

Troubleshooting Continuous Move Planner (CMP)

Following are some of the errors that may be encountered when using CMP. Causes for the errors and steps to resolve them are explained so users can fix these errors on their own.

1. Project Open Message – Failed to create empty document

This message indicates that the project being opened was built in a later version of CMP. Projects in CMP are not backward compatible which means that project built in later versions cannot be opened in older versions. For example, a project built and/or saved in 7.0 cannot be opened in 6.0. But forward compatibility is fully supported which accommodates projects built in older versions to be worked on in the newer versions.

Resolution

This error can be resolved by upgrading the CMP version to the most current release.

2. MAPOCX Error Message – Unable to load PC*Miler Dynamic Link Library

This message indicates that the PC*Miler Mapping setup was not completed.

- A. Ensure that Mapping directory is installed under the PC*Miler program folder (e.g., C:\Program Files\ALK Technologies\PMW170\MAPPING)
- B. The directory should contain the DLL for displaying route on the PC*Miler Map in CMP.
- C. The CONNECT directory must also be installed in order for CMP to run distance and time calculations and display the PC*Miler map within CMP.

Note: The installation of the Mapping and Server directories are restricted to the user's license with ALK Technologies. CMP does not control their installation.

3. PC*Miler Server DLL Error

This error is encountered when CMP is launched if PC*Miler was set as the Calculation Library but the PC*Miler Connect add-on was not installed.

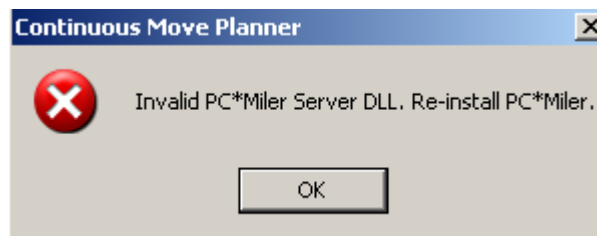


Figure 72 - PC*Miler Error

Resolution

This error can be resolved in two ways. One option is to install PC*Miler Connect add-on while the second option is to change the *Calculation Library* to CMP or MapPoint. Following is the procedure to change the *Calculation Library*.

1. Select **OK** in the error message dialog
2. CMP will close.
3. Open *Windows Explorer*
4. Go to the Windows (WinNT) directory
5. Find the **TOURS.INI** file
 - 5.1. Open the file with Notepad
6. Find the section of the file which looks like the below example:
 - 6.1. ;Levels -> NAREGULAR (REGULAR NORTH AMERICA), NASTREET (STREETS NORTH AMERICA), EUROPE (EUROPE)
 - 6.2. [MappingDate]
 - 6.3. Level=NAREGULAR
 - 6.4. Display=0
 - 6.5. DisplayMode=0
 - 6.6. CalcType=NAREGULAR
7. Change the **Level** and **CalcType** settings to **NONE**
8. Save the changes to the file and close it
9. Restart CMP
10. Go to *Tools / Set Calculation Library*

Change *Calculation Library* to new selection (CMP or MapPoint)

4. Failed to Create MapPoint interface DLL

This error is encountered when CMP is launched if MapPoint was set as the Calculation Library but the MapPoint was not installed or the PCMAPDLL.DLL (interface DLL) that comes with CMP is not registered.

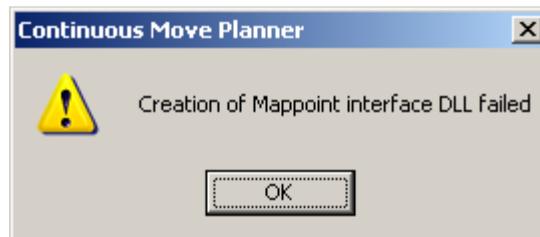


Figure 73 – MapPoint DLL Error

Resolution

This error can be resolved in two ways. One option is to install MapPoint while the second option, if MapPoint was already installed, is to register PCMAPDLL.DLL.

Registering PCMapDLL.DLL

1. Open *Windows Explorer*
2. Check if this DLL exists in the BIN folder of the CMP folder (if you cannot find it in that folder call for support)
3. Left-click on the DLL file
4. Drag the DLL file atop the REGSVR32.EXE file (located in the BIN folder), and drop it
5. The above action will register the DLL and display the message indicating successful registration

5. MapPoint Server Busy Message

When using Microsoft MapPoint as the calculation engine, at the time of launching CMP you may encounter:

"Server Busy - The action cannot be completed because the other program is busy. Choose 'Switch To' to activate the busy program and correct the problem." message in a message box with "Switch To", "Retry", and "Cancel" buttons.

