
KnowledgeBuilder

All Articles in All Categories

Contents

Customer Raves	1
E Mailing JRTwine Software, LLC (or any of our domains)	1
What is the JRTS Tools collection?	2
Billing	2
Billing and Registration Key Turnaround Times	2
Check Favorites	3
"Missing Ordinal/Export" Upon Launching	3
Errors Launching the Installer	3
Large thread numbers may cause Timeouts	3
Application Appears to Cause GDI Resource Leaks	4
Delete FXP Files Classic	4
Can't delete file with LESS-THAN sign (or other strange characters)...	4
Billing and Registration Key Turnaround Times	4
Process Finder Fails To Detect Processes	5
Announce-Only Mailing List for Delete FXP Files Classic/2009	5
How can I keep track of developments related to Delete FXP Files (Classic/2009)?	5
Delete FXP Files encounters error 0x00000402	6
Problems With Take Ownership Functionality	6
Handling Access Denied Errors	7
Delete FXP Files Classic Appears to Hang at Startup	7
Deleted Files/Folders "Come Back"	8
Hard-to-Delete Files and Folders	8
Errors Launching the Installer	9
Application Appears to Cause GDI Resource Leaks	9
Applications do not Accept Manually Entered Registration Keys	10
How to register Delete FXP Files Classic (Ver. 1.x.x)	10
IBWedge	11
Known Issues	11
JRTS-FSCL	11
How do I credit the author(s) of material released under the JRTS-FSCL?	11
What if I do not want to (or cannot) credit/acknowledge the author(s)?	12
What is the JRTS-FSCL?	12
What is with the Restrictions in the JRTS-FSCL?	12
Can I add additional restrictions to the JRTS-FSCL?	13
Can I remove restrictions from the JRTS-FSCL?	13
How do I place material under the FSCL?	13
Where can I get a copy of the latest JRTS-FSCL	14
Key Composer	14
Key Composer - some symbols not displaying correctly	14
Registration Problems	15
Billing and Registration Key Turnaround Times	15
Applications do not Accept Manually Entered Registration Keys	15
How to register Delete FXP Files Classic (Ver. 1.x.x)	16
How to register Delete FXP Files 2009 (version 2.x.x)	16
Delete FXP Files 2009	18
Can't delete file with LESS-THAN sign (or other strange characters)...	18
Billing and Registration Key Turnaround Times	18
Process Finder Fails To Detect Processes	19
Announce-Only Mailing List for Delete FXP Files Classic/2009	19

<i>How can I keep track of developments related to Delete FXP Files (Classic/2009)?</i>	19
<i>Delete FXP Files encounters error 0x00000402</i>	20
<i>Problems With Take Ownership Functionality</i>	20
<i>Handling Access Denied Errors</i>	20
<i>Deleted Files/Folders "Come Back"</i>	21
<i>Hard-to-Delete Files and Folders</i>	22
<i>Errors Launching the Installer</i>	22
<i>Application Appears to Cause GDI Resource Leaks</i>	23
<i>Applications do not Accept Manually Entered Registration Keys</i>	23
<i>How to register Delete FXP Files 2009 (version 2.x.x)</i>	23

Customer Raves

Some examples of things our customers have said about us, our products, and services:

<I>Thanks for your help. Your tool worked great.</I> - Ted W.

<I>Just thought I would let you know how grateful I am for the free software, I've spent ages trying to do stuff in the dos-prompt to get rid of a file that kept messing with explorer.exe. Your program just deleted it in 2 seconds with no hassle at all.</I> - Dave P.

<I>I've just used your free product to delete an "undeletable" file and I thought it was great.</I> - Steve and Marina

<I>Thank you. After emptying the contents of the ghost folder, your product effectively deleted the ghost folder.</I> - Jeff H.

<I>Your app saved me DAYS that I would have to spend manually deleting these files and you saved me from having to take a production server down which would impact my hosting customers. I will recommend this product to everyone in the hosting community!</I> - Bruce VH."

<I> It worked like a champ.. thanks.</I> - John D.

<I>[...] thanks for your speedy response--and a really useful program</I> - T. F.

<I>WOW, thank you you very much for your customer service. That is very rare these days. I commend you.</I> - Gabriel S.

<I>SUCCESS!!!! You guys are the best!</I> - Don S.

<I>Your product worked pretty well in getting rid of what I was able to find.. what a mess that was.</I> - Don VO.

<I>THANK YOU! [...] I was able to completely clean my drive of the FXP stored files, nearly 3GB by the way.</I> - Jeff R.

<I>Dear Sirs. Re your product; It works! fantastic!</I> - Jeff T.

<I>I just used DeleteFXP personal edition to delete a folder named "09 - Mozart" that has been in My Music folder forever! I could never delete it. Thanks!</I> - Brian E.

EMailing JRTwine Software, LLC (or any of our domains)

People that have trouble sending email to a jrtwine.com email address (or to any of the domains owned/operated/managed by JRTwine Software, LLC) are often experiencing one of these two problems:

Getting 550-Verification failed errors from our SMTP server

Getting ignored(!)

The first problem has, so far, always been due to a misconfiguration of MX records for the domain used in your email address. This problem is detailed [Here](#). Basically, whoever does the hosting of your domain and/or the administration of your DNS and MX records does not know what they are doing. This is most often the result of having an MX record pointing to a CNAME record instead of an A record. This is an incorrect configuration, and do not let them tell you otherwise; have them read up on section 10.3 in RFC 2181. Again, an incorrect configuration may have worked up until now, but works is not the same as correct.

For the second problem, your email may be getting caught by one of our spam-trapping tools. (The average mailbox on the jrtwine.com domain averages more than 200 spam messages per day! The customer service one gets more than 250 per day, and the trouble ticket system gets about 150 - about 1-5% make it pass the filtering software and waste our time.)

In order to get by the spam tools, place #nospam# at the beginning of your subject to bypass the spam-trapping tools. Using plain text instead of rich text or HTML emails also goes a long way.

What is the JRTS Tools collection?

JRTS Tools is a collection of C++ source code and/or libraries that are used internally here at JRTwine Software, LLC.

The source code and libraries contain utility functions, classes, and structures that simplify some actions, replace existing ones adding new functionality, or contain new GUI functionality.

For example, the JRTS Tools collection contains routines that mimic the functionality of some of the Shell API functions, but without the path length limitations. It also includes a fixed-length string objects that includes much of the functionality of the CString class, but with much less overhead (better performance), which can be used to improve the robustness of an application.

The JRTS Tools collection is an integral part of the software development work done here at JRTwine Software, LLC. The JRTS Tools help file, available in CHM format, contains information on the current contents of the released JRTS Tools collection. The file is available at <http://www.jrtwine.com/Products/JRTSTools/JRTSToolsDocs.chm>.

Billing

Area for Billing/Purchasing questions.

Billing and Registration Key Turnaround Times

Generally, after purchasing a registration key from RegSoft (for Delete FXP Files Classic and Check Favorites) or RegNow (for Delete FXP Files 2007), it can take anywhere from 4 seconds to 4 hours for your purchase to be authorized by the payment processor. JRTwine Software, LLC has no control over the time it takes for RegSoft/RegNow to process your purchase - please contact them if you have not received any order confirmation emails after placing your order.

