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Errors When Printing Certified Payroll & Other Reports

Below are the most common errors or problems that you could encounter, when attempting to **Preview** or **Print** your final reports; including a spinning hourglass, Run Time Error 91, Run Time Error 429 - Active X Component, Error 80010105 Automation Error, Invalid Registration, and more.

Program Doesn't Respond/Spinning Hourglass
This error usually occurs when Microsoft Works, Microsoft Office Click-to-Run or Microsoft Office Starter Edition installed on your computer. None of the above mentioned programs are compatible with our software, and are often included with a new computer. If you have the Click-to-Run version, you can obtain the full retail version at no additional costs by following the instructions found in this article.

Run Time Error 91.
This error signifies that Microsoft Excel and/or Word are not installed on this computer. Excel is used to print the actual Certified Payroll Reports, EEOC Reports, and Benefit Reports; Word is used to print the Statement of Compliance.

Run Time Error 429 - Active-X Component. Can't create object.
This error signifies that CPS cannot start Microsoft Word in order to create the Statement of Compliance, the certified payroll report has printed successfully. Exit the error.
- **OPTION 1** - From the CPS Help menu -> choose Repair -> Registry Entries. Rerun your reports. If the error still occurs - exit the error, exit CPS, and exit QuickBooks.
- **OPTION 2** - Make sure that you have applied ALL of the Microsoft Service Packs (updates) for your version of Microsoft Office. Open Word or Excel, from the Help menu -> choose About (Office 2000 & 2003) OR OPTIONS -> Resources -> About Microsoft Office (Office 2007) OR File -> Help -> Check for Updates (Office 2010), a series of numbers followed by SP # should appear. If you have no SP information, you have not applied any of the available updates and will need to, using the following instructions:
    - From the **Help** menu (Office 2000 & 2003), choose Check for Updates.
    - From the Word or Excel **OPTIONS** (Office 2007), choose Resources, get Updates -> Check for Updates.
    - From the File menu -> Help -> Check for Updates (Office 2010).
- **OPTION 3** - Start Word or Excel.
    - From the **Help** menu (Office 2000 & 2003), choose Detect & Repair. You may be asked for your ORIGINAL Office installation CD's. Close Word. Start QuickBooks, start CPS, rerun your reports
    - From the Word **OPTIONS** (Office 2007), choose Resources, Run Microsoft Office Diagnostics -> Diagnose. You may be asked for your ORIGINAL Office installation CD's. Close Word. Start QuickBooks, start CPS, rerun your reports.
    - From the Start button -> Control Panel -> Programs and Features -> Select Microsoft Office -> select Repair. Make sure that you have your ORIGINAL Office installation files or CD/DVD.
    - If the error still occurs; exit the error, exit QuickBooks, and exit CPS.
- **OPTION 4** - Uninstall Microsoft Office from the Windows Control Panel -> Add/Remove Programs (Windows XP) OR Programs & Features (Windows Vista, Windows 7 or Windows 8). Reboot your computer, reinstall Office, and APPLY any necessary/available Office updates.

Start QuickBooks, start CPS, rerun your reports.

Error 80010105 Automation Error, also may show as -2147417851.
This error occurs when one is trying to print reports. More specifically, CPS is trying to start Microsoft Excel or possibly Microsoft Word - and there are MANY causes for this error. Use the following troubleshooting tips to diagnose your problem.

If you have been saving your final reports in Excel format in a folder of your choice, it is possible that the folder no longer exists or has been moved. In CPS go to the System Setup menu -> choose System Preferences -> click on the Data Locations tab -> is there a folder address in the **Save Reports Folder** block -> if so click into the block and press the F5 key on your keyboard -> does the folder open in a window? If it does not, then this folder no longer exists and you either need to delete the folder address OR use the **Browse for Reports Folder** button to locate it.

It is possible that your anti-virus program is causing this error by not letting CPS start Excel or Word. This error has been reported by a customer using Kaspersky Anti-Virus.

To determine if your anti-virus program is causing this error:
1. Stop all internet traffic
2. Disable your anti-virus program (usually right-clicking its icon in the system tray), will display this option
3. Try printing your reports

If disabling your anti-virus enables you to print your payment applications, then you must add the programs listed below to "Trusted Processes". Once you have added the programs to "Trusted Processes", your anti-virus can stay enabled, when running CPS.

> Add Cps.exe, CpsEEOC.exe, CigyOfChicagoEEO.exe, CpsBenefit.exe, and MNEEO13.exe to "Trusted Processes" - these files are located in your CPS Program Path. If you do not know what your CPS Program Path is, from the CPS Help Menu, choose Help, then About.

If disabling your anti-virus program does not correct this error, follow these steps:
1. In Microsoft Excel or Word, select the Help Menu->choose Detect & Repair. Follow the prompts for repairing the installation. This process may ask for your original Office installation CD's.
2. If the problem still persists after #1 above, you will have to uninstall, and then reinstall, Microsoft Office. Once Office has been reinstalled, update the installation, and apply all Service Packs and/or Maintenance Releases. Updating Office is accomplished by selecting the Help Menu->Check for Updates.

Invalid Registration, Not Registered, or Product Not Licensed.
These messages do not pertain to your Certified Payroll Solution license and/or registration, but rather, are coming from either Microsoft Word and/or Excel. Usually, Excel and/or Word will give you so many times to start the program, after these attempts are exhausted; you are required to register or license the product, before continued use. To correct this problem, Exit CPS and start Word, and/or Excel, to register, license, or activate, the product.

Other Errors
Other errors may occur when reports print; these errors are captured and displayed with an error message, letting you retry starting Excel or Word. If retrying the process does not work; reboot the computer. After the computer re-boots; locate your original Office installation CD, and start Microsoft Word and/or Excel, and from the Help Menu, choose Detect and Repair, and follow the steps for repairing Microsoft Office. Occasionally, the Detect & Repair will not fix the problem with Microsoft Word. You will be able to determine this if the program prints the Certified Payroll Report with Excel, but "crashes" before the Statement of Compliance using Word, prints. If this happens, un-installing Word (or Office), and then reinstalling, will correct the problem. Do not attempt this; unless you have the original installation CD's available.

Make sure that you have applied ALL applicable Service Packs to your Office Software