This is a result of CMP trying to launch MapPoint in the background to make it functionality available to CMP. In such a situation choose "Retry" to let the application continue processing and launch MapPoint in the background. Also, wait until the CMP window is maximized and the tool bar buttons enabled to perform any tasks. This happens after MapPoint is completely launched.

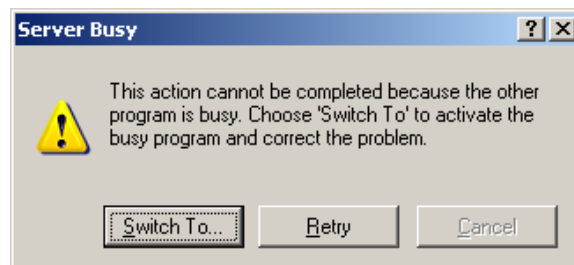


Figure 74 - Server Busy Error

This message could also pop up in other instances. Always choose "Retry" to let the application continue processing.

6. Data Import Errors

Two types of errors could be encountered during data import. The first type of error is related to data field requirements and file setup while the second type of errors is related to geographic data

used for geo coding. The error log files are located in the BIN folder and are refreshed after every instance of data import.

1. Errors related to field and file setup are displayed to the user during import and are logged in **ImportErr.TXT** file. After the import is completed user is prompted to check the file to review the errors.
2. If CMP fails in geo coding a location during import it immediately prompts the user to fix the error by displaying the *Location Setup* dialog. If user chooses to not fix it the error is logged in **ImportErr.TXT** file. After the import is completed user is prompted to check the file to review the errors.
3. All date related errors are logged to **ImportErr.TXT** file with messages indicating the specific error. The message *Invalid Dates and/or Times* indicates that the pickup and delivery dates and times of the record are outside the Planning Horizon start and end dates and times.
4. If the time window (latest delivery time – earliest pickup time) to execute the pickup and delivery events on a leg is not greater than the estimated elapsed time of the leg, the data is imported but the leg is flagged *Infeasible* and not used for matching. The record and corresponding error are logged in **InfeasibleLog.TXT** file.

7. Exceptions during Data Import

Exceptions could be encountered during data import. Example of the message is displayed below.

"Un recognizable field - Wrong configuration file used. Check TMIMP.CFG in BIN folder."

If the above error is encountered, call support to have your import configuration file, **TMIMP.CFG**, checked.

8. MapPoint Plotting Errors

This error may be encountered when plotting locations and/or routes in MapPoint.



Figure 75 - MapPoint Error

Resolution

This error can be resolved in two ways. The first option is to check the coordinates (latitude and longitude) of the location(s) plotting of which resulted in the error and correcting them. The coordinates could be entered directly in MapPoint and corrected. The corrected coordinates can then be entered in CMP by editing the corresponding orders.

The second option is to change the *Calculation Library* from MapPoint. Refer to the procedure outlined in Error #2 PC*Miler Server DLL Error to change the *Calculation Library*.

9. Runtime Error on Exiting CMP

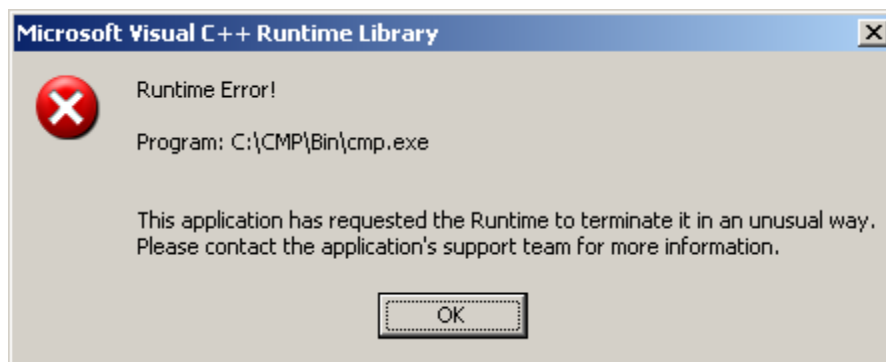


Figure 76 - Runtime Error on Exit

1. This error may appear when using MapPoint for the mapping component.
 - a. See the procedure outlined in Error #2, for changing the *Calculation Library*
2. This error may appear if MapPoint has been closed before CMP has been properly exited. To not encounter this error, ensure that MapPoint is not closed before CMP is closed. The prompt to close MapPoint will appear when CMP is terminated normally.