Once payment is authorized, an email will be sent to you containing your registration key (if you purchased anything other than the Server Edition of Delete FXP Files Classic), or will contain a link to download an download/installation agent application. Again, JRTwine Software, LLC has no control over the time it takes for this email to be generated, sent and delivered to you. If more than 4 hours has gone by with no updates to your order status, contact RegSoft/RegNow with your order number to inquire about the status of the order. Your order may have failed the fraud checks at RegSoft. If this happens, or if your payment could not be authorized for any other reason, we will never even know about it. We only receive emails regarding purchases made after payment has been fully authorized. As such, contacting us will do no good.

If you purchase a registration key for the Server Edition of Delete FXP Files Classic, you are aware that it may take a couple of business days for this key to be generated and sent to you. Please do not send emails to RegSoft regarding this. Your key will be generated as soon as possible after payment has been confirmed and the batching of registration keys is complete. If you are in an emergency situation and need a registration key quickly, send an email to support@jrtwine.com (not to any other jrtwine.com address as this will delay the response time) to open a trouble ticket. Sending (duplicate) emails to custserv@jrtwine.com and/or billing@jrtwine.com will not provide the turnaround you desire, and may cause further processing delays as we try to match up duplicate issues.

Someone should be contacting you within 24 hours. Also, you could purchase a key for a lower edition (Personal or Professional) edition of Delete FXP Files, where your key will be sent to you automatically when payment is authorized. You can later upgrade at a reduced price.

Check Favorites

KB area for Check Favorites.

"Missing Ordinal/Export" Upon Launching

Problem:

When Check Favorites is launched, a message box is shown that reads similar to: "The [SOMEFILE] file is linked to missing export [SOMEDLL].DLL:[#]" or "A device attached to the system is not functioning".

Cause:

Some of the dynamic link libraries (DLLs) on your system are out-of-date.

Solution:

Go to <http://www.windowsupdate.com> or to <http://windowsupdate.microsoft.com>, and make sure that your system has all of the current Service Packs and fixes applied, and that you have Internet Explorer 5.0 or greater installed.

Also, you may have to have newer versions of the MFC and Runtime Libraries DLLs installed.

Additional Information:

If this problem persists, contact Customer Service, or post a message in the General Q&A area

Errors Launching the Installer

Problem:

On some Win9x/ME/NT/2000 machines, an error may be shown when trying to launch the Installer. This error message will be something along the lines of needing to update the Windows Installer service on your machine.

Cause:

This is due to the Installer being unable to extract and update/install the Windows Installer service automatically.

Solution:

The following two links will download and install an updated version of the Windows Installer service.

For English-native Win95/98/ME machines, use this link:

<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/W9XMe/EN-US/InstMsiA.exe>. Or search the Microsoft Web Site for "InstMsiA".

For English-native WinNT/2000 machines, use this link:

<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/NT45/EN-US/InstMsiW.exe>. Or search the Microsoft Web Site for "InstMsiW". (For WinNT, you must have Service Pack 6 or greater installed.)

Additional Information:

As of Version 1.4, the installation package (the download) for Check Favorites will no longer bundle the MSI engines. If the installation package will not execute on your system, you must use one of the above links to install/update MSI on your system.

No further product releases will bundle the MSI engines in the installers.

Large thread numbers may cause Timeouts

Problem:

Depending on your system configuration, using a larger number of worker threads may cause some links to fail due to timeouts. This is much more likely to occur if you have lots of links that all point to the same server.

Cause:

This is due to the fact that Win32 (Windows) systems normally limit the number of simultaneous connections allowed to a single server. Please see Microsoft Knowledge Base Article Q183110 for more information. (Note that we do NOT recommend that users implement the changes mentioned in that article!)

Solution:

Reduce the number of worker threads used, and/or increase the timeout value.

Application Appears to Cause GDI Resource Leaks

Problem:

When running our products under Windows® XP®, you may notice GDI resource leaks when opening and closing dialogs, or showing and hiding the Legend Window in Check Favorites.

Cause:

This is due to a documented bug in Windows XP. Please see Microsoft Knowledge Base Article Q319740 for more information.

Solution:

Install the latest Service Pack for Windows XP.

Additional Information:

This is not a problem specific to our products; this bug can affect all MFC-based applications running under Windows XP.

Delete FXP Files Classic

KB area for Delete FXP Files Classic.

Can't delete file with LESS-THAN sign (or other strange characters)...

Question:

I have a file called: hpovst0 | : ? / \ or *), it should be indicative of filesystem corruption. This can sometimes be resolved by doing a boot-time CHKDSK run on the drive. (See Windows Help for more information.) If CHKDSK corrects the problem, you should then be able to delete the file.

Be sure to backup the drive before doing this, just in case.

If the problem persists, you may have to use another tool, called Disk Explorer. This tool has been used in the past to correct filesystem metadata corruption issues.

Billing and Registration Key Turnaround Times

Generally, after purchasing a registration key from RegSoft (for Delete FXP Files Classic and Check Favorites) or RegNow (for Delete FXP Files 2007), it can take anywhere from 4 seconds to 4 hours for your purchase to be authorized by the payment processor. JRTwine Software, LLC has no control over the time it takes for RegSoft/RegNow to process your purchase - please contact them if you have not received any order confirmation emails after placing your order.

Once payment is authorized, an email will be sent to you containing your registration key (if you purchased anything other than the Server Edition of Delete FXP Files Classic), or will contain a link to

download an download/installation agent application. Again, JRTwine Software, LLC has no control over the time it takes for this email to be generated, sent and delivered to you. If more than 4 hours has gone by with no updates to your order status, contact RegSoft/RegNow with your order number to inquire about the status of the order. Your order may have failed the fraud checks at RegSoft. If this happens, or if your payment could not be authorized for any other reason, we will never even know about it. We only receive emails regarding purchases made after payment has been fully authorized. As such, contacting us will do no good.

If you purchase a registration key for the Server Edition of Delete FXP Files Classic, you are aware that it may take a couple of business days for this key to be generated and sent to you. Please do not send emails to RegSoft regarding this. Your key will be generated as soon as possible after payment has been confirmed and the batching of registration keys is complete. If you are in an emergency situation and need a registration key quickly, send an email to support@jrtwine.com (not to any other jrtwine.com address as this will delay the response time) to open a trouble ticket. Sending (duplicate) emails to custserv@jrtwine.com and/or billing@jrtwine.com will not provide the turnaround you desire, and may cause further processing delays as we try to match up duplicate issues.

Someone should be contacting you within 24 hours. Also, you could purchase a key for a lower edition (Personal or Professional) edition of Delete FXP Files, where your key will be sent to you automatically when payment is authorized. You can later upgrade at a reduced price.

Process Finder Fails To Detect Processes

Problem:

When Delete FXP Files Classic/2007's Process Finder feature is used on a unpatched Windows® XP® system, it may fail to discover processes that are using the specified filesystem path or file.

Cause:

This is due to a bug in the implementation of one of the Win32 functions used to implement the Process Finder functionality.

Solution:

Apply Service Pack 1 (or higher) to the system. This bug was corrected in Service Pack 1 for Windows XP.

Announce-Only Mailing List for Delete FXP Files Classic/2009

An announce-only mailing list is now available. You should subscribe to this list if you wish to be informed about Delete FXP Files-related events like availability of new releases and/or upgrades. Mailing list members will also receive notification of new beta test events, and members-only promotions, like reduced pricing codes that they can share with friends and associates, and reduced price offers for upgrades and new products.

