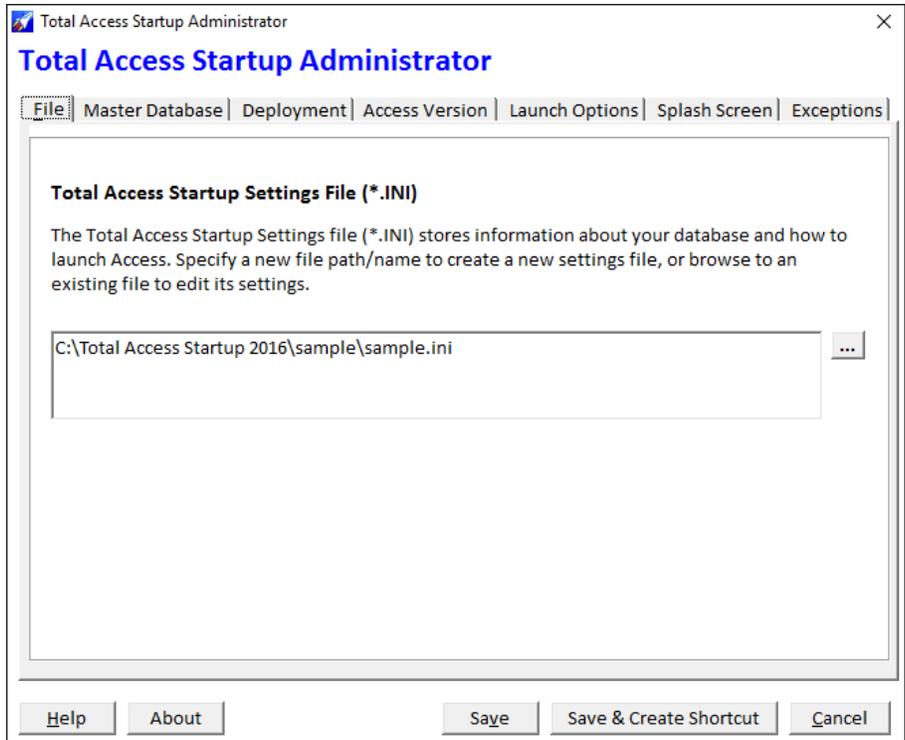
Total Access Startup 2016, Version 16, is the fourth major version of the program since its original release in April 2003. The latest version includes several new features and enhancements, including:

Supports Microsoft Access 2013 and 2016

Total Access Startup 2016 adds support for Microsoft Access 2016 and 2013. It maintains support for prior versions through Access 95.

New Tabbed Interface for the Administrator Wizard

The Administrator program is redesigned with a tabbed interface rather than a series of separate Wizard pages. Easily move between tabs to see all your settings.



New Tabbed Interface

Specify a Range of Acceptable Access Versions

In addition to specifying the Microsoft Access version to start your program, you can optionally set a range of other acceptable Access versions. For instance, for ACCDB files, allow any Access version from 2016 to 2007.

Add a Splash Screen when Your Program Loads

You can now specify a graphic file that appears while your program and Access loads to give it a very professional look:



Sample Splash Screen while Your Program Loads

Create and display your own graphic file in BMP, GIF, JPG, and PNG formats. It can also replace the Microsoft Access splash screen from being shown to your users.

Enhanced Splash Screen Dialog

The custom startup dialog is enhanced to be larger and easier to read.

Create the Shortcut with Icons

When creating the shortcut, you can now add a custom icon.

Icon Library

Over 1,150 icons are included to customize your shortcut.

Customize and Localize Error Messages

The Total Access Startup Launcher traps errors that prevent users from starting your database. All the error messages can be customized in a new Localize.ini file in the installation folder. Modify our text if you don't like our wording or translate them from English to your users' language. Include it in the deployment folder with your shortcut. The two error messages that could be customized in the settings file are now moved into Localize.ini.

Enhancements in Previous Versions

Total Access Startup 2010, Version 14

Supports Microsoft Access 2010, 32 bit and 64 bit Version

Total Access Startup 2010 added support for Microsoft Access 2010 (32 bit and 64 bit versions) with continued support for Access 95 through 2007.

When launching a database in Access 2010, the administrator can specify if they want to limit the database to open in only the 32 bit version, only the 64 bit version, or in either version.

Total Access Startup 2007, Version 12

Support for Microsoft Office Access 2007

Total Access Startup adds support for launching your Access 2007 databases including support for the new ACCDB database format.

Support for Access Data Projects (ADPs)

Access Data Projects are Access applications for SQL Server databases. Total Access Startup 2007 now supports ADPs, so you can simply set a custom property to keep all of your ADP users up-to-date with the latest version of your project. See page 22 for details.

Support for User-Specific Path Variables

Refer to any of the available path variables to write the local database to a user's folder (e.g. "My Documents", "Desktop", or "Profile").

Option to Show a Message on Update

Optionally display a message when an updated version of the application is copied to a user's computer

Option for Launching in a Specified Access Version or Earlier

When specifying an Access version to use with your database, choose whether to only use that version, that version or later, or that version or earlier.

Customizable Error Messages

Customize the text that is displayed to users for various errors.

New User Interface for the Total Access Startup Administrator

The Total Access Startup Administrator includes a more modern and usable User Interface, with support for Windows themes.

Visit our Web Site

FMS is constantly developing new and better developer solutions. Total Access Startup is part of our complete line of products designed specifically for the Access developer. Please take a moment to visit us online at www.fmsinc.com to find out about new products and updates.

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Detailed descriptions for all of our products are available. Each product has its own page with information about features and capabilities. Demo versions for most of our products are also available.

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Register your copy of Total Access Startup on-line. Be sure to select the email notification option so you can be contacted when updates are available or news is released. You must be registered to receive technical support.

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Jump to other locations, including forums, user groups, and other sites with news, techniques, and related services from our [web site](#).

Chapter 2: Installing Total Access Startup

Total Access Startup comes with an automated setup program to get you up and running as quickly as possible. This chapter describes Total Access Startup's system requirements, installation steps, and instructions for uninstalling.

Topics in this Chapter

- **System Requirements**
- **Installing the Program**
- **Using the Update Wizard**
- **Uninstalling the Program**

System Requirements

The Total Access Startup Administrator program has the following system requirements:

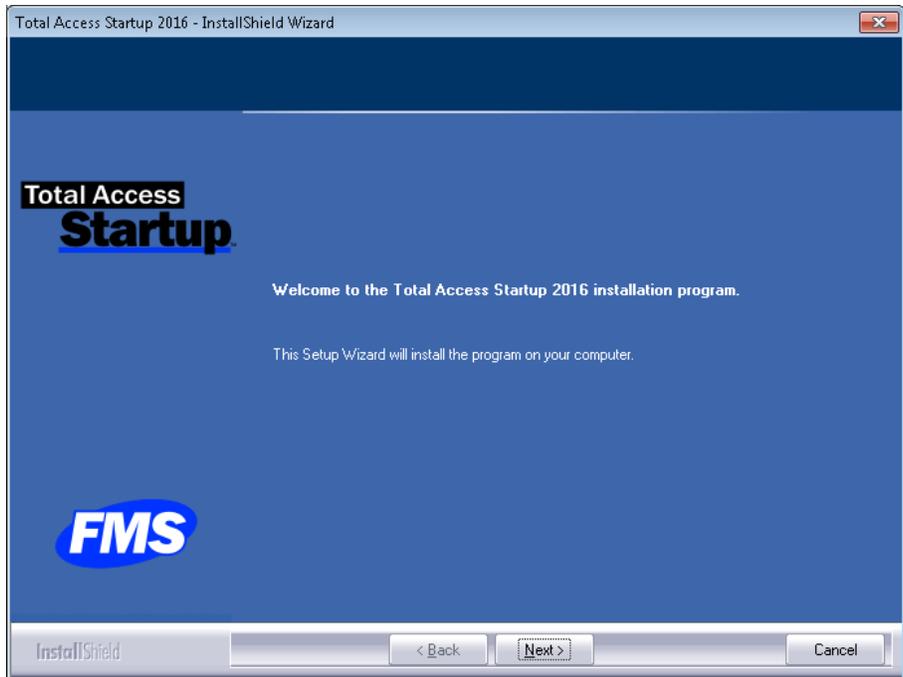
1. Operating system, processor, and memory that can run VB6 applications successfully
2. 25 MB of free disk space to install the product
3. To configure Total Access Startup for use with an ACCDB file, you must run Total Access Startup Administrator on a computer with Access 2007 or later installed.

Installing the Program

Only the Administrator (the person specifying the settings necessary for the users to launch the Access application) needs to install Total Access Startup. Your users do not need to run an installation program. In fact, they only launch their shortcut from the network and no Total Access Startup files are ever installed on their machine.

Total Access Startup is installed using an automated setup program. To install Total Access Startup, run the startup program:

1. Locate and run the setup program.
2. When prompted, enter your registration information and product key (serial number).
3. Specify the destination directory for the files.
4. Be sure to read the README file for any late breaking news that is not included in this User Guide.



First Installation Page

Installing the Access 2007 Database Connectivity Component

The Access Database Engine is necessary to support ACCDB databases. It's installed in most cases if Access 2007 or later is installed. However, there are certain situations where it may not be installed:

- Access 2013 installed directly from the Office365 web site
- Access 2016 (from the web site or disk)

It is never a problem if Access 2007 or 2010 is installed (retail or runtime versions).

If it's not installed, a warning message appears when you run the Administrator Wizard and select an ACCDB database. The program is available as a free download from Microsoft:

<https://www.microsoft.com/en-us/download/details.aspx?id=23734>

If Microsoft changed the location, visit our web site:

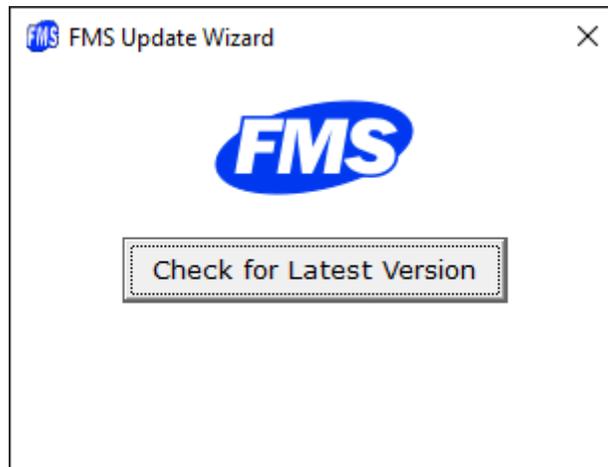
<http://www.fmsinc.com/go.asp?2332>

The Total Access Startup Launcher and Redistributable programs have no system requirements. Keep in mind, however, that your users must have the appropriate version of Access installed to open the database.

Using the Update Wizard

If you are registered, you should receive emails from FMS when updates are released for the products. To verify you have the latest build, you can use the Total Access Startup Update Wizard with an active Internet connection.

