



FAQs & Troubleshooting Tips

The application opens, then crashes as it is updating. What should I do?

Check if you have updated .NET Framework 3.0 Service Pack 1. There should be a link to download it on the landing page.

For a quick solution, you can open the application and as soon as the updating begins, cancel it. You may see some rectangular boxes if you do not have any archives.

Wait a few seconds and click on Update button again. The application should perform properly.

I would like to clear the cache myself. How do I do it?

You can still manually delete the cache files.

For Windows XP, go to C:\Documents and Settings\\Local Settings\Application Data\E-Book Systems\EasyReader\Cache. Delete the file named feeds and the XML file named masterfeed.xml.

For Vista, use Explorer to go to C: > Users > USERNAME > AppData > Local > E-Book Systems > EasyReader > Cache. Delete the file named feeds and the XML file named masterfeed.xml.

Launch EasyReader. It will try to populate all the news archives again.

When I click on the Install link, nothing happens or it goes back to the same page. Why?

If this happens after log-in, it might be because Internet Explorer has not been set as your default browser. Microsoft's ClickOnce installer technology requires Internet Explorer to be your default browser.

Are you using the Mozilla Firefox browser? Install the Firefox ClickOnce plug-in.
<https://addons.mozilla.org/en-US/firefox/addon/1608>

Another alternative is to request for a CD installer.

My update is still running. Can I cancel it?

The update will download the news incrementally, starting with the latest date edition. If EasyReader has just been installed, it may take some time to download content from the archives. But as soon as the latest date's content has been downloaded, it should appear and navigation is possible. At this stage, the Update can be cancelled. To resume, click on the Update button.

How do I get the latest version of EasyReader?

EasyReader uses ClickOnce technology. This means that each time it starts up and is connected to the Internet, it will check for the latest version. If a new version is available, EasyReader will prompt you to install the update.

I see blank boxes next to the home view and/or section view. Why?

This is because the EasyReader downloads the textual content first, followed by the images. Images are the biggest-sized content in the data feed.

After clicking Install, and clicking Run, the installer takes a long time to run. Why?

This might mean that your system is based on a version of Windows XP that does not have Service Pack 2. The installer will then detect and download the components from Microsoft's site and install the pack.

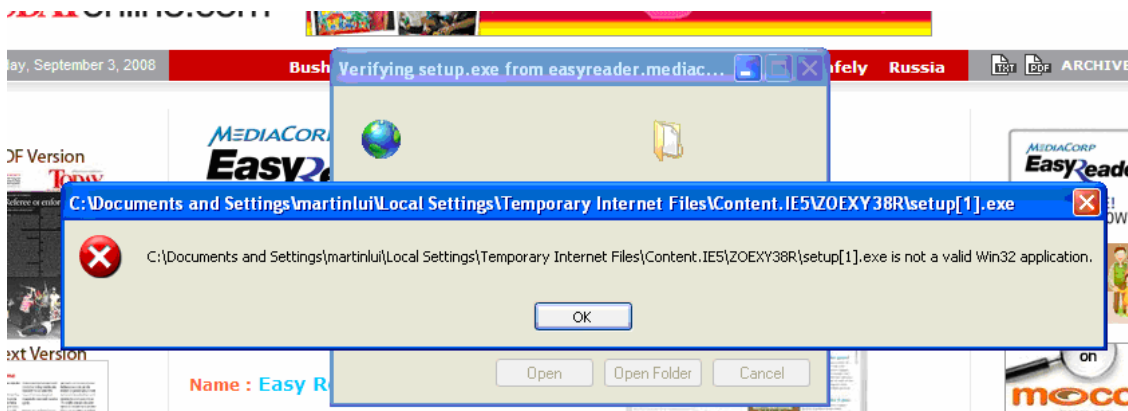
It will also download and install .NET framework 3.0 if it does not detect it on your Windows XP. Both these downloads are big and may require 20-40 minutes to install, depending on where you are.

Alternatively, you can request for a CD installer.

I am not in Singapore. Can I ask for a CD installer?

No. We do not send the CD overseas. Our apologies. Try to obtain a local Singapore mailing address.

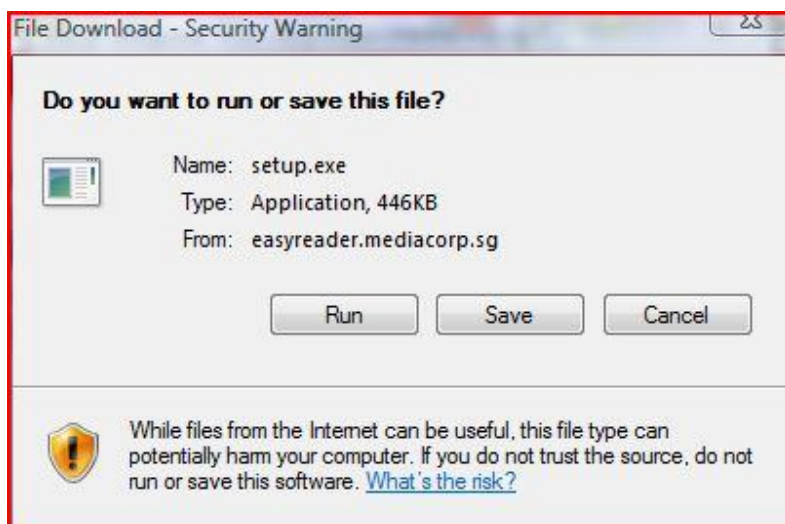
Setup.exe is not a valid Win32 application:



Please try the following:

- In IE7, go to Tools > Internet Options > General Tab.
- In Browsing history, click on the Delete button.
- Under Temporary Internet Files, click on Delete files.
- Try to install the EasyReader from TODAYonline.com again.

If the problem persists, save the Setup.exe when you are prompted after clicking on Install (instead of running it).



EasyReader crashes after start:

Clear the cache



Installation takes too long to run:

Email us for a CD to installer.

Received the message below:

Error Message: "LOCALS~1\Temp\VSsD256.tmp\NETFX30\Dotnetfx3.exe has been changed since it was initially published."

Install the .NET framework from Microsoft's site, then install EasyReader.

Latest version:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=333325FD-AE52-4E35-B531-508D977D32A6&displaylang=en>