

# Casella Technical Solutions Guide

Casella Insight

**TSG: 001** Rev 12.



## Introduction

This technical solution guide has been designed provide guidance for users when using Casella Insight. This document can be used in conjunction with the Casella Insight Product Tutorial Videos which can be found at [www.casellasolutions.com](http://www.casellasolutions.com) within the Casella Insight support pages.

If assistance is required, Casella Product Support can be contacted via the help desk at [helpdesk.casellasolutions.com](mailto:helpdesk.casellasolutions.com) or by calling **+44 (0)1234 847799**. Casella recommend noting down the version of Casella Insight you are using and the flow diagram step number when contacting the Casella Product Support Team.

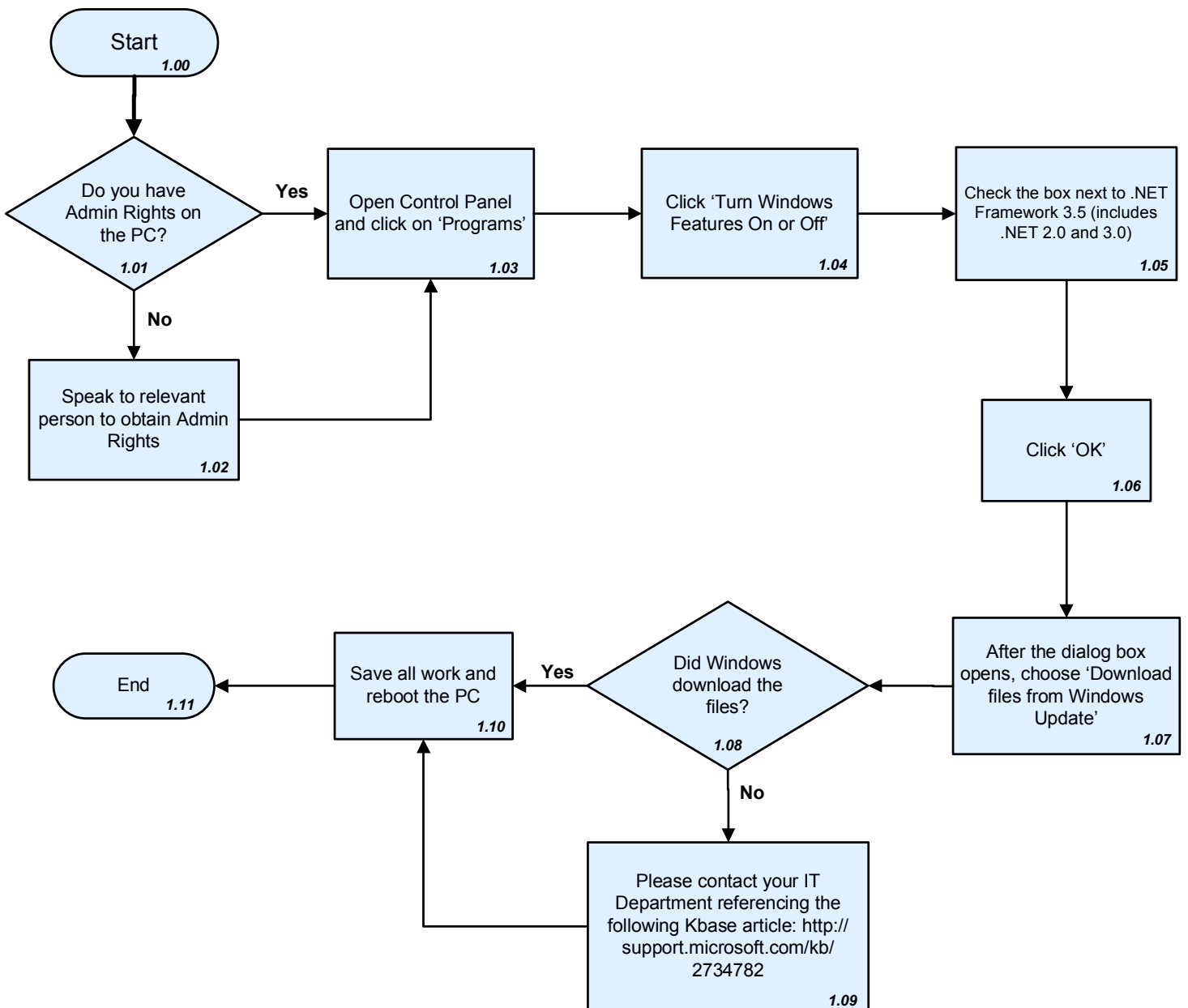
All flow diagrams within this document refer to the latest official release of Casella Insight which can be found at [www.casellasolutions.com](http://www.casellasolutions.com) .

