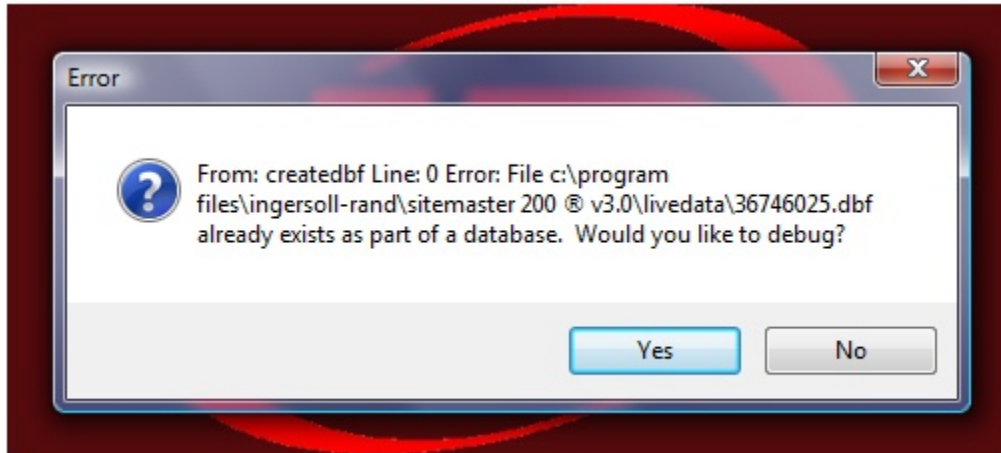


SITEMASTER 200® Installation Errors

This solution is for correcting an installation error caused by a new installation of SITEMASTER 200®. You may also get an error when creating a new data set from the Utilities Menu.

Problem: You install the program and after you enter your Registration Number you get the error or a similar error:



This is caused when the installer fails to fully create the LiveData data folder or when you're creating a new data set using the Create New Data Set feature. Sometimes, utilities and system components that scan activity and files can interfere with the installation. Another reason may be that the user who installed the program does not have the administrative rights to do so.

Solution: The general idea is to replace the bad LiveData folder that got created or the bad new data set with a new LiveData folder that you download and re-name. **WARNING:** If you have an existing LiveData folder that contains data that you need, do not replace this folder with the new LiveData folder. You will obviously lose your data if you delete your working data and cannot restore it. Make a backup copy of any data you want to keep before taking the next steps.

1. Go to www.matrixsecurity.com/Downloads.htm and click on the link named New Data Folder v3.15. Download the NewData.zip file by clicking Save.
2. Extract (unzip) the folder NewData and re-name it to LiveData.
3. With SITEMASTER 200® shut down and using Windows Explorer, navigate to C:\Program Files\Ingersoll-Rand\SITEMASTER 200® v.3.0. Open the SITEMASTER 200® v.3.0 folder and delete the existing LiveData folder that's inside (see WARNING above).
4. Move the new LiveData folder that you re-named into the SITEMASTER 200® v.3.0 folder. This replaces the LiveData folder that did not get created properly with a new LiveData folder.
5. Run SITEMASTER 200®.

Note: If you received an error when creating a new data set then delete the new data set and use the NewData folder that you download as the replacement. Name the NewData folder the same as the bad one you created and deleted.