

Troubleshooting Manitou

Failed to Update VB User Control Error

When attempting to launch the Manitou Operator Workstation on a client workstation, sometimes an error “Failed to update VB User control” displays. This document details the steps to resolve this.

This error indicates that the manitou workstation does not have matching files with the Manitou Servers.

Steps to resolve the VB User Control failure error:

1. Log into the server that houses your Distributer Commander. (Most often, this is on Manitou 1)
2. If not already open, double click the Distributer Commander icon on the desktop.
3. If not open, double click the Log Viewer icon and select the Distributer checkbox. This will allow you to view error messages if things fail.
4. Locate the workstation with this error.
 1. If it looks up to date (all the packages and patches show), Right-click the machine name and select Update to the Latest Patch.
 2. If it reads Unknown, please send Package 2 then Package 1, then Update to the Latest Patch.
 3. If it looks out of date, right-click and Update to the Latest Patch.
4. If this does not correct the problem:
 1. Look for error messages in the Log Viewer.
 1. Log, or take a screen shot of the errors.
 2. Submit a ticket with these details to Bold. (Support@boldgroup.com)
 3. Verify that the machines can ping one another in both directions.

You can use the Quick Reference Guide “How to troubleshoot a new Manitou Workstation installation” for further troubleshooting if the workstation does not update.



Additional Information

- This applies to all Manitou Operator and Supervisor Workstation installations up to 1.6x.