

TROUBLESHOOTING AND FAQ

1) The start screen does not appear. I get an error message upon startup. MAROS won't progress on Start, or there is an error message when User clicks on Start.

Make sure you have Microsoft Office Access software application 2007 or 2010 installed on your computer. The Trust Settings on Microsoft Access and Excel must be set to 'Low' to allow macros to run.

Macro Security Requirements: In order to run MAROS, security settings (or Trust Settings) in Microsoft Office must be set to allow macros to run.

In Access 2007: Navigate to the Microsoft Office Button in the upper left corner, click on "Access Options" in the lower right of the dialog box. Go to "Trust Center" on the menu and click on "Trust Center Settings". Choose "Macro Settings" from the menu. Under Macro Settings, click on "Enable all macros" or under 'Trusted Locations' choose the folder where the MAROS software is located.

In Access 2010: Navigate to the File menu option and click on Options. Choose "Trust Center" and click on the "Trust Center Settings". Navigate to "Macro Settings" and choose "Enable all macros" from the list or under 'Trusted Locations' choose the folder where the MAROS software is located.

1. Right click on the software folder. A context menu will appear, left click on the **"Properties"** Option.
2. Left click on the **"Security Tab"**, then left click on the **"Advanced"** button located at the bottom right of the dialog window.
3. Click the **"Change Permissions"** button.
4. Highlight the **"Users"** entry in the Permissions Entries list and click the **"Edit"** button.
5. Click the check box next to the **"Full Control"** permission, then Click **"Ok"**.
6. Left click the **"Replace all child objects permissions with inheritable permissions from this object"** check box and then left click the **"Ok"** button.
7. If you receive a Windows Security warning message, left click **"Yes"**.
8. Click **"Ok"**, then **"Ok"** again to close the dialog boxes that were opened. Once you have completed these steps you can now run the RBCA Tool Kit and register the software.

2) My input data are not importing.

Several problems can occur during data importation. See the Troubleshooting entries on 'Security' and 'Permissions'. Confirm that the import file has an .xls file extension for Excel files or .mdb for Access files. Confirm COC names or ERPIMS Codes are spelled correctly by checking the Constituent Name Excel file in the download. Confirm dates are in the correct format (e.g. not text or do not contain time codes). Read the Data Input section of the User Guide and the Technical Manual for further instruction. Make sure well names do not have operator characters' (i.e. ".") in the name.

3) My Constituent of Concern does not import.

Confirm that the COC name or Code is spelled according to the convention in the MAROS Constituent Name List (Excel file) in the download.

4) My Constituent of Concern is not listed in the MAROS Constituent Name List. Can I add a custom constituent?

The User can add a custom constituent name using the following steps. (Note: save a copy of the software somewhere safe, in case you accidentally delete something important).

1. Open the software and use F11 function key to open up Table list.
2. Go to the following tables and add your constituent and associated details. Type your COC name in the bottom row of the column indicated:
 - a. tblDataEntryConst (NAME column)
 - b. COCRiskLevels (Constituent column, add CAS Numbers and Constituent Type)
 - c. ERPIMSChemicalListDataEntry -- make up an abbreviation for the CODE column
 - d. ERPIMSChemMasterList <-- use the same made-up code for PARLABEL column.

Make sure you spell the analyte the same way each time.

5) Why are some option button titles in grey?

Grey text next to an option button indicates that the function is not available and that another function must be run before this option can be chosen. For example, the Individual Well Trend Analysis must be run before the Data Sufficiency module can be run.

6) A well that has all ND data is indicated as having an exceedance of a cleanup goal.

Check the detection limits of the dataset. One of the detection limits for the well/COC combination may be above the cleanup goal. For example, the cleanup goal for vinyl chloride is often 2 ug/L, older data often have detection limits of 5 ug/L for this compound.

7) The Kaplan-Meier module crashes.

Datasets with all non-detects or very high numbers of non-detects will crash the Kaplan-Meier routine. Under Site Details, COC choice – only choose COCs that have detections. Do not choose COCs that have not been detected or have only been sampled at very few locations. You can check the number of wells where COCs have been detected by choosing the 'Prevalence' button on the 'COC Decision' screen.

Also under Site Details, Primary Monitoring Objectives, identify ND wells as 'Delineation' points or 'Not Used'.

8) The Moment Analysis gives an 'overflow' error message.

This usually happens when there are less than 6 wells in the dataset or less than 6 wells sampled in the chosen time frame.

9) Moment Analysis gives a Run-Time Error 6 Overflow error message

The Moment Analysis requires that all wells have unique X, Y coordinates. If there are 'nested' or co-located wells in the dataset (that is wells with the same X,Y coordinates), the User must choose one well of the nested group to use in the spatial analyses. Co-located wells can be used in the Individual Well Analysis section; however, nested wells should be removed in the input section of the Moment Analysis.

10) The Moment Analysis function "Finding Missing Sample Events" seems hung up.

Finding missing sample events takes a long time – especially if you have more than 20 wells and multiple COCs. Running the dataset for one COC or removing wells under Site Details will allow this function to run faster.

11) I get a Run-Time error 1004 when I try to launch the Well Sufficiency routine (launching Excel from MAROS).

Make sure you are not trying to run the software from the zip file or from a remote server. Extract the MAROS software to a local folder. Alternately, check the permissions on the folder where you have the software. You may have to contact your IT administrator to change permissions on your computer. Permissions can be found by right-clicking on the folder, choose "Properties" and click on the "Security" tab. Choose the 'Advanced' button located at the bottom right of the dialog window. Go to the "permissions" tab and choose "change permissions". Highlight the Users row and choose "Edit". Click on the "full control" box. And then click "OK". Click on "Replace all child object permissions with the inheritable permissions from this object". If you receive a Windows Security warning message, click "Yes". Click "Ok" to close dialog boxes.