From the main Windows menu, select All Programs, FMS, Total Access Startup, Update Wizard:

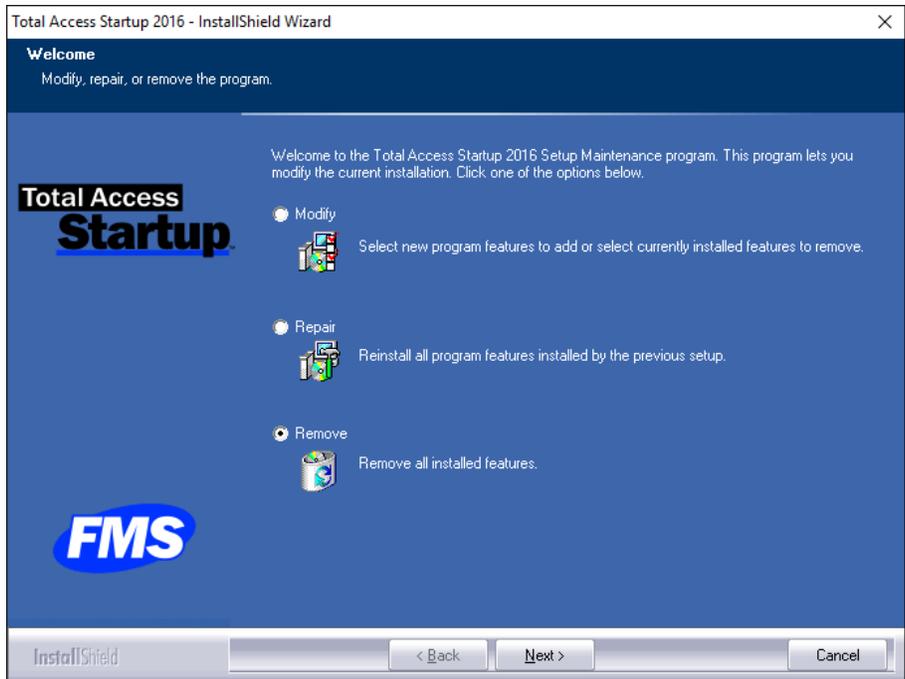


Press the [Check for Latest Version] button to see if you are running the latest version.

Uninstalling the Program

Total Access Startup conforms to Windows installation and removal standards. To uninstall Total Access Startup:

1. From the main Windows menu, select Control Panel.
2. From the Control Panel window, select Add/Remove Programs.
3. Select Total Access Startup from the list of installed programs, and click the Change/Remove button.
4. Follow the onscreen prompts to uninstall the product and choose Remove and press Next:



Note that the uninstall process does not remove any files created by Total Access Startup after it was installed. For example, a temporary database may still exist in the Total Access Startup directory. After uninstalling the product, check the directory where it was originally installed for any remaining files that need to be manually deleted.

Chapter 3: Configuring Database Launch Options

Total Access Startup is comprised of three sets of executables: the Total Access Startup Administrator, the Total Access Startup Launcher, and the Total Access Startup Redistributable. This chapter provides information about preparing your database for distribution and using the Total Access Startup Administrator to configure the database launch options.

Topics in this Chapter

- **Preparing for Deployment**
- **Total Access Startup Administrator Wizard**
- **File Tab: Specify the Settings File**
- **Master Database Tab**
- **Access Version Tab**
- **Launch Tab**
- **Local Deployment Tab**
- **Splash Screen Tab**
- **Exception Tab**
- **Create Shortcut**

Preparing for Deployment

Before using Total Access Startup to deploy and manage your database, determine how you would like to deploy the master database. Total Access Startup offers two options:

Launch Master Database from Network Location

Select this option if you do not want Total Access Startup to copy the master database to the user's local machine. With this option, the master database is launched from the network location, always using the correct version of Access and startup options. This is the simplest way to ensure a shared database is launched with the correct version of Access, but it should generally not be used if multiple users access the database simultaneously or if performance and network traffic are issues.

Deploy Master Database to User's Local Machine

Select this option if you would like Total Access Startup to copy the master database to a specified location on each user's local machine. Total Access Startup keeps the local copy in sync with the master database using a Version table that you specify. The local database is always launched with the correct version of Access. This option is generally selected for multi-user databases that are accessed by several users simultaneously.



If you plan to redistribute your application using TASLnch.exe, choose **Launch Master Database from Network Location**. Copying the database to the user's local machine is not supported with the redistributable runtime license. See page 43 for details.

Reading Tables in Access ACCDB database

There are certain situations where programs outside of Access can't read Access tables in ACCDB databases:

- Only Access 2016 is installed, or
- Access 2013 was installed directly from Office365 (not a problem if it was installed from disk)

To support the ability to read the Version table in your database, each of your users may need to install the free **2007 Office System Driver: Data Connectivity Components**:

<http://www.fmsinc.com/go.asp?2332>

Note, this is never a problem, if:

- Your master database is in MDB or ADP format.

- Access 2007 or 2010 is installed on the PC (retail or runtime)
- Microsoft fixes the Office/Access installation program of Access 2016 and 2013 (Office 365 version)

Preparing the Master Database

The deploy method determines the steps necessary to prepare your database. No additional steps are necessary if you choose to:

- Launch the master database from the network location, or
- Always copy the master database to the user's machine without checking its version

You're ready to use the **Total Access Startup Administrator Wizard** (skip ahead to page 23).

If you choose to check the version and copy the database to the user's local machine, there are a few simple steps to take to prepare your database.

Preparing MDB/ACCDB Databases

For standard databases (MDBs and ACCDBs), Total Access Startup uses a field to determine if the user's local copy is up-to-date with the master database. The master database must include a table and field to store version information.

First, locate the master database that you want to distribute, and add a table to designate the version. There are no restrictions on the table or field name, or the data type of the Version field, however we recommend the following:

- Create a local table named **Version**. Consider making this table hidden, so that users don't inadvertently modify the version number. If you name the table `usysVersion`, it is automatically a user system table, and is hidden unless the Access "View System Tables" option is turned on.
- Add one field to the table. This field can also be named **Version**, and it can have any data type.

The Version table is what Total Access Startup uses to keep user databases in sync with the master database. Whenever modifications are made to the master database, update the Version field to distribute the latest version to your users.

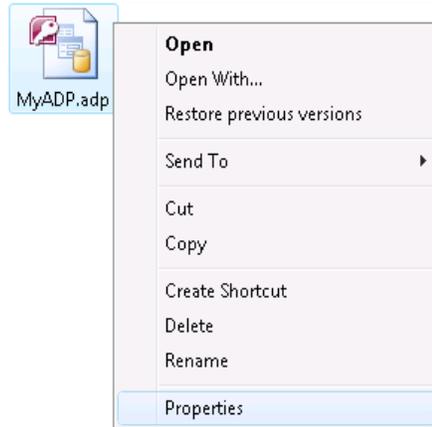


Total Access Startup determines the version by comparing the first record in the Version tables. If the values are different, Total Access Startup considers the master database updated and replaces the local one. Note that it is not checking to see if one value is larger than the other.

Preparing Access Data Projects (ADPs)

Since ADP tables Access Data Projects don't contain local tables, Total Access Startup uses a custom property to keep local copies up-to-date.

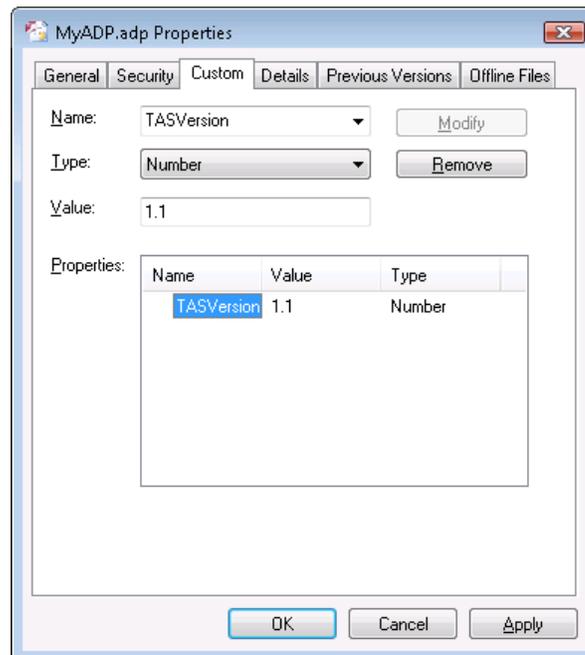
To set the custom property, locate the ADP that you want to distribute in Windows Explorer. Right-click on the ADP file, and choose "Properties":



ADP File, Context Menu

On the Custom tab of the Properties dialog, enter the following information, and click Add:

- Name: TASVersion
- Type: Any (Number is recommended)
- Value: Your program's version number



ADP Custom Properties

When you release a new version of your application, increment the Value, and click Apply.

Total Access Startup Administrator Wizard

The Total Access Startup Administrator program is an easy-to-use wizard that guides you through the process of setting up the launch options.

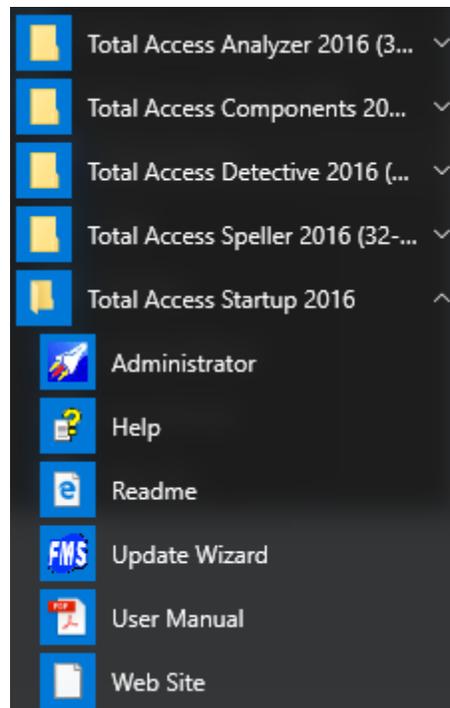
Objective: Create the Startup Settings File

The purpose of the Administrator program is to create a text file (*.INI file) that is used by the launcher so your users can click a shortcut and start your Microsoft Access application with the options you've specified

