TMG Tips and Tricks 13 Dec 2009

(Based on TMG 7.04)

Bugs and Fixes

If you have a problem I recommend asking: our TMG Group, the TMG Mailing List (tmg@rootsweb.com) or Wholly Genes Community Support forum (http://www.whollygenes.com/forums201/index.php) (not both of the last two or you'll get your fingers slapped as I did.) For searching the list archives and other list information, please go to http://lists.rootsweb.com/index/other/Software/TMG.html.

1. Crash on change of Siblings: An error could occur when trying to navigate to a person using the Siblings, Children or Siblings windows. The bug is in Visual Foxpro and is outside of the TMG code. In this case, it's probably a timing error. Cause is usually a very quick trigger finger.

Soln: Click once on sibling name to highlight it, pause, then double click to switch to it, Or RIGHT click with the cursor on the person's name and then pick change focus to this person.

2. **Losing Focus:** This usually happens after Copying a number of people (but number varies) Screen looks almost correct but several of the buttons are greyed and you cannot access menu items, tags or flags. I have assumed it is because I have "Project explorer linked to other windows" and somehow this link is not always updated. If I select person from Project explorer, correct person comes up in individual window.

Soln: Navigate to a parent/spouse and click on + beside parent on Project Explorer, then click on individual that you want.

3. TMG crashed. And when I tried to start TMG again, it did not start at all but I got error message "Alias "FILE_N" is not found". Got TMG running, but can't open my project, however sample project will start.

Soln: a. If you have a backup you could restore it. Of course, in this case you will lose the data entered after the backup.

b. Contact the support group at support@whollygenes.com. They helped me to repair a damaged database so that I did not loose any data.

4. When I open my Research log in TMG7.04 for an existing task I have set, the window which I open after to edit the task is too big. I can barely get my cursor on the save button. None of my efforts have allowed me to resize the Edit window for a task to bring it back to a smaller screen. Any idea of what little gremlins might be causing the problem?

Soln: The default for TMG v7 is the v7 sizing method. Some windows have a default minimum size. By changing to the old TMG v5/6 sizing method you can go below those v7 minimum defaults (*Preferences / Program Options / Other*). You can then control the text size in *Preferences / Program Options / Lists*. The sizing method is explained in

Help / Preferences / Other:

The standard method of window resizing is that text remains the same size and that data entry/display space increases/decreases when a window size is increased/decreased. The base font size for lists is set using the Minimum font size setting on the Program Options: Lists screen and the base font size for the Project Explorer is set using the Font size setting on the Program Options: Project Explorer screen.

When using the TMG 5/6 method of window resizing, the font size increases/decreases in list windows when the window size is increased/decreased. The range of the font size change in these windows is controlled by the Minimum font size and Maximum font size settings on the Program Options: Lists screen." With TMG full screen, if there is not room for you to grab that window by the top bar and drag it up, and given the minimum size of the window with the v7 sizing method, you may have to increase your screen resolution. With the v5/6 sizing method, you can set a minimum and maximum font size.

5. After a computer restart I 'm not able to start the TMG program: the error msg. tells me that strings.dbf is corrupted and that it need to be repaired before using again

Soln: Delete the shared program data folder (delete the folder, not just the contents of the folder). The folder is located at:
Windows Vista or Windows 7: C:\ProgramData\The Master Genealogist v7
or
Windows XP and Windows 2000:
C:\Documents and Settings\All Users\Application Data\The Master Genealogist v7

The folder may be hidden. By default, Windows hides the Shared Program Data Folder and the User Program Data Folder, so you must select 'Show hidden files and folders' on the Windows Explorer / Tools / Folder Options / View tab in order to browse the folders using Windows Explorer.

Once deleted, the folder will be recreated the next time that TMG is run. This should correct the strings error.

6. Attempted to do a project backup and got the following error message:

"Input file read failure - this error occurs when a file read operation is performed on a Zip file that is locked or restricted by another process."

I then clicked on the OK button and got the next error:

"Errors occured during backup. The output file c:_____.sqz could not be created."

Soln: This happens with some users when they try to backup to an external drive. Try doing your backup to your hard drive and then copy the backup to the external drive.