The mailing list can be accessed here (http://jrtwine.com/mailman/listinfo/delfxpfiles_jrtwine.com).

Direct emails will no longer be sent from Customer Service regarding updates!

(Note that you do not have to be an existing customer; anyone can join the list.)

Email addresses will not be used for any other purpose - we respect your privacy.

How can I keep track of developments related to Delete FXP Files (Classic/2009)?

There is an announce-only email mailing list that can be accessed at:

http://jrtwine.com/mailman/admin/delfxpfiles_jrtwine.com

This mailing list does not allow posting of messages from its members, and is used for purposes relating to Delete FXP Files, like:

- the announcement of updates to the product
- important information regarding any serious problems with the product
- the announcement of beta-test openings for new releases of the product
- discounted price offers and free upgrade offers

Email addresses on this list are kept private and are not shared with any 3rd-party.

Please feel free to contact Customer Service if you have any questions.

Delete FXP Files encounters error 0x00000402

Problem:

Under certain situations, Delete FXP Files may display an error message that reads "" (Error Code 1026).

Cause:

This is an odd and not-well-documented filesystem error code that usually results from one of the following problems:

- Not having enough free disk space on the drive being manipulated or on the System drive.
- The file that you are trying to manipulate is not really there (e.g. an error exists on the target filesystem's metadata).
- When accessing a remote system, you may not have enough permissions to access the file or network problems may exist.

Solution:

For #1, try to free up some disk space and try again. Empty your Recycle Bin, clean up items in your %TEMP% folder, etc.

For #2, try to get the remote system to execute chkdsk, fsck, e2fsk, or whatever similar filesystem-metadata-checking-and-repair application exists on/for it and try again.

For #3, verify that you have the permissions necessary to delete the target file, both on the local and remote system, make sure that there is no excessive network load, and try again.

Additional Information:

This error has been reported only by one user so far. While it is good that no one else is experiencing this problem, it is also bad because it limits our ability to research the issue.

Problems With Take Ownership Functionality

Problem:

Delete FXP Files Classic/2007 may have problems taking ownership of filesystem items.

Cause:

This is most often the result of not having enough permissions. In order to ensure that Take Ownership functions correctly, you must be logged in under the local Administrator account. On some systems, logging in as the domain Administrator or as a user with administrator-level privileges works, on some systems, it does not. Best to login as the local Administrator to be sure.

Solution:

Try logging in under the local Administrator account and ensure that you have the latest release of the product.

Handling Access Denied Errors

Problem:

Users may encounter Access Denied errors when trying to delete items using Delete FXP Files Classic/2007.

Cause:

This is usually the result of the logged in user not having enough permissions to delete the item, or not having enough access to the file.

The Delete FXP Files product runs under the identity of the user that is using it. This means that it has the same abilities and restrictions as that user.

On Windows®, you can specifically deny the Administrators group access to a filesystem item. This will prevent the Administrator account, or anyone in the Administrators group, from being able to read, write or delete that item. However, this does not prevent an Administrator from being able to reset the permissions on that item, and take ownership of it.

The Take Ownership functionality will change the owner of the item to the Administrative user account. If ownership is taken successfully, this will then allow you to be able to delete the item (as Administrator).

Note: there is also a problem with accessing remote shares that are hosted on a system that is running Windows XP®. This problem is not unique to the Delete FXP Files product, a normal user will experience the same permissions issues (you will be able to read items, but will not be able to delete them, regardless of who you are logged in as, even if the Everyone group is set to have Full Control). This usually happens when the Windows XP machine is in a different workgroup/domain than the one you are connecting from (or is a stand-alone system).

Solution:

Make use of the Take Ownership functionality to reclaim access to filesystem items.

If you continue to experience errors, please make sure that you are logged in as the local Administrator on the system that hosts the items you want to delete. Sometimes, being logged in as a user in the Administrator's group is not enough. Even when on the local system, make sure you are not trying to access items through a mapped or subst drive letter; go directly through the physical drive letters to get to the item(s).

Additional Information:

The issue with remote/mapped Windows XP shares also prevents utilities like takeown and the Take Ownership functionality from working correctly. You must be logged in under the local system Administrator account for these to operate correctly.

Delete FXP Files Classic Appears to Hang at Startup

Problem:

On some systems (usually XP systems), Delete FXP Files Classic takes a long time to enumerate network resources (at startup/launch). It may appear that the application is hung, and Windows® XP® may put "(not responding)" into the title bar of the application.

Cause:

These systems may have lots of remote machines available for connections (machines shown in My Network Places or Network Neighborhood). Depending on the number of machines available, this may take seconds or minutes. If the machine that the application is running on is a primary or secondary NT Domain Controller, this usually amounts to lots of systems available, and enumeration can take quite some time on those machines.

Solution:

Right now, there is none other than to deal with it. A future version of the application will provide feedback via the Progress and Status Areas which will indicate that the application is indeed doing something.

Additional Information:

Recent builds of the application provide feedback via the Status Bar of the application and you can

also hold down the `Shift` key to cancel the operation. Also, this problem does not exist in Delete FXP Files 2007 because network resources are enumerated by a worker thread (in the background). Note that the application only checks for the `Shift` key when it is finished contacting one machine and moving to another, so you may have to hold it down for a bit.

Deleted Files/Folders "Come Back"

Problem:

Delete FXP Files may show that an item has successfully been deleted but when the list is refreshed, it comes back into view. This (so far) only happens when dealing with a remote/network resource (like a share).

Cause:

We believe this problem to be caused by a slightly incorrect implementation of the SMB protocol on the remote system. This happens when connecting to a remote non-Windows-OS system (like a Unix®, Linux or Unix-ish system) that does not implement the SMB protocol correctly. The remote server responds that the object has been successfully deleted when it should have returned some kind of error code (like Access Denied for an object that is in use). (It seems that you are also more likely to see this problem when running on Windows® XP®.)

Since a "success" code is received, the OS, and thus Delete FXP Files Classic/2007, believes that the object was deleted successfully, and removes it from the view. But since it was not really deleted, it returns when a refresh is done.

Solution:

None. This issue is currently being researched. Any users that are experiencing this problem are urged to contact Customer Service (and/or post in the Forums) and provide more information about it. If possible, please provide the version of the OS that is running on the remote system and the name and version of its SMB implementation (Samba, for most systems).

Additional Information:

This issue can also be demonstrated using Windows Explorer and other applications; it is not limited to Delete FXP Files. You can delete an object using Explorer, it will disappear from the view, but when you refresh it will return again.

This could be related to the behavior of the `unlink()` function on Unix systems: you are allowed to call `unlink()` on a file that is still in use and it will return a successful return result. See [Here](#) for more information. The file will not be deleted, however, until all processes that have it open have completed. If the SMB implementation is using `unlink()`, it seems possible that this problem would be a side effect because the function would return a success return code.

Hard-to-Delete Files and Folders

Information:

Delete FXP Files Classic/2007 may not be able to delete files under certain situations. These known situations (and how to address them) are:

The Administrator has been specifically denied access to a particular object. This is the most common cause of "Access Denied" errors when trying to delete the object.

Use the "Take Ownership" functionality of the application to regain ownership of the object and then try to delete it again.

The object is being used by another process. This often results in "The process cannot access the file because it is being used by another process" or "The process cannot access the file because another process has locked a portion of the file" errors, but can sometimes result in "Access Denied" errors as well.