Starting the Administrator Program

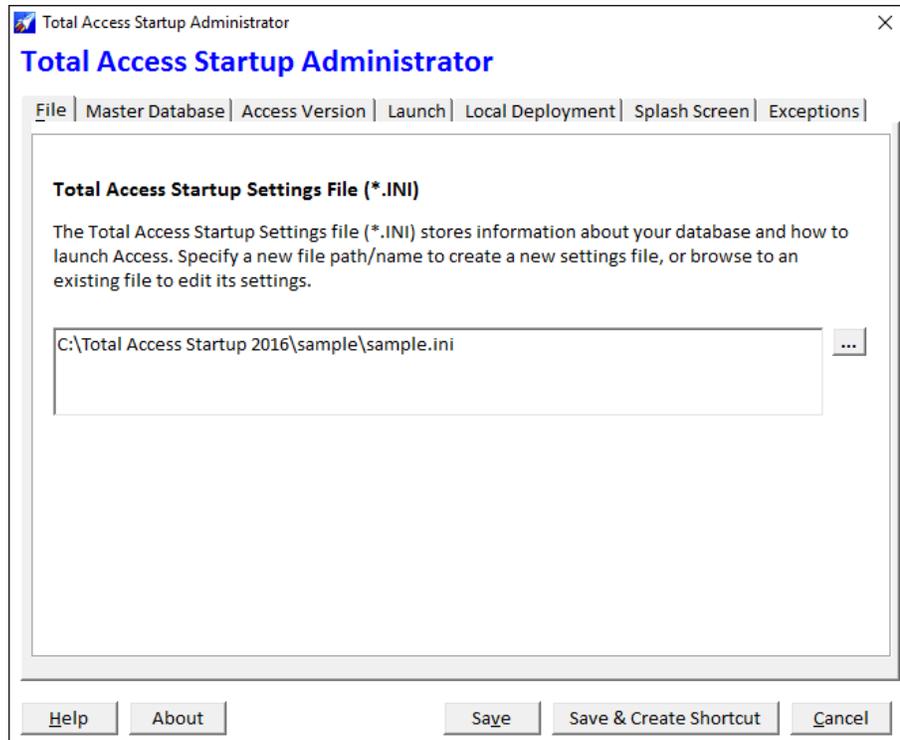
The installation program installed Total Access Startup and adds it to your Windows menu under "Total Access Startup 2016".

- For Window 7 and earlier, it's under the FMS folder.
- For Windows 8 and later (which doesn't use submenus by company), it's directly on the Windows, All Apps menu:



Total Access Startup on Windows 10 Menu

When the Administrator program opens, a tabbed Wizard appears:



Total Access Startup Administrator Program

File Tab: Specify the Settings File

On the first tab of the Total Access Startup Administrator Wizard, specify the file name for the Launch Settings INI file:

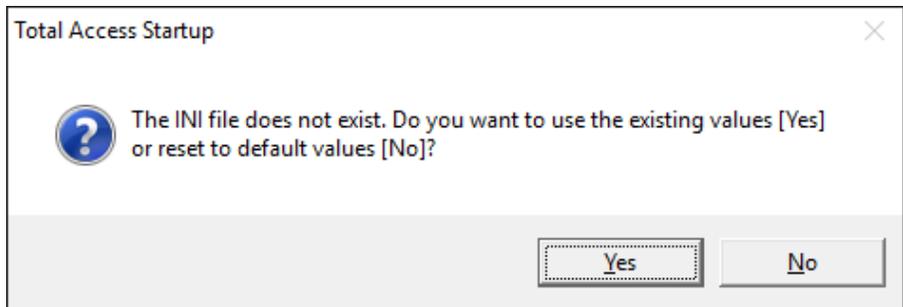


Specify the Name of Your INI Settings File

Open an existing file by entering it or using the browse  button.

Creating a New Settings File

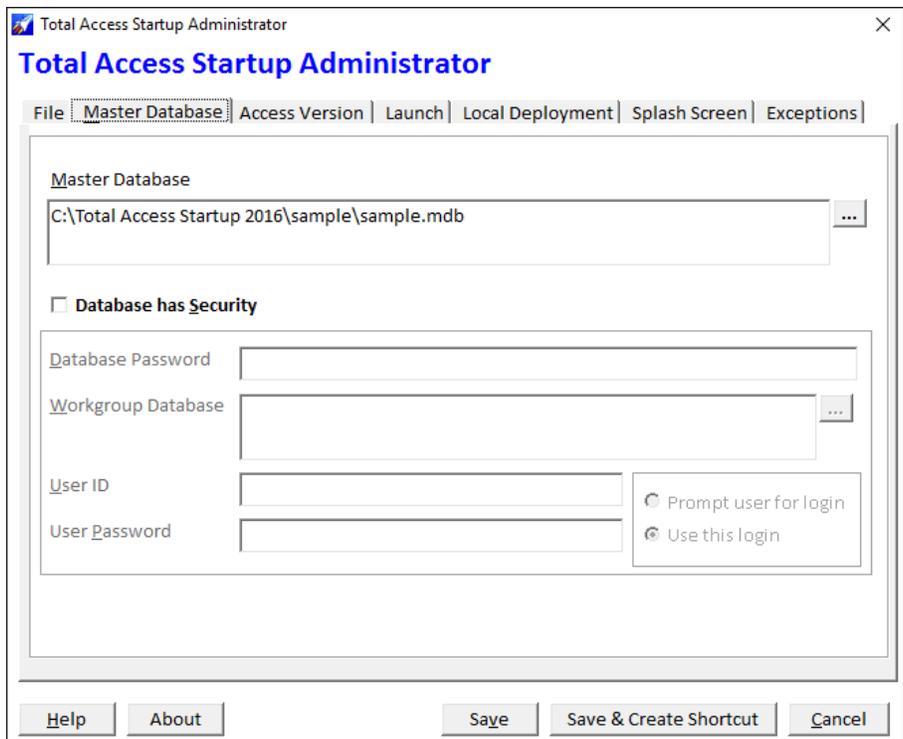
If you specify a new file name, it is created. A prompt asks if you want to use the existing values [Yes] or the default files [No]:



Create a New INI Settings File

Master Database Tab

Browse to the location of the master database. The master database should exist in a shared network location that all users have access. The master database is what copied to the user's local computer when Total Access Startup deploys the application, and is used for version comparison to determine whether the user has the latest version.



Master Database Tab

Use UNC Path rather than Mapped Network Drive

Use the UNC path rather than mapped drives to avoid mapping differences. Mapped drives can only be used if you are sure all your users have the same drive mapping.

For instance, use:

\\NetworkDrive\Accounting\AccountingApp.mdb

Rather than

K:\Accounting\AccountingApp.mdb

Database Security

If your database has security, check the “Database has Security box” and specify either the database password or workgroup security settings:



The screenshot shows a dialog box titled "Database Security Settings". At the top, there is a checked checkbox labeled "Database has Security". Below this, there are four input fields: "Database Password", "Workgroup Database" (with a browse button "..."), "User ID", and "User Password". To the right of these fields are two radio buttons: "Prompt user for login" (which is selected) and "Use this login".

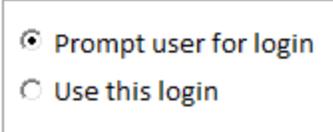
Database Security Settings

Database Password

If the database has a password, enter it in the **Database Password** field.

Workgroup Security

If the database uses workgroup security, use the Browse button  to locate the workgroup database (*.MDW). Then enter the user name and password that should be used to open the database. Finally, select the appropriate login option:



This is a close-up of the two radio buttons from the previous image. The "Prompt user for login" option is selected with a filled radio button, while "Use this login" is unselected with an empty radio button.

- “Prompt for Login” requires the user to log into the secure database when it is launched.
- “Use this Login” always uses the login name and password that you enter in Total Access Startup (the user is never prompted for login information).

Access Database Engine Error

When you select an ACCDB database (Access 2007 or later format), and leave this tab, Total Access Startup loads the database’s list of tables and macros. This message may appear:

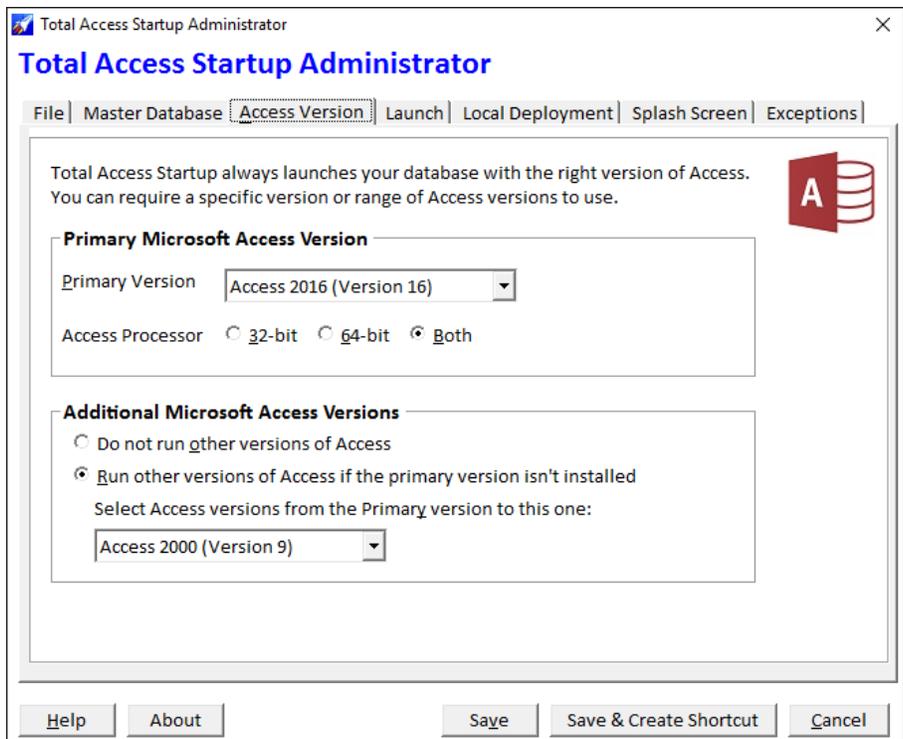


Access Database Engine Error

If you see that message, visit **Installing the Access 2007 Database Connectivity Component** on page 15 for more information.

Access Version Tab

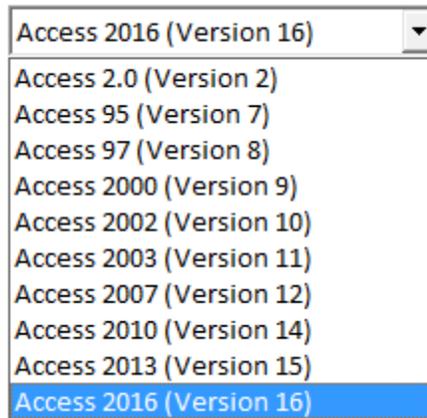
Total Access Startup lets you specify the exact Microsoft Access version or range of Access versions to run your database. You can also specify the processor type:



Microsoft Access Version Tab

Primary Microsoft Access Version

Choose the preferred Access version to run your program:



Select the Primary Access Version

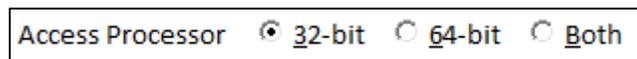
Total Access Startup looks for this Access version first when trying to launch your database.

