If these steps do not resolve the issue you are experiencing, or if the error you are getting is not listed below, please contact us for assistance.

Phone: 772-569-9811 or E-Mail: benchmark@mvib.net

~ Firewall Settings for the BA.

The BA stops at Locate Server.

- Occurs after install process, when trying to run the BA (Countdown stops at "Locate Server").
  - First, verify that you are on the latest version of the BA. Download and Instructions can be found on the Download BA page.
  - This is typically a firewall issue. Below are the ports that need to be open on the firewall.
  - Version 22.1.0 and newer:
    - d.mvib.net on Port 443 (HTTPS)
    - d.mvib.net on 3306 (ODBC)
  - Versions 22.0.5 and older:
    - Mvib.net on Port 443 (HTTPS)
    - BA.Mvib.net on Port 443 (HTTPS)
    - BA.Mvib.net on 3306 (ODBC)
  - These firewalls need to be set to send and receive.
  - For good measure, a reboot can be performed.

~ "Error opening file for operation"

This typically means the User does not have rights to install the program or the BA is currently running.

- If you have installation privileges, check if BA.exe is running within Task Manager and kill the process if it is. Then click Retry.
- If you do not have installation privileges, please get assistance with your I.T. to install the BA.

~ Error: "Connect to Database FAILED. MySQL returned -1. Try again or exit program".

This is typically a firewall issue. Here are the ports that need to be open on the firewall:

- Version 22.1.0 and newer:
  - d.mvib.net on Port 443 (HTTPS)
  - d.mvib.net on 3306 (ODBC)
- Versions 22.0.5 and older:
  - Mvib.net on Port 443 (HTTPS)
  - BA.Mvib.net on Port 443 (HTTPS)
  - BA.Mvib.net on 3306 (ODBC)
- These firewalls need to be set to send and receive.
- For good measure, a reboot can be performed.

~ Stops on Build Excel Workbook - Error 0x8002802B".

This is typically an issue with the Excel installation:

- Right-Click on the Start Icon.
- Click Apps and Features from the context menu.
- Find Microsoft Office within the list and click it.
- Click Modify.
- Use the Quick Repair option.
- Once finished, try to run the BA again.
- If the error persists, please go through the steps again and this time choose Online Repair. **Note:** Online Repair may need you to reactivate Office once finished. If you are using Office 365 this shouldn't be an issue. If you have a standalone such as Office 2016, 2019 or 2021, you will need the license key used at the time of activation.