The solution here is to find out what processes are using the object and then stop those processes. Using the Delete On Reboot (DOR) functionality will usually help here. Note that you must delete all of a directory's contents before using DOR on a directory. The Process Finder feature,

available in Professional/Standard Edition and above, can determine what processes are using a file or folder/path.

Under very rare situations, the permissions information for an object (its metadata) may have been corrupted. Running chkdsk will usually fix any problems like that. A good time to schedule chkdsk is right before you reboot after using the DOR functionality to try to delete some files. When chkdsk does not solve the corruption problem, turn to Disk Explorer, which has resolved many corruption scenarios like this. Seeing any of the following (illegal) characters like / \ : * ? " < > | in a filename is a good indication that you have real disk corruption - those characters are reserved and have special meanings.

Errors Launching the Installer

Problem:

On some Win9x/ME/NT/2000 machines, an error may be shown when trying to launch the Installer. This error message will be something along the lines of needing to update the Windows Installer service on your machine.

Cause:

This is due to the Installer being unable to extract and update/install the Windows Installer service automatically.

Solution:

The following two links will download and install an updated version of the Windows Installer service.

For English-native Win95/98/ME machines, use this link:

<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/W9XMe/EN-US/InstMsiA.exe>. Or search the Microsoft Web Site for "InstMsiA".

For English-native WinNT/2000 machines, use this link:

<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/NT45/EN-US/InstMsiW.exe>. Or search the Microsoft Web Site for "InstMsiW". (For WinNT, you must have Service Pack 6 or greater installed.)

Additional Information:

As of Version 1.4, the installation package (the download) for Check Favorites will no longer bundle the MSI engines. If the installation package will not execute on your system, you must use one of the above links to install/update MSI on your system.

No further product releases will bundle the MSI engines in the installers.

Application Appears to Cause GDI Resource Leaks

Problem:

When running our products under Windows® XP®, you may notice GDI resource leaks when opening and closing dialogs, or showing and hiding the Legend Window in Check Favorites.

Cause:

This is due to a documented bug in Windows XP. Please see Microsoft Knowledge Base Article Q319740 for more information.

Solution:

Install the latest Service Pack for Windows XP.

Additional Information:

This is not a problem specific to our products; this bug can affect all MFC-based applications running under Windows XP.

Applications do not Accept Manually Entered Registration Keys

Problem:

JRTwine Software, LLC's applications may not recognize your Registration Keys correctly.

Cause:

The most common reason for Registration Keys to fail is due to character confusion. Depending on the font used to view your Registration Key, the number "1" may look like a lowercase "l" (ell), and the number "0" may look like an uppercase "O" (oh).

The current language (input locale) setting may also affect the characters that are generated when they are typed in your keyboard.

Solution:

The best way to ensure that the correct characters are used is to use clipboard Copy and Paste operations to copy over all of the Registration Key: Select the key from the original message containing your Registration Key, Copy them, and Paste them directly into the Registration Key interface.

When selecting the key, make sure that you do not include any unnecessary whitespace, like "line-ending" characters. These extra characters can invalidate your registration information.

Also, make sure the "Input Locale" is set to "English (United States)" when typing in, or Copy-and-Pasting, your Registration Key. To change the input locale, open the Control Panel, and launch the Keyboard applet. On the Keyboard Properties property sheet, select the "Input Locale" page, and check/adjust the settings there.

How to register Delete FXP Files Classic (Ver. 1.x.x)

Problem:

Unable to locate the interface used to register Delete FXP Files.

Cause:

Version 1.x.x of Delete FXP Files is dialog-based and does not have a menu bar or toolbar, so getting to the registration interface can be difficult.

Solution:

If you have an older version of Delete FXP Files Classic (its title bar will say Delete FXP Files and not Delete FXP Files Classic):

Raise the System/Window menu for the application by clicking on the icon shown in the upper-left corner of the application (assumes US/english versions, and no skinning). On this menu there will be an option that reads: "About Delete FXP Files...". Select this option which will raise the About Box. There will be a button on the About Box called "Registration...". Press that button, and you will get the interface used to Register the application.

If you have a newer version of Delete FXP Files Classic (its title bar will say Delete FXP Files Classic):

Raise the System/Window menu for the application by clicking on the icon shown in the upper-left corner of the application (assumes US/english versions, and no skinning). On this menu there will be an option that reads: "Registration...". Select that option, and you will get the interface used to Register the application.

Reminder: It is best to copy-&-paste the Registration Information from the email directly into the interface. Be sure not to copy any extra line-ending characters or other whitespace on the end of the Name, Company, and Key strings. All information must be the same as it is shown in your registration materials.

More Information:

When using the installer, there is a page where you can enter the registration information. However, on some systems, this registration information is not saved correctly, and the application remains in an "unregistered" state. If this happens, just manually enter your registration information as instructed above.

IBWedge

Section for the IBWedge (iButton Wedge) product

Known Issues

This article lists the known issues with the current version of the IBWedge product.

Software Incompatibilities

The IBWedge Service inserts keyboard events at a very fast rate. Some software applications may not be able to accept data at such a rate and this results in corrupted data coming through. So far, the only known application that suffers from this is the Microsoft Remote Desktop client (MSTSC.EXE).

An updated version of the IBWedge Service is currently in development that supports the ability to insert millisecond-level pauses into the keyboard data stream, slowing it down even to the point where it closely mimics human input.

Hardware Incompatibilities

None, other than the fact that if another application is trying to access the same 1-Wire bus that the IBWedge Service is using, conflicts can occur. These conflicts make it seem like any devices present on the bus were removed and reattached, and the IBWedge Service may try to input their data through the keyboard wedge.

An updated version of the IBWedge Service is currently in development that will detect this conflict/error and will ignore the "connected devices" state of the bus until the conflict is resolved.

USB-Based iButton Readers

If you plan on using one of the USB-based iButton readers with the IBWedge product, please be certain that it is working correctly beforehand. The USB-based readers are sometimes troublesome to get installed correctly. You can confirm that it is working correctly by using a utility like the OneWireViewer application, which is available on the iButton web site as well as being installed with the iButton drivers installation package (install_1_wire_drivers_v400.msi, also available from the iButton web site).

JRTS-FSCL

Area for the JRTwine Software Free Source Code License.

How do I credit the author(s) of material released under the JRTS-FSCL?

There are many acceptable ways to credit authors. Some of them may have their own specific way that they may wish to be identified to the public, if at all, so we encourage you to contact them directly to find out if and how they wish to be credited.

By default, an ideal way to credit authors is to take a line like the following:

Portions of this product are copyright © [year(s)] by [author(s)].

-Or-

Portions of this product were designed/developed by [author(s)].

- And place the notice in the product's documentation, splash screen, About Box, or wherever else copyright information would normally be shown.

What if I do not want to (or cannot) credit/acknowledge the author(s)?

If you do not want to (or cannot due to some stupid company policy) credit/acknowledge the author(s), then you cannot use material placed under the JRTS-FSCL.

However, authors are free to use a dual-licensing scheme, and may choose to create a special licensing agreement with different compensation terms to allow you to use the material. Authors are not required to do this, however, and authors that do elect to do this are not required to do so for everyone that asks them.

What is the JRTS-FSCL?

The JRTS-FSCL (JRTwine Software, LLC Free Source Code License, often referred to as the "FSCL", but its proper name is "JRTS-FSCL") is a license that grants developers the ability to use someone else's Intellectual Property, subject to some restrictions.