10. Build function results in no Continuous Moves

When no continuous moves result after executing the Build function (either *Build Network* or *Build Continuous Moves*), the issue could most likely be with the parameter setup.

If the legs are within a localized area, ensure that Min and Max Move Distance parameters are consistent with the geography. (i.e., if running in one state, do not have Min Distance set to 2000 miles. It might help to set Min Distance to Zero (0) and try the Build function just to check if it is indeed causing the legs to be not matched).

Check the **CMPErrLog.TXT** to understand the issue(s) causing not all legs to be matched. This log file can be located in the BIN folder under CMP folder. But the errors would be logged into this file only if the *Log Errors* option in *Solver Parameters* is turned ON.

Another option is to try manual matching using the *Manual Planner*. When legs are forced to be matched together manually any constraint violations are displayed to the user to help understand which parameters to concentrate on.

11. Scheduling results in unscheduled Continuous Moves

If all continuous moves could not be automatically scheduled, a message is displayed at the end of scheduling execution indicating the errors and prompting the user to check CMPErrorLog.TXT to understand the issue(s) causing not all routes to be scheduled. This log file can be located in the BIN folder under CMP folder.

12. No Bars appear when a Gantt Chart is launched

If no bars appear in the Gantt chart for vehicle or driver schedule, the following checks have to be completed.

1. If at least one continuous move was scheduled, select **View / Select Domicile** and ensure the right domicile was selected (a right click on the Gantt chart also allows selecting domicile)
2. If the issue persists after completing the above step, select the *Configure View* button from the tool bar
3. Set *Row Height* (in Chart Rows section) to 20 or higher
4. Select **OK** to apply the change
5. If the problem persists, select the *Configure View* button from the tool bar
6. Set *Time Blocks* (in Chart Rows section) to a value higher than what it was set to
7. Select **OK** to apply the change
8. Repeat 5-7 until the bars are painted on the chart

13. Plotted locations in MapPoint appear on the other side of the Continent

When encountered with plotting issues, check the following.

1. Check if Longitudes are NEGATIVE.
2. Ensure that MapPoint was the Calculation Library (select *Tools / Set Calculation Library*)
3. Ensure that the data in the Project is imported and solved using MapPoint as the *Calculation Library*

14. When selecting a Utilization Chart a C++ error occurs

If encountered with a “Debug Assertion Failed” error (see sample message below) when launching a resource Utilization Chart, try the steps outlined.

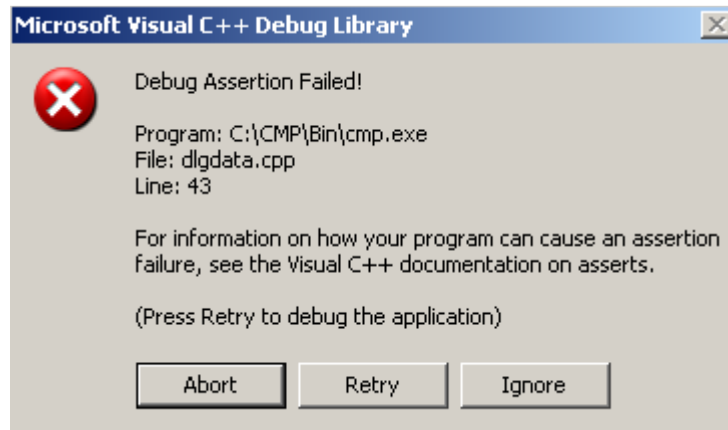


Figure 77 - Utilization Chart Launch Error

The error is caused by the corruption or non-registration of the file, **SCHEDOCX.OCX**. To correct this problem use the following procedure.

1. Close CMP
2. Open *Windows Explorer*
3. Navigate to the BIN folder under CMP directory
4. Find the REGSVR32.EXE and SCHEDOCX.OCX files
5. Left-click on the OCX file
6. Drag the OCX file atop the REGSVR32.EXE file, and drop it

The above action will register the OCX and display the message indicating successful registration.