Access Processor Bitness: 32 or 64-bit

Microsoft Access 2010, 2013, and 2016 come in 32 and 64-bit versions. Only one of the bitness types of an Access version can be installed at one time. Both cannot be installed at once.

Depending on your database, it may only support one of the versions. Windows API calls, ActiveX controls, DLLs, referenced libraries, and other objects may be bitness specific.

Total Access Startup lets you restrict the processor bitness of Access that your users launch.



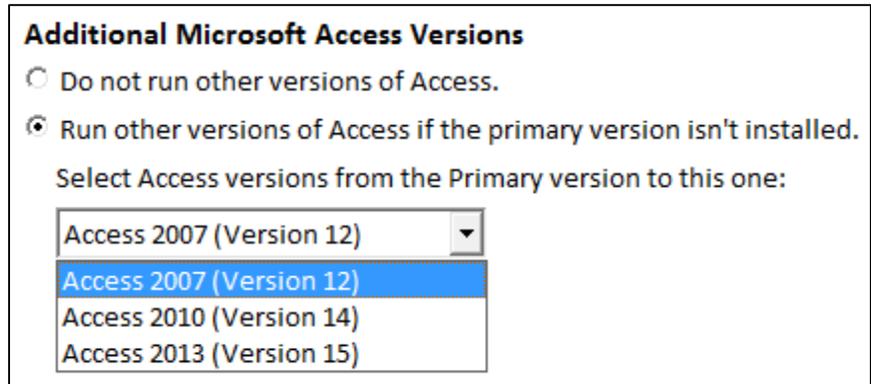
Specify Access Processor Bitness

Choose Both if your database supports 32 and 64-bit versions.

See page 50 for details about deploying databases with support for 64 bit Access.

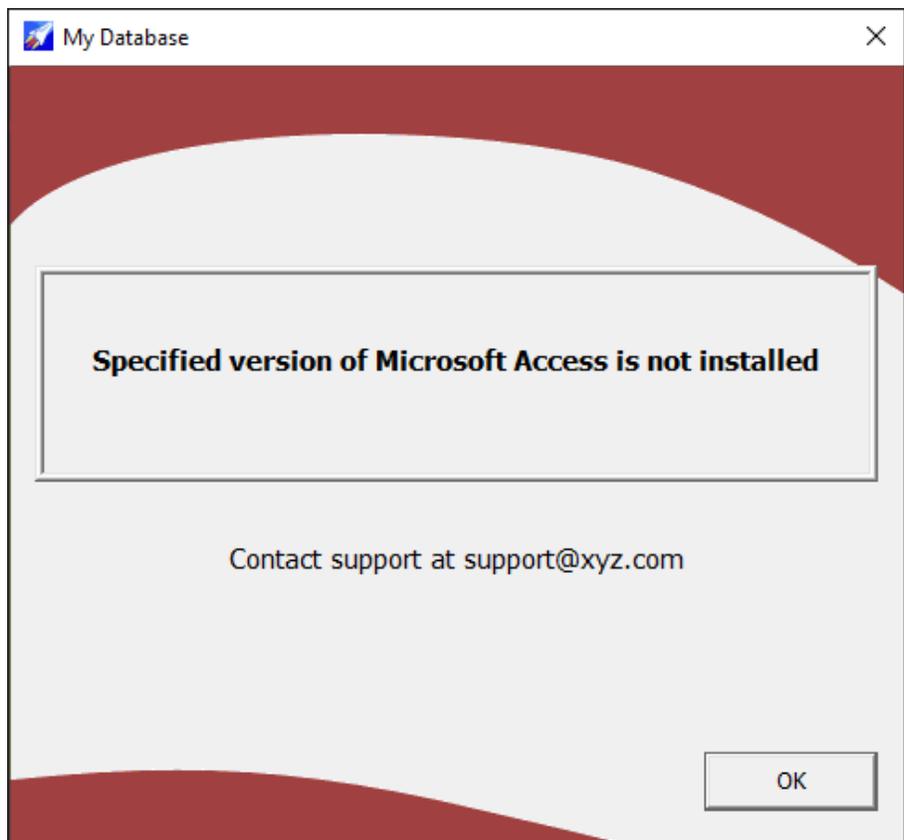
Additional Microsoft Access Versions

You can require your application to only use the Primary Access version specified or allow other Access versions too:



Set the range by specifying the last Access version users can run. When launching your database, Total Access Startup searches for the primary Access version you requested. If it can't find it, it searches for every Access version to the version specified in your range and launches the first one it finds.

If it can't find any, it shows this message:



Warning Message if Access Version Isn't Installed

Launch Tab

Specify whether all users run the same Master database from its network location, or whether a copy is made on each local machine.

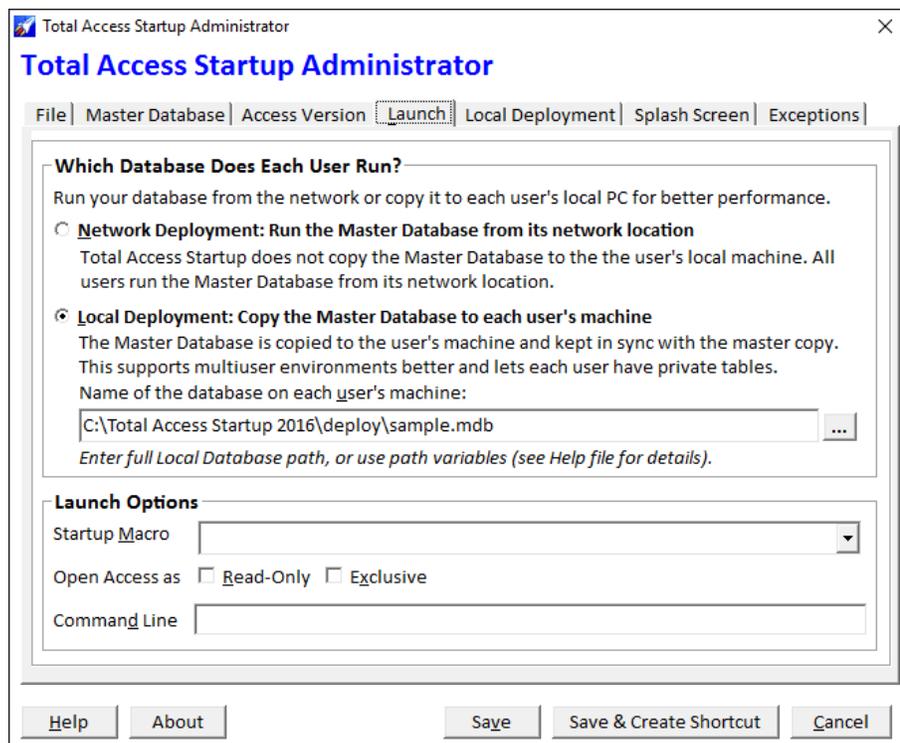
Split Database Architecture

Each user having their own copy of the database is the best way to support multiuser Microsoft Access applications. This split database architecture allows the front-end database to have private tables for each user and links to tables in a backend database or databases in Access, SQL Server or other formats.

Total Access Startup makes it easy to update each user's database when the master copy is updated.

See **Preparing for Deployment** on page 20 for information about selecting the right deployment method.

Which Database Does Each User Run?



Launch Tab

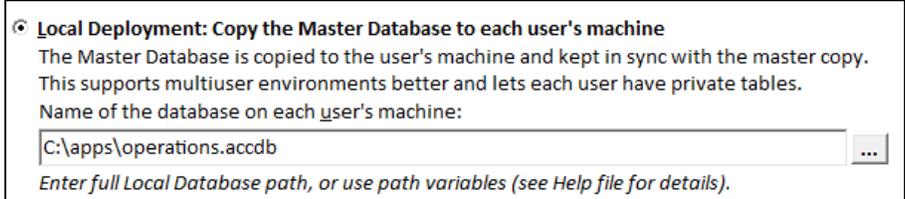
Network Deployment

No copy of the master database is made. Every user runs the master database directly for its network location.

Local Deployment

If Local Deployment is selected, specify the name of the folder and database where it should be copied on each user's machine.

If the database does not exist, Total Access Startup creates it the first time it is run. If the database exists, Total Access Startup checks the version, updates it if necessary, and launches the database with the specified version of Access.



Local Deployment: Copy the Master Database to each user's machine
The Master Database is copied to the user's machine and kept in sync with the master copy.
This supports multiuser environments better and lets each user have private tables.
Name of the database on each user's machine:
C:\apps\operations.accdb
Enter full Local Database path, or use path variables (see Help file for details).

Local Deployment Database Name

Path Variables

Total Access Startup includes support for the following user-specific path variables to copy the master database to the user's folder:

- **%MyDocuments%**
e.g. type "%MyDocuments%\MyDB.accdb" to copy to C:\Documents and Settings\UserName\My Documents\MyDB.mdb
- **%Desktop%**
e.g. type "%Desktop%\MyDB.mdb" to copy to C:\Documents and Settings\UserName\Desktop\MyDB.accdb
- **%Profile%**
e.g. type "%Profile%\MyFolder\MyDB.accdb" to copy to C:\Users\UserName\MyFolder\MyDB.accdb

These path variables are important if multiple users are using the same machine and need to have separate copies of the front-end database. It's also important if you are running Microsoft Access in Terminal Server, Citrix, or Windows RemoteApp sessions.

Launch Options

Startup Macro

Optionally specify a macro to run when the database is launched. If not specified, the Autoexec macro or your startup form launches.

Open Access: Read-Only

Check this option if you want the database to be opened read-only when Total Access Startup launches it. This prohibits users from making any modifications to the database. Note that if you deploy the database locally, the local database (not the master database) is opened read-only.

Open Access: Exclusive

Check this option if you want the database to be opened exclusively when Total Access Startup launches it. That means no other instances of Access can open it. Exclusive does not apply if Read-Only is checked.

