This is the latest list of installation problems with Hy-Tek software products as of 6/16/2018. If you are having program issues please scan this list for solutions.

1. Problem

I just received a new CD for TM 5.0 and installed it, but I cannot find the HTML export option when I preview any of my reports?

Cause

The initial TM 5.0 CDs did not include the HTML export files necessary to show and provide any of the HTML export options in the report preview screen.

Solution

Click here to download and run the setup that installs the Crystal files necessary to provide the HTML export options for any TM 5.0 report.

2. Problem

I just received a new CD and installed it, but the new options/features I ordered are not on it?

Cause

If you already have your HY-TEK product installed and you receive a new CD and install it, the License file with the new options/features does not get updated.

Solution

In order to install your new License File that includes the new features you have ordered, please follow these steps:

1. Start your HY-TEK product
2. At the Main Menu, click on File / License Management
3. Click on the Add License menu selection
4. As instructed, insert the CD you received from HY-TEK in your CD drive and Click OK.

Your HY-TEK product will update your license with the new features/options you ordered and return you to the Main Menu. After returning to the Main Menu, click on Help/About to make sure you have the options you ordered.

Applies to

ALL HY-TEK desktop products

3. Problem

Installing on VISTA

Cause

This problem is due to the recent VISTA Operating System requiring a new Installer.

Solution

Since VISTA requires a new installer, Hy-Tek began shipping this new installer in January 2007. If your CD was provided to you previous to January 2007, you will need to order a CD replacement either by calling the Sales Office toll free at 866.456.5111 or ordering it online.
Note: The way to tell if your CD has the new installer, look at the files with Windows Explorer. If you have only 2 files, then you have the new installer. If you have 14 or 15 files, then you have the old installer and need to order a CD replacement.

Applies to

ALL HY-TEK Windows desktop products

4. Problem

Error message: *cstext32.ocx and cscmd32.ocx could not be registered*.

This error message can occur when installing or running a HY-TEK program.

Cause

This problem is due to the recent XP Support Pack 2 and Windows 2003 updates that caused cstext32.ocx and cscmd32.ocx to be outdated.

Solution

Download a utility program named Hy-TekWindowsXPSP2Fix.exe here. Save it to your Desktop and after it has downloaded, double click it from the Desktop and the utility will update both cstext32.ocx and cscmd32.ocx. After the files are updated, install your Hy-Tek installation CD again. In some cases, you will not need to install the CD again.
Note: The utility only needs to be installed once and it will apply to all Hy-Tek products. If you install with a Hy-Tek CD shipped to you after October 1, 2004, this registration problem will not occur.

Applies to

Swimming MM, Swimming TM, SportsBM, Track MM and TrackTM.

5. Problem

16 bit windows subsystem C:/WINDOWS\SYSTEM32\AUTOEXEC.NT error.

This error message can occur when installing a HY-TEK program.

Cause

Your XP system is missing the autoexec.nt file that belongs in the C:/WINDOWS\SYSTEM32 directory

Solution

[Download a self extracting exe named autoexecReplace.exe](). Save it to your Desktop and after it is downloaded, double click it from the Desktop and it will default to extracting one file named autoexec.nt and placing it in C:\Windows\System32. After it is copied to System32, install your Hy-Tek CD again without restarting the computer.

Notes: On some computers, the autoexec.nt file may be erased automatically by your computer. It has no impact on running the Hy-Tek programs, but is required for installation or re-installation of Hy-Tek CD's.

Applies to

Swimming MM, Swimming TM, SportsBM, Track MM and TrackTM

6. Problem

Permission Denied error.

This error message can occur when installing a Hy-Tek update.

Cause

One or more files were in use when the update tried to replace them with new copies.

Solution

Assuming you have your Hy-Tek Installation CD and do not have your database files in the C:\Hy-Sport folder, delete the files and folders in C:\Hy-Sport\Win-MM if Swim MM, in C:\Hy-Sport\TM4 if Swim TM4, in C:\Hy-Sport\SportsBM if Sports BM, in C:\Hy-Sport\Win-MM if Swim MM, in C:\Hy-Sport\TFWin-MM if Track MM, in C:\Hy-Sport\TFWin-TM if Track TM. Then install with your CD, start the program leaving the CD in the drive and then install the latest update from our web site.

Notes: Another option is to order a replacement CD by calling the Sales Office toll free at 866.456.5111 or [ordering it online]().

7. Problem

Specified path does not exist.

This error message can occur when installing a Hy-Tek CD.

Cause

Newer laptops, Dell specifically, only recognize standard programs known by them.

Solution

Place the Hy-Tek CD in the CD-ROM drive. Click Start / All Programs / Accessories / Program Compatibility Wizard. Click Next and select "I want to use the program in the CD-ROM drive". Click Next and you will be able to install the Hy-Tek program from the CD.

Notes: If you have more than one Hy-Tek product, you should not have to go through this procedure again to install other Hy-Tek CD's.

Applies to

Swimming MM, Swimming TM, SportsBM, Track MM and TrackTM

8. Problem

Blank report generated.

Cause

Conflicting font files in Windows 10 Home edition.

Solution

Download the Times Font.zip here. Unzip the file and copy the four files (times_2.ttf, timesbd.ttf, timesbd.ttf and timesi.ttf) to 'C:\Windows\Fonts'. If you encounter a warning dialog, click 'Yes'.

Applies to

Swimming MM, Swimming TM, Track MM and TrackTM