

# Error When Taking Back Up at EPE Control

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## Document Change Control

Version	Date	Author	Summary of Changes

## Error when taking back up at EPE Control: 'Access Violation at Address 060C1CC3 in module 'DCONTROLCOMMON.DLL', Read of address 000000002'

Below are possible causes:

Sybase is INSTALLED using OTHER languages (check on some uncommon behavior in the system.

**E.g.** it keeps prompting for Chinese character whenever characters are typed) EPE only supports Window platform using English Language.

### Below steps to resolve:

- 1) It could be due to the Sybase installed in Chinese languages,

**Step1:** Un-install the Sybase (NOTE : When you un-install the Sybase, the language must be Chinese)

**Step2:** After un-install the Sybase, restart the PC

**Step3:** Change language from **Chinese** into **English**

**Step4:** Restart PC again

**Step5:** Then, you may re-install the Sybase

- 2) If it is not due to above, proceed with below troubleshooting to identify the causes:

**Step1:** If you received the error message in the **middle** of the process, very likely the DB is damaged, please try to Restart the Sybase Central.

- 3) If this error occurs **immediately** when the program is launched, then we may suspect that the Sybase Installation maybe incomplete. Please uninstall Sybase SQL Anywhere (Control Panel / Add or Remove Program / select SQL Anywhere 10) and re-install Sybase SQL Anywhere.

- 4) If that has failed, it is 100% confirmed Sybase installation has problem or there is Firewall or Antivirus blocking the backup process.

In summary,

The best way to fix the problem is to uninstall Sybase SQL Anywhere (Control Panel / Add or Remove Program / select SQL Anywhere 10) and re-install Sybase SQL Anywhere.

**\*\* Remember to restart the machine after the installation to allow windows to update the drivers.**