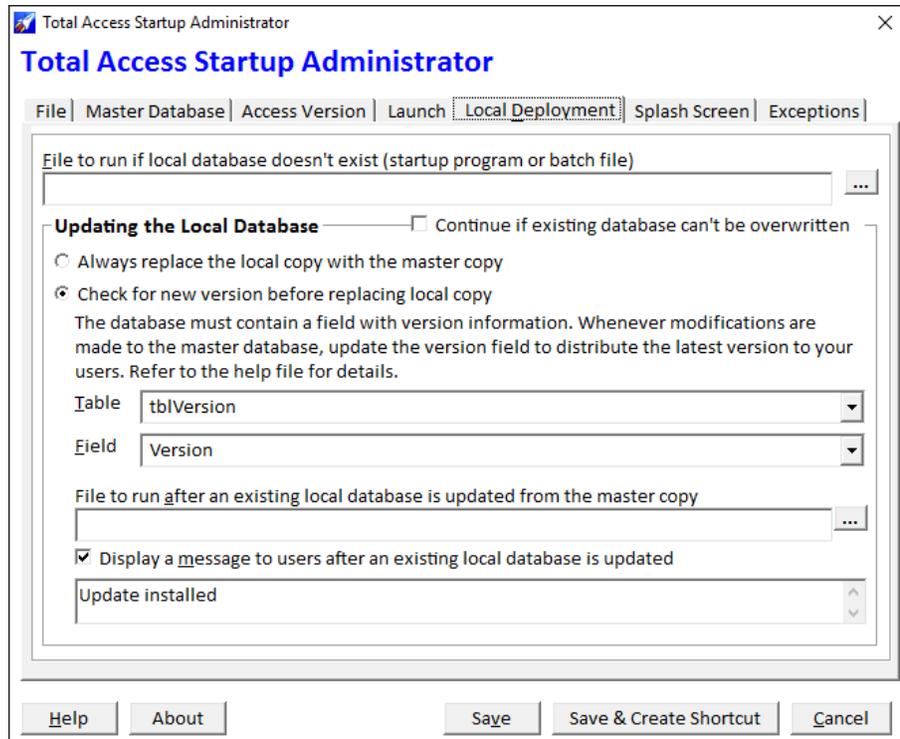
Note that if you deploy the database locally, the local database (not the master database) is opened exclusive.

Command Line

You can optionally specify a command line to run when the database is launched. Refer to the *Command Function* topic in the Access documentation for details.

Local Deployment Tab

The options on this tab are available if Local Deployment is selected on the Launch tab (they are not available if Network Deployment is selected).



Local Deployment Tab

File to run if local database doesn't exist

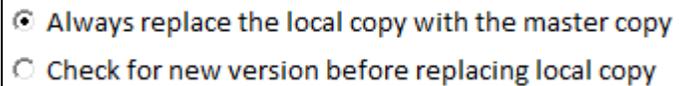
If the local database doesn't exist, Total Access Startup automatically copies it from the master database and creates the directory if necessary. Before the database is created, Total Access Startup can optionally execute a startup program or batch file. Use this feature to register custom controls,

display a help or Readme file, or run a program before deployment. The file needs to be on a shared network folder that all your users can see.

Note that if your setup program installs your Access database, Total Access Startup verifies it's the latest version before the user launches it. This lets you use old setup programs that install all the related files and settings without worrying about updating the latest version of your Access database.

Updating the Local Database

There are several options to customize the way the local database is updated for each user. The first decision is whether the local copy is always replaced or if the version is checked before replacing it:

- 
- Always replace the local copy with the master copy
 - Check for new version before replacing local copy

Specify How the Local Database is Updated

Always Replace the Local Copy

This option is appropriate if:

- Your network speed is fast and database is relatively small
- You don't want to set the version of the master database
- Your master database is in ACCDB format and your user's environment does not support reading its tables. See **Reading Tables in Access ACCDB database** on page 20 for details

Check for New Version Before Replacing

The second option is appropriate if:

- A table is created in your database to designate its version
- For ACCDB databases using Access 2013 or 2016, your users' machines allow programs to read its tables

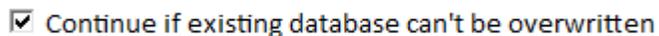
See **Preparing for Deployment** on page 20 for information about selecting the right deployment method.

Continue if existing database can't be overwritten

When Total Access Startup tries to update the local database, it may fail if it's already open in Access. That could mean the user is running an older version of your master database.

By default, Total Access Startup does not launch your database if it can't update the local database and displays a warning message.

By checking this option, Total Access Startup launches the existing local database even if it's out-of-date:

- 
- Continue if existing database can't be overwritten

Version Table and Field

Define the table and field that specify the version of your master database:

Table	<input type="text" value="tblVersion"/>
Field	<input type="text" value="Version"/>

Select the Version Table and Field

- Select the name of the table with the version information. This table must exist in the database (not a linked table), and determines whether the user has the latest version.
- Select the name of the field holding the version information. This field identifies the version of this database to compare with the user's current copy.

For more information, see **Reading Tables in Access ACCDB database** on page 20.

File to run after local database is updated

Before the local database is updated with a new version, Total Access Startup can optionally execute a program. Use this feature to run a program or batch (*.BAT) file when the database is updated. The file needs to be on a shared network folder that all your users can see.

Display message to users after an existing local database is updated

Display a message to users after an existing local database is updated

Update installed

Update Message Option and Text

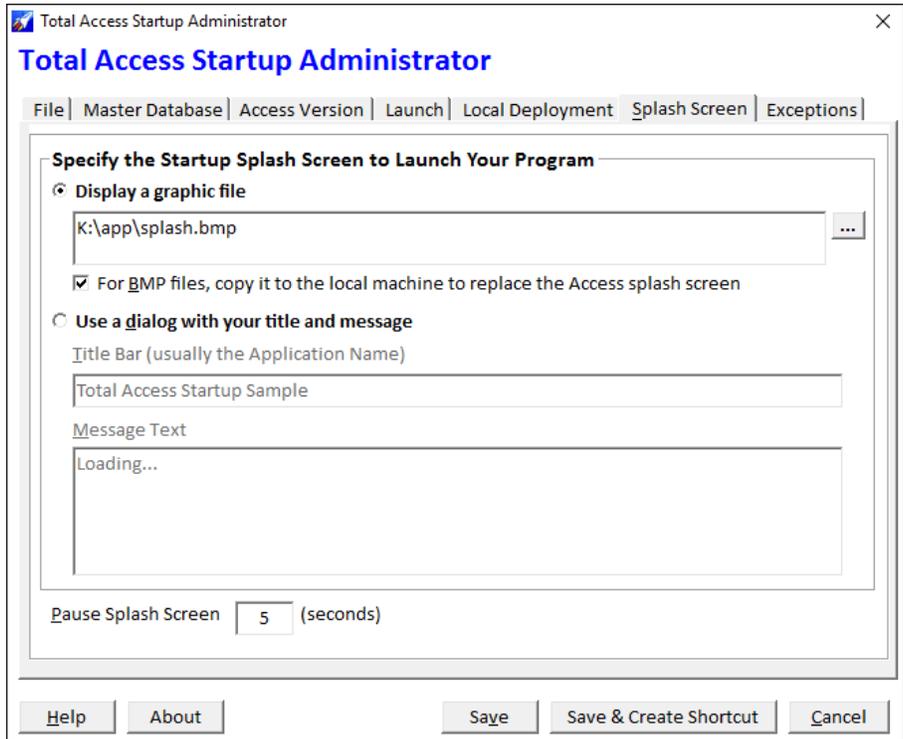
Check this check box, and type a message to show to users after their local copy of the database is updated. This message is not displayed the first time the database is created locally, only when the database is updated.

Splash Screen Tab

Total Access Startup can display a splash screen while your database loads. This provides a more professional experience for your users.

There is a short delay while Total Access Startup checks version information and copies the local database. This tab lets you specify what is displayed while Total Access Startup launches your database.

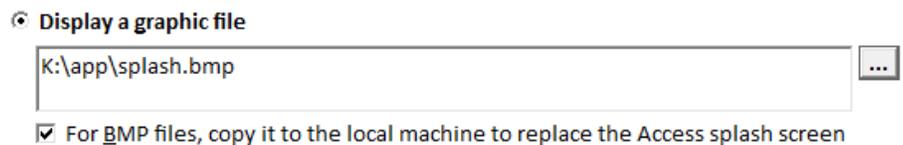
The splash screen can be a graphic file you create or a simple text dialog you specify:



Splash Screen Options

Graphic File Splash Screen

Specify a graphic file that displays when the program is launched:



Make sure the graphic file is on a shared network folder and not your local drive so your users can see it.

If the graphic file is a BMP file, there's an option to copy it to the local machine. If you choose this option, the Access splash form is hidden so your users won't see Access loading.

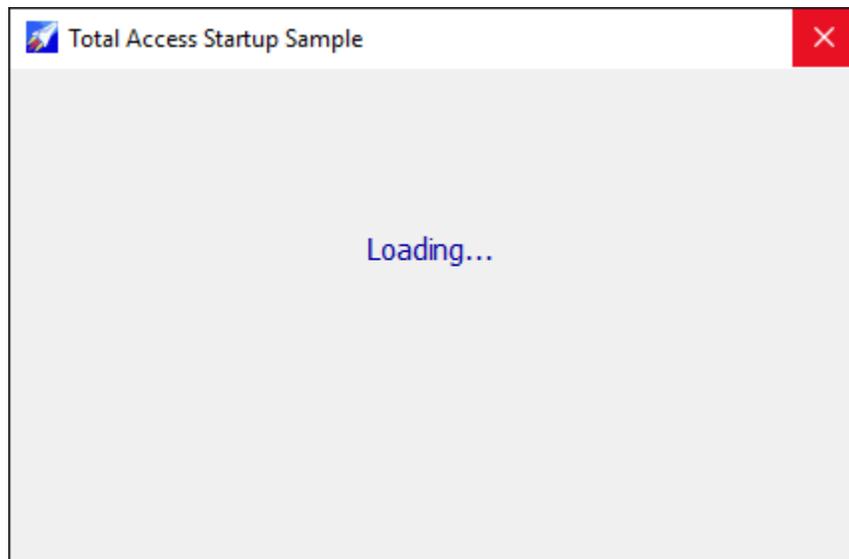
With the sample database launcher, this Sample.bmp file launches:



Sample Splash Screen

Dialog File Splash Screen

During this time, the user sees a Startup Screen, similar to the following:



Startup Screen

Title Bar

The Title Bar option allows you to specify the text that appears in this message's title bar. In general, this should be the name of the application that is starting.

Message Text

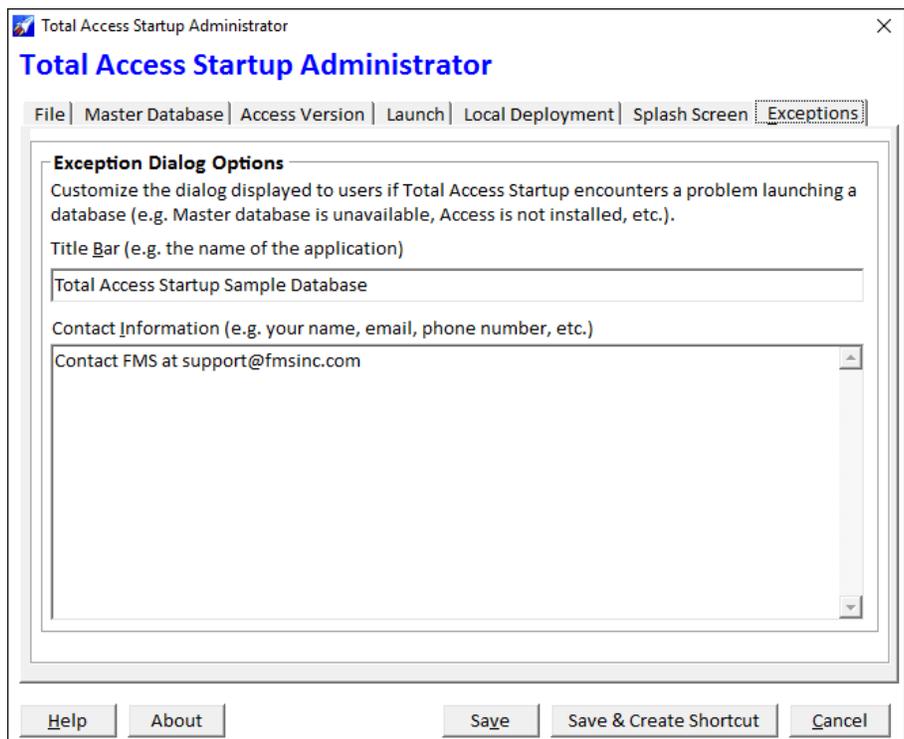
This option allows you to specify the text that shows in the Startup Screen.

