

ppvote Troubleshooting

Automation error: Interface not registered

Problem:

When I load PowerPoint or the ppvote Wizard/Slide Editor the following error message appears

Automation error: Interface not registered

Response:

This is actually a problem in your Microsoft Office. Repairing Office should work, or you can reinstall Office.

Automation error: Library not registered

Problem:

When I try to launch PowerPoint, I get the error message

Automation error: Library not registered

Response:

This appears to be due to an error in the System Registry entries for PowerPoint. If you have Office 2007 and you have the option to upgrade to 2010 or later, several users reported that upgrading fixed their problem.

This error is especially likely if you have multiple versions of Office and uninstall one of them. In that case, one or more keys in the System Registry are left behind pointing to the version of Office that no longer exists.

Additional keywords: Error 2147319779, -2147319779

Invalid request: Automation rights are not granted

Problem:

When I load a presentation in PowerPoint I see the following error message

...Invalid request. Automation rights are not granted

Response:

Turn off preview pane in Windows Explorer and reboot the computer. In Windows Explorer you can show a preview of any file that is highlighted - but what it actually does is use PowerPoint to produce the preview, so when you highlight or load the file by double clicking on it PowerPoint actually loads the file twice - once in the preview pane and once in PowerPoint itself. PowerPoint is then not able to differentiate between the two causing this error.

Additional keywords: -2147467259, Presentation (unknown member): Invalid request, SlideShowWindow (unknown member): Invalid request



Compile error in hidden module

Problem:

When I load a PowerPoint I see the following 'VBA' or 'Visual Basic for Applications' error message

Compile error in hidden module

Response:

Check the version number of the ppvote controller from the ppvote installation folder (ppvctrl.exe). If this failed to update during a recent update to ppvote then a mis-match of this and the PowerPoint addin can cause this error. Reboot the computer and re-run the ppvote updater/installer.

If the ppvote controller is the correct version check the PowerPoint security settings

1. Load PowerPoint and select File -> Options -> Trust Center and click the 'Trust Center Settings...' button
2. From the left hand pane select the 'ActiveX Settings' tab and ensure the 'Disable all controls without notification' option is NOT enabled
3. If it is enabled then select the option below it, close and reload PowerPoint and check if the error still occurs
4. If so repeat the above process selecting the next lowest security level until the error no longer occurs

System Error &H8000FFF

Problem:

When I load PowerPoint I receive the following 'Visual Basic for Applications' error message

System Error &H8000FFF (-2147418113)

Response:

This is caused by a recent update to Office or Windows that makes older versions of ppvote no longer able to load. Run the latest installation package of ppvote to confirm if an update is required.

Method ~ of object ~ failed

Problem:

When I load PowerPoint or try to run/edit a live vote the following error appears

Method ~ of object ~ failed

Response:

This is a temporary error with PowerPoint. Closing all instances of PowerPoint and reloading will resolve this error. A reboot may also be required if instances of PowerPoint (POWERPNT.EXE) are stuck in memory.

Not a valid Win32 application

Problem:

When I try to run the ppvote installer it fails to load and I see the following error message

Not a valid Win32 application

Response:

This is due to a corrupted download, re-download and choose the zip option instead of exe. If the error still occurs download the installer on a different computer first.



Decompression Error during installation

Problem:

During the installation of ppvote I see the following error

Decompression Error

Response:

This could be a corrupted download, in which case follow the above instructions for "Not a valid Win32 application".

Ensure you have full administrative rights when running the installation package.

If it is not an admin rights issue it could be a virus scanner or other security package preventing the installer from performing its required actions, if you are unable to disable the security package a manual install will be required - the following file will perform the manual setup (instructions included in the zip)

http://downloads.ppvote.com/ppvote_v4_Manual_Pre-Install.zip

You do not have an appropriate license to use this functionality

Problem:

When I load PowerPoint or try to load Keypad Setup this message appears

You do not have an appropriate license to use this functionality

Response:

This message appears either....

...as PowerPoint loads, in a single message box sometimes entitled "Visual Basic for Applications"

This is an issue with mis-matched shared Microsoft components. To correct this error make sure you are using the latest ppvote installation package.

...as the Controller loads, with a ppvote error box describing additional information (module name, procedure name and line number)

This is due to another application installed that uses CLiKAPAD keypads, it is likely this other voting software has installed an older version of the CLiKAPAD OCX and is causing a conflict. Uninstalling the other application will usually resolve this issue (and may require a re-install of ppvote afterwards).

Test Keypads error

Problem:

Clicking the Test Keypads button in Keypad Setup shows the following error

Run time error 9: subscript out of range

Response:

Make sure you have entered a valid number that is greater than 0 for the 'Keypad Low' setting.



The ppvote menu does not appear after a successful installation

Problem:

The installation package completes with no errors, however the ppvote menu is not available when loading PowerPoint

Response:

If you are running the 64bit version of Office the menu will not appear as ppvote is only compatible with the 32 bit versions of Microsoft Office (64 bit versions of Windows are OK)

How to check which version you are running:

Office 2010

File > Help - the version information is displayed in the bottom right section "About Microsoft PowerPoint"

Microsoft recommend majority of users install the 32 bit version of Office:

<http://technet.microsoft.com/en-us/library/ee681792%28v=office.14%29.aspx>

Office 2013 & 2016 (incl. Office 365)

File > Account > About PowerPoint. This will load the info dialog showing the version that is installed. The top line will show the version and 32 or 64 bit.

Microsoft recommend majority of users install the 32 bit version of Office:

<http://technet.microsoft.com/en-us/library/ee681792%28v=office.15%29.aspx>