A complete copy of the most up-to-date version of the JRTS-FSCL can be obtained at <http://www.jrtwine.com/fscl.htm>.

In a nutshell, the JRTS-FSCL grants developers the ability to use material in a royalty-free fashion, but requires that the original authors retain ownership of the material, and that they receive proper recognition for their hard work. That is, the product and/or the product's documentation must identify the author(s) of the material used, and no changes can be made to the material (like to its comments or any binary signatures) that would hide the original authors identity, or otherwise prevent their due credit.

Unlike other licenses like the GPL, the JRTS-FSCL does NOT require that you return and/or make freely-available any changes or enhancements you make to the material regardless of your releasing to the public something containing those changes. Also, unlike the GPL, you can use material released under the JRTS-FSCL in proprietary software, and the JRTS-FSCL is not infectious to the rest of any material that uses material released under the JRTS-FSCL. For example, if you write an application that uses material released under the GPL, you must then release that application under the GPL.

or some developers that make their living in the non-open-source world, and the companies that they work for, this can be a huge reason to not use open-source software or source code, or to make their own code available to the public. This is not the case when you use material licensed under the JRTS-FSCL. You can use material released under the JRTS-FSCL to create a proprietary, for-sale application licensed however you wish, subject to the few restrictions of the JRTS-FSCL.

The JRTS-FSCL is designed to promote the sharing of development resources, and to improve the overall quality of software. It allow well qualified and experienced developers to share their knowledge without restricting it to any particular domain or political effort.

What is with the Restrictions in the JRTS-FSCL?

Yes, the JRTS-FSCL has some restrictions in it. These include things such as not removing any means by which the original authors identify themselves (ncluding but not limited to: comments, binary

signatures, identifiers, and naming conventions), acknowledging the original author(s) of the material, and restrictions on how the material can be used.

These restrictions are designed to protect use of the material, and to prevent the author's work from being used for illegal purposes.

For example, if a developer creates a nifty class used in their own mailing list software. This class is capable of using multiple connections to multiple SMTP servers to distribute the workload of delivering messages to large numbers of recipients. This class also adds a custom (X-Tag) to the outgoing message, which allows conversation threads to be tracked, managed and archived in threaded-order.

Now, if this custom tag has something in it that identifies this particular developer, or his/her company, imagine the problems that could happen if someone uses their code for something illegal (like spamming ads for an illegal porn website), or if an honest application goes awry and gets stuck in a loop, resulting in an unintentional DOS attack against a few SMTP servers. Would you want to be that developer and/or company?

Granted, the JRTS-FSCL provides little protection if someone really wants to steal your code - if they want to do it bad enough, they will likely find a way. But the JRTS-FSCL should offer some protection, similar to how the GPL offers some protection to open-source projects.

Can I add additional restrictions to the JRTS-FSCL?

Yes, authors are allowed to take the JRTS-FSCL and add additional restrictions to it. Note that you must add additional restrictions after all existing ones, and restrictions that are higher-up supercede any lower ones.

Also note that you may NOT remove any existing restrictions or add something that reduces the strength of any existing restrictions. For example, the JRTS-FSCL contains a restriction that material licensed/released under the JRTS-FSCL may not be used in spyware applications. As such, you are not allowed to add a restriction that creates an exception to that restriction. For example, you cannot add the following:

This material may be used in applications that conduct legitimate government-funded research, even if these applications are otherwise classified as "spyware".

If you decide to take the FSCL and add additional restrictions to it to protect your material, you must do the following:

You must identify the new license with a new name; it must no longer be called the "FSCL", the "JRTS-FSCL", or any other name that might cause it to be confused with the original JRTS-FSCL.

You must acknowledge that the new license derives from the JRTS-FSCL (include the version you are deriving from), and provide a link back to the original located at <http://www.jrtwine.com/fscl.htm>.

Can I remove restrictions from the JRTS-FSCL?

No, you cannot remove any restrictions from the JRTS-FSCL.

If you need a license similar to the JRTS-FSCL but with less restrictions, you must create and fully document your own license.

If you do so, we request that you do not name your new license in any way that might cause it to be confused with the original JRTS-FSCL.

How do I place material under the FSCL?

In order to place your material under the JRTS-FSCL, you simply must place something in the material that indicates that it is covered under the JRTS-FSCL. For example, for C/C++/PHP source code, you could place something similar to the following at the top of each file:

```
/*
*****
** This Material Is Not Public Domain! **
*****
* The contents of this file (the Material) were authored by YourNameHere,
* and were released/offered under the terms of the JRTwine Software, LLC
* Free Source Code License (JRTS-FSCL), version x.yy, as of DateTime.
* A copy of the JRTS-FSCL can be obtained from:
* "http://www.jrtwine.com/fscl.htm".
* -----
* You are granted a limited license to this material subject to the
* restrictions set forth in the JRTS-FSCL. If you do not agree to
* the terms of the JRTS-FSCL, you may not use the Material.
*/
```

Other similar copy would be acceptable as well, just as long as it clearly states [1] that the material is not in the public domain, [2] who created the material (and owns the copyright on it), and [3] that it is/was released under the JRTS-FSCL. It should also mention which version of the JRTS-FSCL was current when the material was released.

Where can I get a copy of the latest JRTS-FSCL

The latest copy of the JRTS-FSCL can always be obtained from <http://www.jrtwine.com/fscl.htm>. Whenever you place material under the JRTS-FSCL, you should always mention which version is current at the time the material is placed under the license, and also provide the above link so people can obtain details on the license.

Key Composer

Category for the Key Composer application

Key Composer - some symbols not displaying correctly

Problem:

When composing characters using Key Composer, not all of the characters appear correctly in the application(s) you are using. They may display as "empty squares," or may show up as a complete different character than what was intended. In some cases, certain symbols (like the arrow symbols) do not display correctly even in Key Composer's own Keymap screen.

Reason:

This can happen if the font(s) you are using simply do not support the characters/symbols you are trying to use.

Solution:

Change the font you are using to one that has richer support for Unicode characters. This may be the system font, or the one being used by/in the application you are using.

Additional Information:

Some applications, like Microsoft® Word®, are able to display just about any character from any

font installed on the system.

Other applications, like Notepad, can only display characters from the currently selected font, and thus is limited to the characters in that font. It is these kinds of applications that may have trouble with different Unicode characters/symbols.

Registration Problems

KB area dedicated to registration questions and issues.

Billing and Registration Key Turnaround Times

Generally, after purchasing a registration key from RegSoft (for Delete FXP Files Classic and Check Favorites) or RegNow (for Delete FXP Files 2007), it can take anywhere from 4 seconds to 4 hours for your purchase to be authorized by the payment processor. JRTwine Software, LLC has no control over the time it takes for RegSoft/RegNow to process your purchase - please contact them if you have not received any order confirmation emails after placing your order.

Once payment is authorized, an email will be sent to you containing your registration key (if you purchased anything other than the Server Edition of Delete FXP Files Classic), or will contain a link to download a download/installation agent application. Again, JRTwine Software, LLC has no control over the time it takes for this email to be generated, sent and delivered to you. If more than 4 hours has gone by with no updates to your order status, contact RegSoft/RegNow with your order number to inquire about the status of the order. Your order may have failed the fraud checks at RegSoft. If this happens, or if your payment could not be authorized for any other reason, we will never even know about it. We only receive emails regarding purchases made after payment has been fully authorized. As such, contacting us will do no good.