Pause Splash Screen

There's an option to delay the launching of Access so the splash screen appears for a longer period of time. Specify the seconds from 0 to 60.

Exception Tab

If Total Access Startup encounters a problem, it may not be able to open the database (for instance if the correct version of Access is not installed). This page allows you to customize the information that the user sees if a problem occurs:



Exception Tab

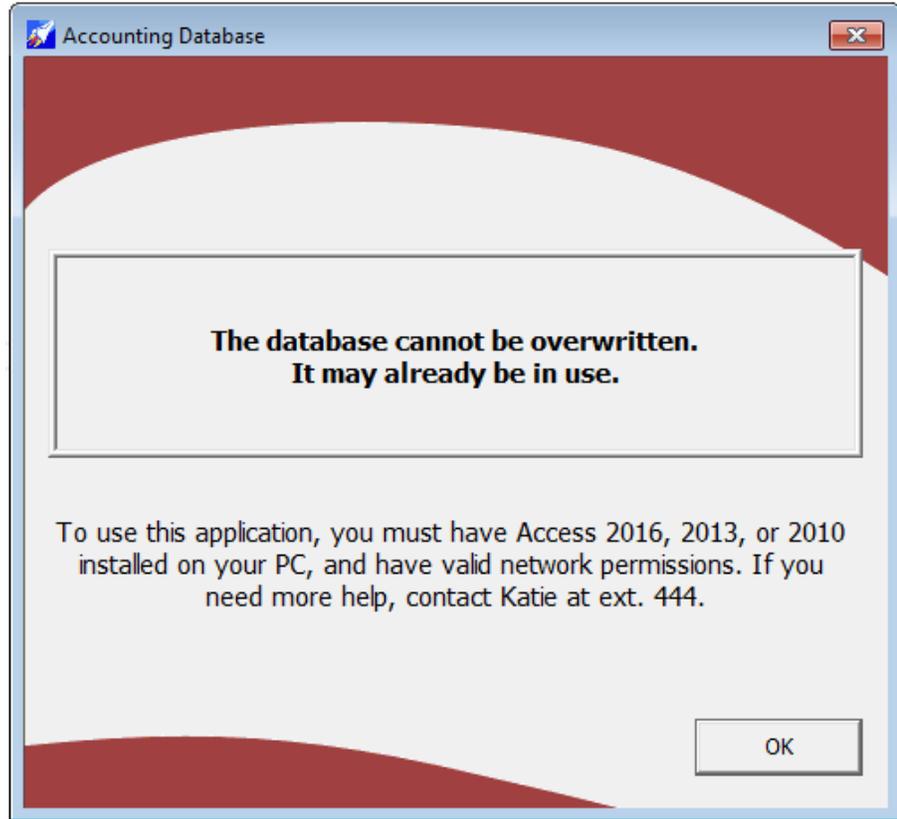
Title Bar

Specify the text that appears in this message's title bar. In general, this should be the name of the application.

Contact Information

Specify the message text to be displayed. This should generally include contact information for the database administrator. Additional information can also be provided.

If your user encounters a problem running Total Access Startup, a message appears with the error and your contact information:



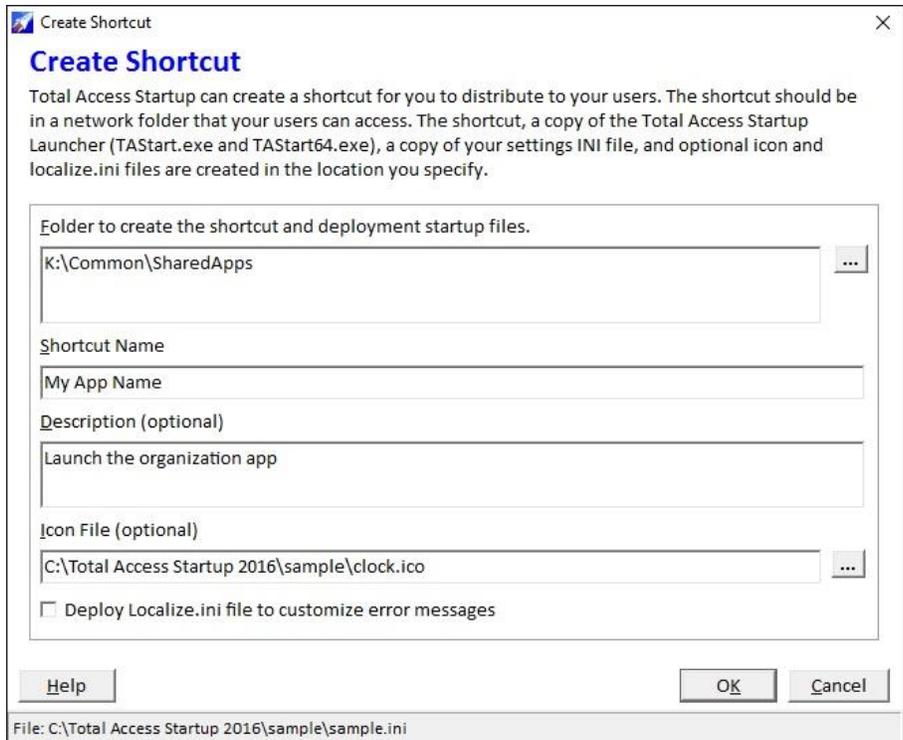
Database Error Message

When you are done with your selections, press the [Save] button to save it to the INI file specified on the File tab. Or press the [Save & Create Shortcut] to deploy it.

Create Shortcut

Create a Windows shortcut on your network that your users can click to launch your Microsoft Access application with the settings you've specified. Deploy your shortcut in a folder separate from your master database so your users never touch your database directly. You can easily update the INI file if you need to move your application files to other places.

The [Save & Create Shortcut] button does this for you:



Create Shortcut Options

Folder Location

Specify the network path where the shortcut and startup files are created. This should be a shared network location that all users can access.

Shortcut Name

Provide a name that users see for the shortcut.

Description

Optionally enter a description for the shortcut. The description is the tool tip that appears when the mouse hovers over the shortcut.

Icon File

Optionally add an icon for the shortcut. Choose among the 1150+ icons in the icons folder where Total Access Startup is installed.

Deploy Localization File

The Localize.ini file lets you change the error messages that the Total Access Startup launcher shows to your users. You can modify the text and translate it to another language. If it's in the folder where the launcher is located, it uses your text instead of the built-in English sentences. If you check this

option, the Localize.ini file in the Total Access Startup installation folder is copied to your deployment folder

Finishing Up

Press [OK] to create the shortcut. These files are put in the folder:

- A copy of your settings INI file
- Total Access Startup Launcher programs: TStart.exe and TStart64.exe
- A shortcut to the launcher program and your settings file
- The icon ICO file if you selected that for your shortcut
- The Localize.ini file if you checked that option

Just send the shortcut file to your users or point them to it in an email. They can now run your application without ever pointing to the local database directly. If you change directories or file names, simply update the Settings INI file and everyone uses your new specifications when they click on the shortcut again. This makes it easy to support upgrades to new versions of Access and your application.

Deploying both the 32 and 64 bit Versions

By default, both the 32 and 64-bit versions of the launcher are deployed. This lets you change the settings stored in the INI file to support the 64-bit version of Access without having to redeploy the EXE files.

If you are only using Access 2007 or earlier, or do not want to support the 64-bit version of Access 2010 or later, and your users would never have a 64-bit version of Access installed, you can delete the TStart64.exe file without any harm since it would never be invoked.

If you are only deploying a 64-bit version, you should still include the 32 bit TStart.exe file. This is necessary if a user has a 32-bit operating system so it properly detects and exits the program.

For information on deploying applications manually, see **Deploying Applications Manually** on page 50.

Chapter 4: Launching Databases

Now that you've used the Total Access Startup Administrator to configure the launch settings and create a shortcut, you're ready to deploy the shortcut to allow database users to launch your application with its new settings. This chapter describes how to use the Total Access Startup Launcher and Redistributable to launch your database.

Topics in this Chapter

- **Total Access Startup Launcher**
- **Total Access Startup Redistributable**
- **Total Access Startup Runtime License**

Total Access Startup Launcher

Now that you've configured the launch options created a shortcut to deploy the database, you're ready to distribute your application. The Launcher has no dependencies and does not require your users to have anything installed on their machine other than a copy of Access. Just send the shortcut file to database users, and the Total Access Startup Launcher program does the rest!

Launching the Database

When the Launch program is used to open a database, Total Access Startup refers to the .INI file for launch options.

First, Total Access Startup checks the deploy method that was selected on the Launch tab of the Administrator Wizard.

Launch Master Database from Network Location

If "Network Deployment" was selected, Total Access Startup launches the master database from the network location using the correct version of Access.

Deploy Master Database to User's Local Machine

If "Local Deployment" was selected, Total Access Startup first checks whether a local copy of the database exists. If a local copy does not exist or the Local Deployment option is set to always replace the local copy, it is created in the location specified in the .INI file, and the database is launched.

If a local copy exists and the option to check its version against the Master database is selected, if the local version matches the master database, the local database is launched. If the master database was updated, the new version replaces the local copy and is launched.



Total Access Startup determines the version by comparing the first record in the Version field. If the value is different, Total Access Startup considers the master database updated. See **Reading Tables in Access ACCDB database** on page 20 for details.

After launching the database, Total Access Startup is removed from memory, so that it does not use any system resources.

Total Access Startup Redistributable

For situations where your users are not on your network and you simply want to ensure they run the correct version of Access with your database, Total Access Startup includes a royalty-free runtime license to distribute the Redistributable programs (TASLnch.exe and TASLnch64.exe) with your applications.

The Total Access Startup Redistributable is a subset of the functionality available in the primary Launcher program, and distribution is subject to the terms of the license agreement that appears in the front of your user manual.

