
Market Leader Error Message Automation Error (-2147...)"

Scope / Definition / Description:

This document outlines how to correct the error message "**Automation Error (-2147...)**". The error usually occurs when printing reports in the Report Manager feature of Dodge Market Leader. After clearing the error (clicking on OK), a subsequent error message " ... **memory could not be written**" may appear.

1. **Problem Cause(s):**

- 1.1. Possible conflict with other active programs or TSRs.
- 1.2. Another application was installed (such as an accounting program or terminal emulator program) after Market Leader which uses Crystal Reports as its print engine.
- 1.3. Printer driver conflict.

2. **Problem solution(s):**

- 2.1. Repair the database.
- 2.2. Reboot the PC.
- 2.3. Run the Version Checker utility & look for any missing or duplicate files listed on the log.
 - 2.3.1. If duplicate files are found, rename the duplicate in the location listed on the log & reinstall Market Leader.
 - 2.3.2. If missing files are detected, reinstall Market Leader.
- 2.4. Since the "2147..." error is actually a Visual Basic error code, renaming of the Visual Basic files (such as: vbajet32.dll, vb5db.dll) listed on the Version Checker log and reinstalling Market Leader may be an option.
- 2.5. Install the latest printer driver.