If you purchase a registration key for the Server Edition of Delete FXP Files Classic, you are aware that it may take a couple of business days for this key to be generated and sent to you. Please do not send emails to RegSoft regarding this. Your key will be generated as soon as possible after payment has been confirmed and the batching of registration keys is complete. If you are in an emergency situation and need a registration key quickly, send an email to support@jrtwine.com (not to any other jrtwine.com address as this will delay the response time) to open a trouble ticket. Sending (duplicate) emails to custserv@jrtwine.com and/or billing@jrtwine.com will not provide the turnaround you desire, and may cause further processing delays as we try to match up duplicate issues.

Someone should be contacting you within 24 hours. Also, you could purchase a key for a lower edition (Personal or Professional) edition of Delete FXP Files, where your key will be sent to you automatically when payment is authorized. You can later upgrade at a reduced price.

Applications do not Accept Manually Entered Registration Keys

Problem:

JRTwine Software, LLC's applications may not recognize your Registration Keys correctly.

Cause:

The most common reason for Registration Keys to fail is due to character confusion. Depending on the font used to view your Registration Key, the number "1" may look like a lowercase "l" (ell), and the number "0" may look like an uppercase "O" (oh).

The current language (input locale) setting may also affect the characters that are generated when they are typed in your keyboard.

Solution:

The best way to ensure that the correct characters are used is to use clipboard Copy and Paste operations to copy over all of the Registration Key: Select the key from the original message containing your Registration Key, Copy them, and Paste them directly into the Registration Key

interface.

When selecting the key, make sure that you do not include any unnecessary whitespace, like "line-ending" characters. These extra characters can invalidate your registration information.

Also, make sure the "Input Locale" is set to "English (United States)" when typing in, or Copy-and-Pasting, your Registration Key. To change the input locale, open the Control Panel, and launch the Keyboard applet. On the Keyboard Properties property sheet, select the "Input Locale" page, and check/adjust the settings there.

How to register Delete FXP Files Classic (Ver. 1.x.x)

Problem:

Unable to locate the interface used to register Delete FXP Files.

Cause:

Version 1.x.x of Delete FXP Files is dialog-based and does not have a menu bar or toolbar, so getting to the registration interface can be difficult.

Solution:

If you have an older version of Delete FXP Files Classic (its title bar will say Delete FXP Files and not Delete FXP Files Classic):

Raise the System/Window menu for the application by clicking on the icon shown in the upper-left corner of the application (assumes US/english versions, and no skinning). On this menu there will be an option that reads: "About Delete FXP Files...". Select this option which will raise the About Box. There will be a button on the About Box called "Registration...". Press that button, and you will get the interface used to Register the application.

If you have a newer version of Delete FXP Files Classic (its title bar will say Delete FXP Files Classic):

Raise the System/Window menu for the application by clicking on the icon shown in the upper-left corner of the application (assumes US/english versions, and no skinning). On this menu there will be an option that reads: "Registration...". Select that option, and you will get the interface used to Register the application.

Reminder: It is best to copy-&-paste the Registration Information from the email directly into the interface. Be sure not to copy any extra line-ending characters or other whitespace on the end of the Name, Company, and Key strings. All information must be the same as it is shown in your registration materials.

More Information:

When using the installer, there is a page where you can enter the registration information. However, on some systems, this registration information is not saved correctly, and the application remains in an "unregistered" state. If this happens, just manually enter your registration information as instructed above.

How to register Delete FXP Files 2009 (version 2.x.x)

Problem:

The registration key for Delete FXP Files 2009 is supposed to automatically verify and install itself but does not do so.

Cause:

Unknown(!) - some users experience registration problems, while others do not. We are currently researching this issue with our payment processor and the implementers of the key-injection/installation technology. However, we do have some ideas on what may be the problem:

Possible Causes:

Some things that will affect your key's ability to verify and install itself:

Insufficient user privileges - you may need administrator-level access on some systems

Firewall and/or IP address/port blocking systems - a firewall may be blocking the outgoing key verification request and the resulting response, or some other security application may be preventing contact with the authentication server

Insufficient disk space (or quota) - Delete FXP Files 2009 uses your temporary directory briefly during the verification/install process

Moving machines - special care needs to be taken to move the application from one machine to another; if you are having registration problems, trying again on a different machine may exacerbate the issue

Anti-virus applications - active anti-virus and anti-spyware applications may be affecting the product's ability to install its key

Possible Solutions:

Perform the following steps in order:

Uninstall Delete FXP Files 2009 by using the Add/Remove Programs control panel applet

Delete the download agent if you downloaded it previously

Reboot your system to ensure that everything has been removed correctly

Clean your temporary directory (the %TEMP% environment variable¹ has the location of your temporary directory)

Disable (temporarily) any security applications (firewalls, anti-virus, anti-spyware, URL checkers, etc.)

Re-download the download agent that is obtained from the Click here link provided in your order confirmation screen/email

Launch the download agent and download the up-to-date installer for Delete FXP Files 2009

Launch the installer for Delete FXP Files 2007 and install Delete FXP Files 2009

Launch Delete FXP Files 2009

(Re-enable any disabled applications/utilities once key installation is successful)

If all the above fails, you may have to resort to manually enter registration information. Contact us to receive it by mail, and then enter it by running the Delete FXP Files 2009 application from the command line, passing it a parameter of REGISTER (see below)

After launching Delete FXP Files 2009, you should see a small window should appear that reads Verifying key. It should only be visible for a few seconds at most. If the window remains visible longer than that, a network-related problem (firewall, blocked IP addresses and/or ports) may be affecting the registration process. Have any such systems temporarily disabled and try again.

If you are unable to get the key to automatically verify and install, you can obtain your registration key from the RegNow site (you should have been provided with an Order Status/Tracking link that you can use to have your key sent to you), so that you can register the product manually. After obtaining this information, launch a command prompt and go to the installation directory for Delete FXP Files 2009, and type the following:

```
DeleteFXPFiles REGISTER
```

An interface should come up that will allow you to manually enter the registration information you obtained from the RegNow web site. If you are still unable to register the product, please open a trouble ticket with us.

Other Information:

We are actively researching this problem with the developer's of the registration system. We will refund your order if we cannot get it to register correctly on your system.

1 To view the contents of this Environment Variable, open a command prompt and type:

```
ECHO %TEMP%
```

Delete FXP Files 2009

KB area for Delete FXP Files 2009.

Can't delete file with LESS-THAN sign (or other strange characters)...

Question:

I have a file called: hpovst0 | : ? / \ or *), it should be indicative of filesystem corruption. This can sometimes be resolved by doing a boot-time CHKDSK run on the drive. (See Windows Help for more information.) If CHKDSK corrects the problem, you should then be able to delete the file.

Be sure to backup the drive before doing this, just in case.

If the problem persists, you may have to use another tool, called Disk Explorer. This tool has been used in the past to correct filesystem metadata corruption issues.

Billing and Registration Key Turnaround Times

Generally, after purchasing a registration key from RegSoft (for Delete FXP Files Classic and Check Favorites) or RegNow (for Delete FXP Files 2007), it can take anywhere from 4 seconds to 4 hours for your purchase to be authorized by the payment processor. JRTwine Software, LLC has no control over the time it takes for RegSoft/RegNow to process your purchase - please contact them if you have not received any order confirmation emails after placing your order.