Like the Launcher, the Redistributable has no external dependencies other than the settings INI file that you created using the Administrator and your Access database. The 64 bit Redistributable (TASLnch64.exe) is required even if your applications only supports the 32-bit version of Access since it's used if any 64-bit version of Access is installed.

Launching the Database with the Total Access Startup Redistributable

When the Redistributable program is used to open a database, Total Access Startup refers to the Settings File for launch options, similar to the Launcher program. The program first attempts to launch the Local Database. If the Local Database does not exist, the Master Database is launched.

Note that the Redistributable program cannot deploy the master database to the user's local machine (which is OK since this user is not connected to your network).

See **Total Access Startup Runtime License** on page 43 more information about distributing Total Access Startup with your applications.

Total Access Startup Runtime License

The Total Access Startup license lets you install it on one network so all the users on your network can run it for an unlimited number of Access applications.

Launching Access for Users Not on Your Network

Total Access Startup can also be used to help disconnected users run your database with the right version of Access. In those situations, there's no network or versions to update. The user simply runs the master database you give them.

Total Access Startup includes a royalty-free runtime license that allows you to distribute the Redistributable programs (TASLnch.exe and TASLnch64.exe) with your applications. These Launcher programs are the only programs that may be distributed. Distribution is subject to the terms of the license agreement that appears in the front of the user manual.

In addition to the Launcher programs, your users need a settings INI file that points to a valid master database—you may need to write the appropriate master database location into the .INI file. The Redistributable Program does not support copying the database to the user's local computer.

Deploying a database using the Redistributable program is similar to deploying a database using the Launcher. Follow the same steps, but replace the Launcher programs (TASStart.exe and TASStart64.exe) with the Redistributable programs (TASLnch.exe and TASLnch64.exe). See **Deploying Applications Manually** on page 50 for details.

Chapter 5: Advanced Topics

This chapter provides information on the format of the INI file that is created by the Total Access Startup Administrator, instructions for deploying applications without using the Administrator program, and information about including the Redistributable program with your applications.

Topics in this Chapter

- **Settings File Format**
- **Deploying Applications Manually**

Settings File Format

When you use the Total Access Startup Administrator to configure an application's launch settings, the information about your database and how to launch it is stored in an INI file. The Administrator program prompts you to specify the location of the INI file on the first page, as explained on page 24.

The following information is stored in the INI file in four sections:

- Database
- Program
- Table
- ErrorInfo

The order of the sections or the items (keys) in each section does not matter.

Section: Database

From the Master Database tab:

Master Database

The location of the master database. The master database is what will be copied to the user's local computer when Total Access Startup deploys the application, and it is used for version comparison to determine whether the user has the latest version. If the database has security:

Database Password

The database password (encrypted) for databases that use password security.

Workgroup Database

The location of the workgroup database, if any. This key only applies to databases that use workgroup security.

User and Password

The user name and password (encrypted) for databases that use workgroup security.

AutoLogin

The workgroup login method that was selected.

- 1 for Use this Login
- 0 for Prompt user for Login

Local Database

If deployed to the local machine, the path and name of the database on the user's machine. If the database does not exist, Total Access Startup will create it the first time it is run on the computer. If the database does exist, Total Access Startup will check the version, and launch the database from the location specified.

Deploy

From the Launch tab, the deploy method:

- 1 for Local Deployment
- 0 for Network Deployment

See page 24 for details.

LocalDeployAlways

From the Local Deployment tab:

- 1 for always replace local copy
- 0 for check for new version

UpdateContinue

From the Local Deployment tab, the check box for "Continue if existing database can't be overwritten":

- 1 if checked
- 0 if not checked

Section: Table

This section is from the Local Deployment tab. It is not relevant if the database is run from the network or local updates isn't based on a version table in it.

Name

The name of the table where the version information exists.

Field

The name of the field where the version information exists.

Section: Program

From the Access Version tab:

Access Version

The primary Access version that Total Access Startup should use when launching the database. The value matches the Access version:

Access Version	INI Value
Access 2	2
Access 95	7
Access 97	8
Access 2000	9
Access 2002	10

Access Version	INI Value
Access 2003	11
Access 2007	12
Access 2010	14
Access 2013	15
Access 2016	16

Access Version Last

Similar to Access Version, this is the last acceptable Access version to run. If only one version is allowed, it's the same value as Access Version.

Processor

Access processor bitness:

- 0 for both 32 and 64-bit
- 1 for 32-bit only
- 2 for 64-bit only

Later Access Version

This is a legacy setting from Total Access Startup 2010 and is ignored in the 2016 version which lets you specify a range of allowable Access versions.

From the Launch tab:

Macro

The macro that is run when the database is launched.

Read Only

This value is 1 if "Read-Only" was checked, or 0 if it was not.

Exclusive

This value is 1 if "Exclusive" was checked, or 0 if it was not.

Command Line

The command line that is run when the database is launched.

From the Local Deployment tab:

Batch Install

The file to run when the local database is created on a user's local machine for the first time.

Batch Update

The file to execute when the local database is updated with a new version.

Show Update Message

1 if the Display a message option for updates is checked, 0 if not.

Update Message

The text of the message to display when the local database is updated with a new version.

From the Splash Screen tab:

SplashScreen

- 1 to display a graphic file
- 0 to use a dialog

SplashScreenFile

Name of the graphic file to display as the splash screen.

SplashScreenDeploy

- 1 to copy BMP splash screen files to the user's folder
- 0 if the option is not checked

Application Name

The text that shows in the title bar option of the startup dialog, generally the application's title.

Status Text

The text that appears in the startup dialog. If the status text includes multiple lines of text, the INI file stores the return character as “\r\n”. This is because INI file values do not support embedded carriage returns

SplashScreenWait

Number of seconds to pause for the splash screen.

Section: ErrorInfo

From the Exceptions tab:

Title

The title bar of the message that shows if Total Access Startup encounters an error (generally the application name).

Contact Info

The text of the message that shows if Total Access Startup encounters an error. If the message text includes multiple lines of text, the INI file stores the return character as “\r\n”. This is because INI file values do not support embedded carriage returns.

Legacy Values

In Total Access Startup 2010 and earlier, there were two additional entries to customize error messages:

- Invalid Path Variable
- No ADP Version

These no longer exist in the settings INI file and are now in the localize.ini file with all the other error messages.

Deploying Applications Manually

If you choose not to create the shortcut from the Total Access Startup Administrator (as explained on page 38), you can manually deploy the application.

Deploying Applications Using a Shortcut

Follow these steps to create a shortcut to distribute to your application users:

1. Open Windows Explorer, and browse to the .INI file that you created using the Total Access Startup Administrator program. This file should be in a shared network location where you can point all database users.
2. Copy (not move) the Total Access Startup Launcher programs (TASStart.exe and TASStart64.exe) from the Total Access Startup installation folder to the shared network location. TASStart.exe detects if a 64-bit version of Access is installed, and automatically redirects to the 64 bit EXE if it finds one – even if it's going to launch the 32-bit version.
3. If you have localized the error messages, copy the Localize.INI file.
4. From the Windows Explorer menu, choose File, New, Shortcut.
5. When prompted for the location of the item, browse to the location of the Standard Launcher program (TASStart.exe) that you created in the shared network location. Press OK to close the Browse dialog, but do NOT press the Next button yet.
6. At the end of the path in the Location field, append the name of the .INI file containing the database settings. The Location field should now contain text similar to this (of course, your path information will be different from what is shown below):

```
"\\NetworkDrive\SharedFolder\AccountingAppFiles\TASStart.exe" "\\NetworkDrive\SharedFolder\AccountingAppFiles\AccountingDBSettings.INI"
```

7. Press Next, and give the shortcut an appropriate name. Change the icon if you want. Press [Finish] to create the shortcut.

8. Test the shortcut to ensure that it launches the database correctly.
9. Point your users to the shortcut. They should always open it by using this shortcut.

Deploying Applications Without a Shortcut

When you run the Launcher without specifying an INI file, it looks for an INI file with its same name in its folder. This lets you launch the Total Access Startup Launcher without having to create a shortcut:

1. Copy Total Access Startup Launcher programs (TASStart.exe and TASStart64.exe) to a shared network location.
2. Copy the INI file that contains the appropriate application settings to the same folder and rename it TASStart.INI.

Alternatively, you can rename the TASStart.exe file to match your INI file. For instance, if your INI file is named “AcctApp.INI”, rename TASStart.EXE to “AcctApp.exe”. Also rename TASStart64.EXE to “AcctApp64.exe”.

Chapter 6: Troubleshooting and Support

This chapter provides information on troubleshooting problems that arise and obtaining support for Total Access Startup.

Topics in this Chapter

- **Troubleshooting the Errors Users May Encounter**
- **Support Resources**
- **Web Site Support**
- **Technical Support Options**
- **Contacting Technical Support**

Troubleshooting the Errors Users May Encounter

These are the errors users may encounter when running the Total Access Startup from the launcher. They are listed in the Localize.ini file that you can modify and translate to another language:

Cannot find INI settings file

The INI file specified in the shortcut doesn't exist or an INI file named the same as the launcher (by default TASStart.INI) can't be found. Update your shortcut to point to the right file. Make sure it's not pointing to a file on your local hard disk or location your users can't see.

DAO could not be loaded to open Access databases

The launcher is unable to load the Microsoft Access Data Access Object (DAO). This is used to open Access MDB databases. It is part of Microsoft Access and most recent versions of Windows. If your users encounter this, they probably don't have Access installed properly on their PC.

Master database does not exist

The master database file in your settings INI file can't be found. This can occur if the database doesn't exist or exists in a location your users can't see. If you used a mapped drive (e.g. K:, Z:, etc.), your user may not have the same mapping as your machine, so they can't find the database. It's better to use UNC network folder locations rather than mapped drives.

Workgroup database file does not exist

If your database has workgroup security, the workgroup database file can't be found. Similar to the missing Master Database, make sure the path is visible to your users.

Specified Microsoft Access version is not installed

This message appears if the specified Access version or range of Access versions including processor bitness cannot be found. The user's PC needs to install the retail or runtime version of Access that your database requires.

Cannot find the file to run before first installation

The file to run when the local copy is first created cannot be found. Make sure the file is visible to your users. Using a UNC path rather than a mapped drive is recommended.

Cannot find the file to run before installing an update

The file to run when the local copy is updated cannot be found. Make sure the file is visible to your users. Using a UNC path rather than a mapped drive is recommended.

Cannot Start batch file

The file to run (first installation or update) was found but could not run successfully. Check to make sure the file is valid and can be run from the user's machine.

Invalid local database name

The name you've specified for the local copy of the database cannot be created. This could be due to invalid characters in the name. Check the name to verify it's acceptable.

Invalid path variable was specified

The only path variables allowed are %Desktop%, %My Documents%, and %Profile%. This error appears if something else is specified.