Once payment is authorized, an email will be sent to you containing your registration key (if you purchased anything other than the Server Edition of Delete FXP Files Classic), or will contain a link to download an download/installation agent application. Again, JRTwine Software, LLC has no control over the time it takes for this email to be generated, sent and delivered to you. If more than 4 hours has gone by with no updates to your order status, contact RegSoft/RegNow with your order number to inquire about the status of the order. Your order may have failed the fraud checks at RegSoft. If this happens, or if your payment could not be authorized for any other reason, we will never even know about it. We only receive emails regarding purchases made after payment has been fully

authorized. As such, contacting us will do no good.

If you purchase a registration key for the Server Edition of Delete FXP Files Classic, you are aware that it may take a couple of business days for this key to be generated and sent to you. Please do not send emails to RegSoft regarding this. Your key will be generated as soon as possible after payment has been confirmed and the batching of registration keys is complete. If you are in an emergency situation and need a registration key quickly, send an email to support@jrtwine.com (not to any other jrtwine.com address as this will delay the response time) to open a trouble ticket. Sending (duplicate) emails to custserv@jrtwine.com and/or billing@jrtwine.com will not provide the turnaround you desire, and may cause further processing delays as we try to match up duplicate issues.

Someone should be contacting you within 24 hours. Also, you could purchase a key for a lower edition (Personal or Professional) edition of Delete FXP Files, where your key will be sent to you automatically when payment is authorized. You can later upgrade at a reduced price.

Process Finder Fails To Detect Processes

Problem:

When Delete FXP Files Classic/2007's Process Finder feature is used on a unpatched Windows® XP® system, it may fail to discover processes that are using the specified filesystem path or file.

Cause:

This is due to a bug in the implementation of one of the Win32 functions used to implement the Process Finder functionality.

Solution:

Apply Service Pack 1 (or higher) to the system. This bug was corrected in Service Pack 1 for Windows XP.

Announce-Only Mailing List for Delete FXP Files Classic/2009

An announce-only mailing list is now available. You should subscribe to this list if you wish to be informed about Delete FXP Files-related events like availability of new releases and/or upgrades. Mailing list members will also receive notification of new beta test events, and members-only promotions, like reduced pricing codes that they can share with friends and associates, and reduced price offers for upgrades and new products.

The mailing list can be accessed here (http://jrtwine.com/mailman/listinfo/delfxpfiles_jrtwine.com).

Direct emails will no longer be sent from Customer Service regarding updates!

(Note that you do not have to be an existing customer; anyone can join the list.)

Email addresses will not be used for any other purpose - we respect your privacy.

How can I keep track of developments related to Delete FXP Files (Classic/2009)?

There is an announce-only email mailing list that can be accessed at:

http://jrtwine.com/mailman/admin/delfxpfiles_jrtwine.com

This mailing list does not allow posting of messages from its members, and is used for purposes relating to Delete FXP Files, like:

- the announcement of updates to the product

important information regarding any serious problems with the product
the announcement of beta-test openings for new releases of the product
discounted price offers and free upgrade offers

Email addresses on this list are kept private and are not shared with any 3rd-party.

Please feel free to contact Customer Service if you have any questions.

Delete FXP Files encounters error 0x00000402

Problem:

Under certain situations, Delete FXP Files may display an error message that reads "" (Error Code 1026).

Cause:

This is an odd and not-well-documented filesystem error code that usually results from one of the following problems:

Not having enough free disk space on the drive being manipulated or on the System drive.
The file that you are trying to manipulate is not really there (e.g. an error exists on the target filesystem's metadata).

When accessing a remote system, you may not have enough permissions to access the file or network problems may exist.

Solution:

For #1, try to free up some disk space and try again. Empty your Recycle Bin, clean up items in your %TEMP% folder, etc.

For #2, try to get the remote system to execute chkdsk, fsck, e2fsk, or whatever similar filesystem-metadata-checking-and-repair application exists on/for it and try again.

For #3, verify that you have the permissions necessary to delete the target file, both on the local and remote system, make sure that there is no excessive network load, and try again.

Additional Information:

This error has been reported only by one user so far. While it is good that no one else is experiencing this problem, it is also bad because it limits our ability to research the issue.

Problems With Take Ownership Functionality

Problem:

Delete FXP Files Classic/2007 may have problems taking ownership of filesystem items.

Cause:

This is most often the result of not having enough permissions. In order to ensure that Take Ownership functions correctly, you must be logged in under the local Administrator account. On some systems, logging in as the domain Administrator or as a user with administrator-level privileges works, on some systems, it does not. Best to login as the local Administrator to be sure.

Solution:

Try logging in under the local Administrator account and ensure that you have the latest release of the product.

Handling Access Denied Errors

Problem:

Users may encounter Access Denied errors when trying to delete items using Delete FXP Files

Classic/2007.

Cause:

This is usually the result of the logged in user not having enough permissions to delete the item, or not having enough access to the file.

The Delete FXP Files product runs under the identity of the user that is using it. This means that it has the same abilities and restrictions as that user.

On Windows®, you can specifically deny the Administrators group access to a filesystem item. This will prevent the Administrator account, or anyone in the Administrators group, from being able to read, write or delete that item. However, this does not prevent an Administrator from being able to reset the permissions on that item, and take ownership of it.

The Take Ownership functionality will change the owner of the item to the Administrative user account. If ownership is taken successfully, this will then allow you to be able to delete the item (as Administrator).

Note: there is also a problem with accessing remote shares that are hosted on a system that is running Windows XP®. This problem is not unique to the Delete FXP Files product, a normal user will experience the same permissions issues (you will be able to read items, but will not be able to delete them, regardless of who you are logged in as, even if the Everyone group is set to have Full Control). This usually happens when the Windows XP machine is in a different workgroup/domain than the one you are connecting from (or is a stand-alone system).

Solution:

Make use of the Take Ownership functionality to reclaim access to filesystem items.

If you continue to experience errors, please make sure that you are logged in as the local Administrator on the system that hosts the items you want to delete. Sometimes, being logged in as a user in the Administrator's group is not enough. Even when on the local system, make sure you are not trying to access items through a mapped or subst drive letter; go directly through the physical drive letters to get to the item(s).

Additional Information:

The issue with remote/mapped Windows XP shares also prevents utilities like takeown and the Take Ownership functionality from working correctly. You must be logged in under the local system Administrator account for these to operate correctly.

Deleted Files/Folders "Come Back"

Problem:

Delete FXP Files may show that an item has successfully been deleted but when the list is refreshed, it comes back into view. This (so far) only happens when dealing with a remote/network resource (like a share).

Cause:

We believe this problem to be caused by a slightly incorrect implementation of the SMB protocol on the remote system. This happens when connecting to a remote non-Windows-OS system (like a Unix®, Linux or Unix-ish system) that does not implement the SMB protocol correctly. The remote server responds that the object has been successfully deleted when it should have returned some kind of error code (like Access Denied for an object that is in use). (It seems that you are also more likely to see this problem when running on Windows® XP®.)

Since a "success" code is received, the OS, and thus Delete FXP Files Classic/2007, believes that the object was deleted successfully, and removes it from the view. But since it was not really deleted, it returns when a refresh is done.

Solution:

None. This issue is currently being researched. Any users that are experiencing this problem are urged to contact Customer Service (and/or post in the Forums) and provide more information about it. If possible, please provide the version of the OS that is running on the remote system and the name and version of its SMB implementation (Samba, for most systems).

Additional Information:

This issue can also be demonstrated using Windows Explorer and other applications; it is not limited to Delete FXP Files. You can delete an object using Explorer, it will disappear from the view, but when you refresh it will return again.

This could be related to the behavior of the unlink() function on Unix systems: you are allowed to call unlink() on a file that is still in use and it will return a successful return result. See [Here](#) for more information. The file will not be deleted, however, until all processes that have it open have completed. If the SMB implementation is using unlink(), it seems possible that this problem would be a side effect because the function would return a success return code.

Hard-to-Delete Files and Folders

Information:

Delete FXP Files Classic/2007 may not be able to delete files under certain situations. These known situations (and how to address them) are:

The Administrator has been specifically denied access to a particular object. This is the most common cause of "Access Denied" errors when trying to delete the object.

Use the "Take Ownership" functionality of the application to regain ownership of the object and then try to delete it again.

The object is being used by another process. This often results in "The process cannot access the file because it is being used by another process" or "The process cannot access the file because another process has locked a portion of the file" errors, but can sometimes result in "Access Denied" errors as well.

The solution here is to find out what processes are using the object and then stop those processes. Using the Delete On Reboot (DOR) functionality will usually help here. Note that you must delete all of a directory's contents before using DOR on a directory. The Process Finder feature, available in Professional/Standard Edition and above, can determine what processes are using a file or folder/path.

Under very rare situations, the permissions information for an object (its metadata) may have been corrupted. Running chkdsk will usually fix any problems like that. A good time to schedule chkdsk is right before you reboot after using the DOR functionality to try to delete some files. When chkdsk does not solve the corruption problem, turn to Disk Explorer, which has resolved many corruption scenarios like this. Seeing any of the following (illegal) characters like / \ : * ? " < > | in a filename is a good indication that you have real disk corruption - those characters are reserved and have special meanings.

Errors Launching the Installer

Problem:

On some Win9x/ME/NT/2000 machines, an error may be shown when trying to launch the Installer. This error message will be something along the lines of needing to update the Windows Installer service on your machine.

Cause:

This is due to the Installer being unable to extract and update/install the Windows Installer service automatically.

Solution:

The following two links will download and install an updated version of the Windows Installer service.

For English-native Win95/98/ME machines, use this link:
<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/W9XMe/EN-US/InstMsiA.exe>. Or search the Microsoft Web Site for "InstMsiA".

For English-native WinNT/2000 machines, use this link:
<http://download.microsoft.com/download/WindowsInstaller/Install/2.0/NT45/EN-US/InstMsiW.exe>. Or search the Microsoft Web Site for "InstMsiW". (For WinNT, you must have Service Pack 6 or greater installed.)

Additional Information:

As of Version 1.4, the installation package (the download) for Check Favorites will no longer bundle the MSI engines. If the installation package will not execute on your system, you must use one of the above links to install/update MSI on your system.

No further product releases will bundle the MSI engines in the installers.

Application Appears to Cause GDI Resource Leaks

Problem:

When running our products under Windows® XP®, you may notice GDI resource leaks when opening and closing dialogs, or showing and hiding the Legend Window in Check Favorites.

Cause:

This is due to a documented bug in Windows XP. Please see Microsoft Knowledge Base Article Q319740 for more information.

Solution:

Install the latest Service Pack for Windows XP.

Additional Information:

This is not a problem specific to our products; this bug can affect all MFC-based applications running under Windows XP.

Applications do not Accept Manually Entered Registration Keys

Problem:

JRTwine Software, LLC's applications may not recognize your Registration Keys correctly.

Cause:

The most common reason for Registration Keys to fail is due to character confusion. Depending on the font used to view your Registration Key, the number "1" may look like a lowercase "l" (ell), and the number "0" may look like an uppercase "O" (oh).

The current language (input locale) setting may also affect the characters that are generated when they are typed in your keyboard.

Solution:

The best way to ensure that the correct characters are used is to use clipboard Copy and Paste operations to copy over all of the Registration Key: Select the key from the original message containing your Registration Key, Copy them, and Paste them directly into the Registration Key interface.

When selecting the key, make sure that you do not include any unnecessary whitespace, like "line-ending" characters. These extra characters can invalidate your registration information.

Also, make sure the "Input Locale" is set to "English (United States)" when typing in, or Copy-and-Pasting, your Registration Key. To change the input locale, open the Control Panel, and launch the Keyboard applet. On the Keyboard Properties property sheet, select the "Input Locale" page, and check/adjust the settings there.

How to register Delete FXP Files 2009 (version 2.x.x)

Problem:

The registration key for Delete FXP Files 2009 is supposed to automatically verify and install itself but does not do so.

Cause:

Unknown(!) - some users experience registration problems, while others do not. We are currently researching this issue with our payment processor and the implementers of the key-injection/installation technology. However, we do have some ideas on what may be the problem:

Possible Causes:

Some things that will affect your key's ability to verify and install itself:

Insufficient user privileges - you may need administrator-level access on some systems

Firewall and/or IP address/port blocking systems - a firewall may be blocking the outgoing key verification request and the resulting response, or some other security application may be preventing contact with the authentication server

Insufficient disk space (or quota) - Delete FXP Files 2009 uses your temporary directory briefly during the verification/install process

Moving machines - special care needs to be taken to move the application from one machine to another; if you are having registration problems, trying again on a different machine may exacerbate the issue

Anti-virus applications - active anti-virus and anti-spyware applications may be affecting the product's ability to install its key

Possible Solutions:

Perform the following steps in order:

Uninstall Delete FXP Files 2009 by using the Add/Remove Programs control panel applet

Delete the download agent if you downloaded it previously

Reboot your system to ensure that everything has been removed correctly

Clean your temporary directory (the %TEMP% environment variable has the location of your temporary directory)

Disable (temporarily) any security applications (firewalls, anti-virus, anti-spyware, URL checkers, etc.)

Re-download the download agent that is obtained from the [Click here](#) link provided in your order confirmation screen/email

Launch the download agent and download the up-to-date installer for Delete FXP Files 2009

Launch the installer for Delete FXP Files 2007 and install Delete FXP Files 2009

Launch Delete FXP Files 2009

(Re-enable any disabled applications/utilities once key installation is successful)

If all the above fails, you may have to resort to manually enter registration information. Contact us to receive it by mail, and then enter it by running the Delete FXP Files 2009 application from the command line, passing it a parameter of REGISTER (see below)

After launching Delete FXP Files 2009, you should see a small window should appear that reads Verifying key. It should only be visible for a few seconds at most. If the window remains visible longer than that, a network-related problem (firewall, blocked IP addresses and/or ports) may be affecting the registration process. Have any such systems temporarily disabled and try again.

If you are unable to get the key to automatically verify and install, you can obtain your registration key from the RegNow site (you should have been provided with an Order Status/Tracking link that you can use to have your key sent to you), so that you can register the product manually. After obtaining this information, launch a command prompt and go to the installation directory for Delete FXP Files 2009, and type the following:

```
DeleteFXPFiles REGISTER
```

An interface should come up that will allow you to manually enter the registration information you obtained from the RegNow web site. If you are still unable to register the product, please open a trouble ticket with us.

Other Information:

We are actively researching this problem with the developer's of the registration system. We will refund your order if we cannot get it to register correctly on your system.

1 To view the contents of this Environment Variable, open a command prompt and type:

```
ECHO %TEMP%
```