Local folder cannot be created

The master database was found and the folder of the local database name you've specified doesn't exist. The attempt to create the database failed. This may be due to User Access Control (UAC) permissions that prevent your user from creating folders on their machine. It shouldn't be a problem if you're using a user folder like %My Documents% or %Profile%.

Local database file cannot be created

The master database was found and the folder where you've specified it should be copied exists or was just created. However, it could not be copied to the user's PC. This can occur if the master database is locked to prevent copying it (maybe it's opened in Access) or something prevents it from successfully being copied to the user's folder.

Local database cannot be overwritten

This can occur if the user has the existing database locked (it's already open in Access) and the option on the Local Deployment tab to continue if it can't be overwritten is not checked.

Local database could not be opened

This occurs for MDB databases when it's not possible to compare the existing local copy of the database with the master copy. It can occur if the local copy is locked exclusively by the user.

Master database could not be opened

This occurs for MDB databases when it's not possible to compare the existing local copy of the database with the master copy. It can occur if the master database copy is locked exclusively by a user.

Local database could not be opened to check its version. Microsoft Access components to read ACCDB files are not installed.

This occurs for ACCDB databases when it's not possible to compare the existing local copy of the database with the master copy. It occurs because the user doesn't have Microsoft Access 2007 Components installed. Visit **Installing the Access 2007 Database Connectivity Component** on page 15 for more information

Master database could not be opened to check its version. Microsoft Access components to read ACCDB files are not installed.

A similar message may occur if there's a need to check the master database.

File property TASVersion has not been set

For Access Data Projects (ADPs), a file property needs to be set to update the local copy. Check your master database to ensure this is set. See **Preparing Access Data Projects (ADPs)** on page 22 for more information.

Version information could not be retrieved

The version table in your ACCDB/MDB master database could not be found. Check the settings to make sure the correct table and field name are selected. See **Preparing MDB/ACCDB Databases** on page 21 for more information.

Support Resources

There are many resources available to help you resolve issues you may encounter. Please check the following:

Readme File

Check the README file for the latest product information. The README file is located in the directory where you installed the product.

Product Documentation

We've spent a great deal of care and time to make sure the Total Access Startup manual and help file are very detailed. Check the Table of Contents and Index for your question, and read the appropriate pages.

Web Site Support

The FMS web site contains extensive resources to help you use our products better. Resources include product updates, frequently asked questions (FAQs), forums, information on new versions, betas, and other resources.

Home Page

The FMS home page is located at:

www.fmsinc.com

News and important announcements are posted here.

Support Site

The main support page is located at:

<http://support.fmsinc.com>

From this page, you can quickly locate the other support resources.

Product Updates

FMS takes product quality very seriously. When bugs are reported and we can fix them, we make the updates available on our web site. If you are encountering problems with our product, make sure you are using the latest version.

Frequently Asked Questions (FAQs)

Common questions and additional information beyond what is in the manual is often available from our FAQs.

Microsoft Patches

Our support site also includes links to Microsoft patches that are related to our products. Make sure you're using the latest versions by checking here or visiting the Microsoft site.

Technical Support Options

FMS is committed to providing professional support for all of our products. We offer free access to our online FAQs and forums. Bug reports, feature requests, suggestions, and general pre-sales questions related to our products are always available at no cost.

Additional maintenance plans are available to provide subscribers with enhanced technical support. This is the best way for you to stay current with the rapidly changing technologies that impact project development, and to ensure you are getting the maximum return from your software investment. Please visit our web site, www.fmsinc.com, for the most up-to-date information.

Features & Benefits	Premium	Incident	Standard
Access to FAQs	✓	✓	✓
Access to Forums	✓	✓	✓
Minor Upgrades/ Bug Fixes	✓	✓	✓
Telephone Support	✓	Per incident	First 30 Days
Email Support	✓	Per incident	First 30 Days
Priority Response Time ¹	✓	✓	
Senior Engineer Support Team	✓	✓	
Email Project for Testing	✓	✓	
Programmatic Code Assistance ²	✓	✓	
Major Upgrades for Current Version (not between Access versions)	✓	Additional fee	Additional fee
Cost	Annual Fee	Fee Per Incident	Included

1. Response generally within two business days. Actual resolution may take longer depending on complexity of the issue reported.
2. Custom Programming implementation is not provided in our Support Maintenance plans. For products that include a programmatic interface, we can provide instructions for using our programmatic interface, and show examples, but we do not implement this into your projects. This service is available from our Professional Solutions Group.

Premium Subscription

The Premium Subscription is the ideal option for customers seeking the highest level of support from FMS. The annual fee entitles you to telephone and email technical support from a senior support engineer.

From time to time, FMS may release new versions of existing products which add new features. These are point releases (e.g. from version 15.0 to 15.1) and are different from new builds that correct problems in existing features (e.g. from version 16.00.0001 to 16.00.0004).

These point releases are available for a nominal upgrade fee to existing customers. Premium Technical Support subscribers receive these upgrades automatically and for no additional charge during their subscription term.

NOTE: Upgrades between versions (for instance going from Access 2013 to Access 2016) are not considered Point Release Upgrades and are not included in the Premium Subscription.

Subscriptions are available for a twelve month period, and may be purchased at any time. You must be the registered owner of the product to purchase a subscription and the only person contacting FMS for support under the subscription.

Please ensure you have purchased the Subscription you need for Total Access Startup.

Per Incident

Our Per Incident package is available individually or by purchasing multiple incidents in advance. The Per Incident support package provides telephone and email technical support from a Senior Technical Support Engineer for resolving one incident.

An incident is defined as a single question related to one of our products. The Per Incident period is from start to finish (report of the incident to resolution) for a single incident. If you anticipate multiple questions for a single product, we recommend purchasing the Premium Subscription.

Standard Subscription

Our Standard Subscription comes with every product purchased for no additional cost. The standard subscription comes with access to our FAQs and forums, and responses to bug reports and feature requests for that version.

Please note that the person requesting support must also be the registered user of the product. Registration is required and will be requested by our Technical Support professionals.

Contacting Technical Support

If the troubleshooting suggestions and other support resources fail to resolve your problem, please contact our technical support department. We are very interested in making sure you are satisfied with our product.

Registering Your Software

Please register your copy of Total Access Startup at:

<http://www.fmsinc.com/register>

You must be registered to receive technical support. Registration also entitles you to free product updates, notifications, information about upcoming products, and beta invitations. You can even receive free email notification of our latest news.

Contact Us

The best way to contact us is to submit a ticket on our support site:

<http://support.fmsinc.com>

Please provide detailed information about the problem that you are encountering. This should include the name and version of the product, your operating system, and the specific problem. If the product generated an error file, please submit that as well.

Our ticketing system will let you track the progress of your issue and see the entire thread of communications and file attachments.

Please bear in mind that a unique issue may involve meetings between the technical support staff and product developers, so your patience is appreciated.

Microsoft Technical Support

FMS only provides technical support for its products. If you have questions regarding Microsoft products, please contact Microsoft technical support.

Index

%

%Desktop%, 31, see path variables
%My Documents%. see path variables
variables
%MyDocuments%, 31
%Profile%, 31, see path variables

A

accdb, 56
ACCDBs, 21
version, 21
Access 2010 32 bit version, 10
Access 2013, 8
Access 2016, 8
Access version, 11, 47
Access version last, 48
Access version missing, 54
Access version tab, 27
additional Access versions, 28
Administrator, 23–40
Access Version tab, 27
exception tab, 37
File tab, 24
INI file, 24
Launch tab, 30
Local Deployment tab, 32
Master Database, 25
Master Database tab, 25
splash screen tab, 34
ADPs, 10, 22
TASVersion, 22
version, 22
application name, 49
AutoLogin, 46

B

batch file, 32, 34, 48

C

Citrix, 31
command line, 32, 48
contact info, 49
contact information, 37
create shortcut, 38
custom properties, 22
customize, 10

D

DAO, 54
database
backing up, 8
launching, 42, 43
master, 25
open exclusive, 32
open read-only, 31
password, 26, 46
preparing. see preparing database
version, 21, 34, 47
database security, 26
demos, 11
deploy master to local machine, 20
deploy method
deploy master to local machine, 20
launch master from network, 20
deployment, 30, 32
Desktop. see path variables
Display message to users. see update
message
distribution, 43

E

error information, 11, 49
contact information, 37
error messages, 10
exception tab, 37
exclusive, 32, 48

F

field version, 34

G

graphic file, 34

I

icon file, 39
icon library, 10
INI file, 24, 46, 54
installation, 14

L

language localization, 10, 39
last Access version, 48
later Access version, 48
launch master from network, 20
launch tab, 30
Launcher, 41–42
license agreement, i–iii
local database, 47, 55
path variables. see path variables
local deployment, 31
local deployment tab, 32
local folder, 55
localization file, 39
localize.ini file, 10, 39, 50

M

macro, 31, 48
master database, 20, 25, 46, 54
MDBs, 21
version, 21
message text, 36
Microsoft Office Access 2007, 10

multi user setup, 31
My Documents. see path variables

N

network deployment, 30
network path, 25
new settings file, 24

P

password, 26, 46
path variables, 10, 31, 55
 Desktop, 10, 31
 My Documents, 10, 31
 Profile, 10, 31
preparing database, 20–22
 ACCDBs, 21
 ADPs, 22
 MDBs, 21
primary Access version, 47
processor version, 48
Profile. see path variables
prompt for login, 26

R

read-only, 31, 48
Redistributable, 43
registration, 11, 60
RemoteApp, 31
run file, 32, 34
runtime license, 43

S

security, 26, 46
 AutoLogin, 46

 password, 26, 46
 workgroup, 26, 46
settings file, 24, 46
setup, 14
shortcut, 38
shortcut name, 39
show update message, 49
splash screen tab, 34
SplashScreen, 49
SplashScreenDeploy, 49
SplashScreenFile, 49
SplashScreenWait, 49
split database architecture, 30
startup
 macro, 31
 message, 36
 screen, 36
 title bar, 36
startup screen, 34
startup text, 49
system requirements, 14

T

TASLnch.exe, 43
TASLnch64.exe, 43
TASStart.exe, 50
TASStart64.exe, 50
TASVersion property, 22, 56
technical papers, 12
technical support, 54–60
 contacting, 60
 options, 58
 web site, 57
Terminal Server, 31
title, 49
title bar, 36

Total Access Startup Administrator.
 see Administrator
Total Access Startup Launcher. see
 Launcher
Total Access Startup Redistributable.
 see Redistributable
Total Visual Agent, 8
troubleshooting, 54

U

UNC path, 25, 54
uninstalling, 16
update file, 34
update message, 11, 34, 49
updates, 12, 16
use this login, 26

V

version
 ACCDBs, 21
 Access, 27
 ADPs, 22
 database, 21
 MDBs, 21
version field, 21, 34
version table, 21, 34, 56

W

web site, 11
Windows RemoteApp, 31
wizard. see Administrator
workgroup database, 54
workgroup security, 26, 46