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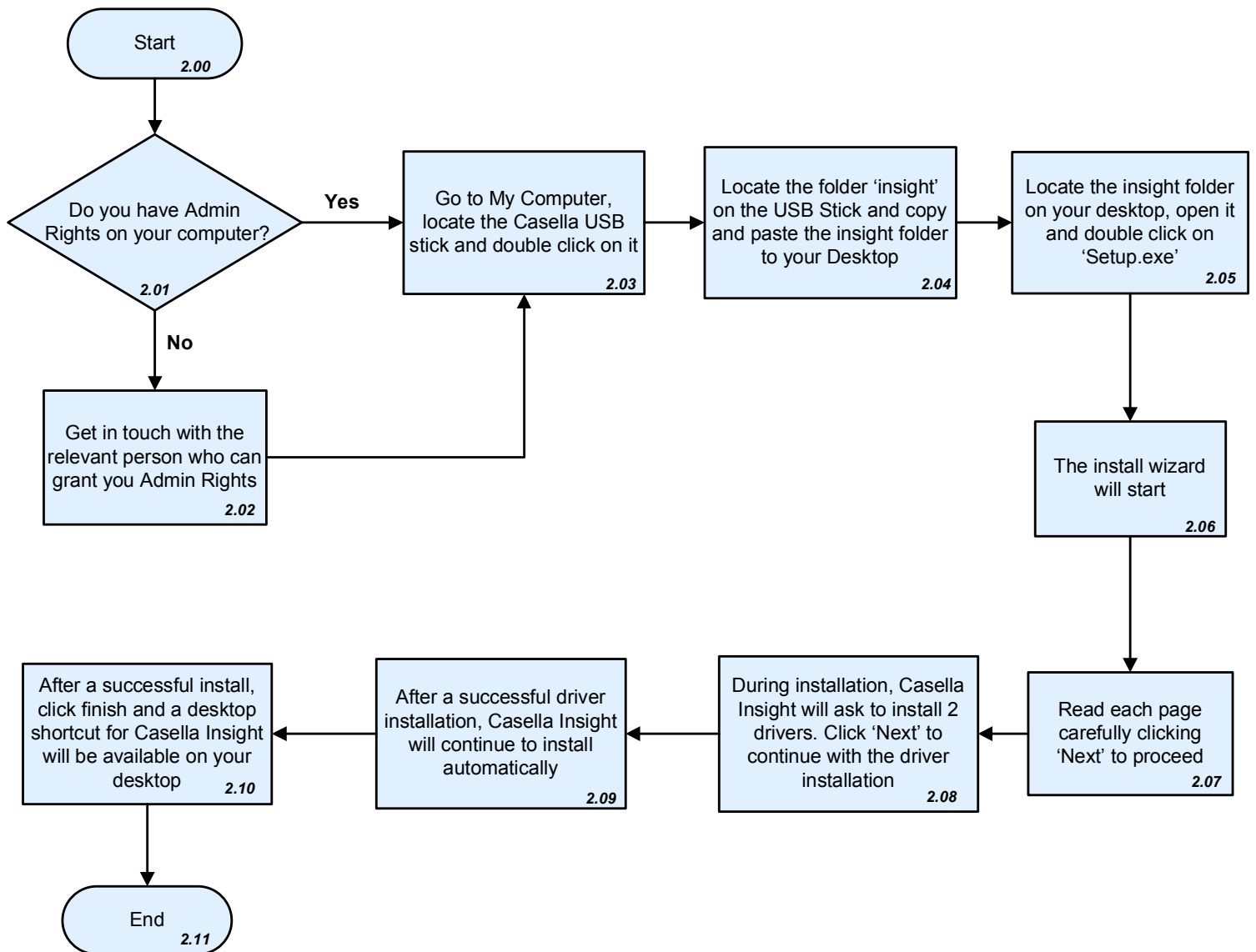
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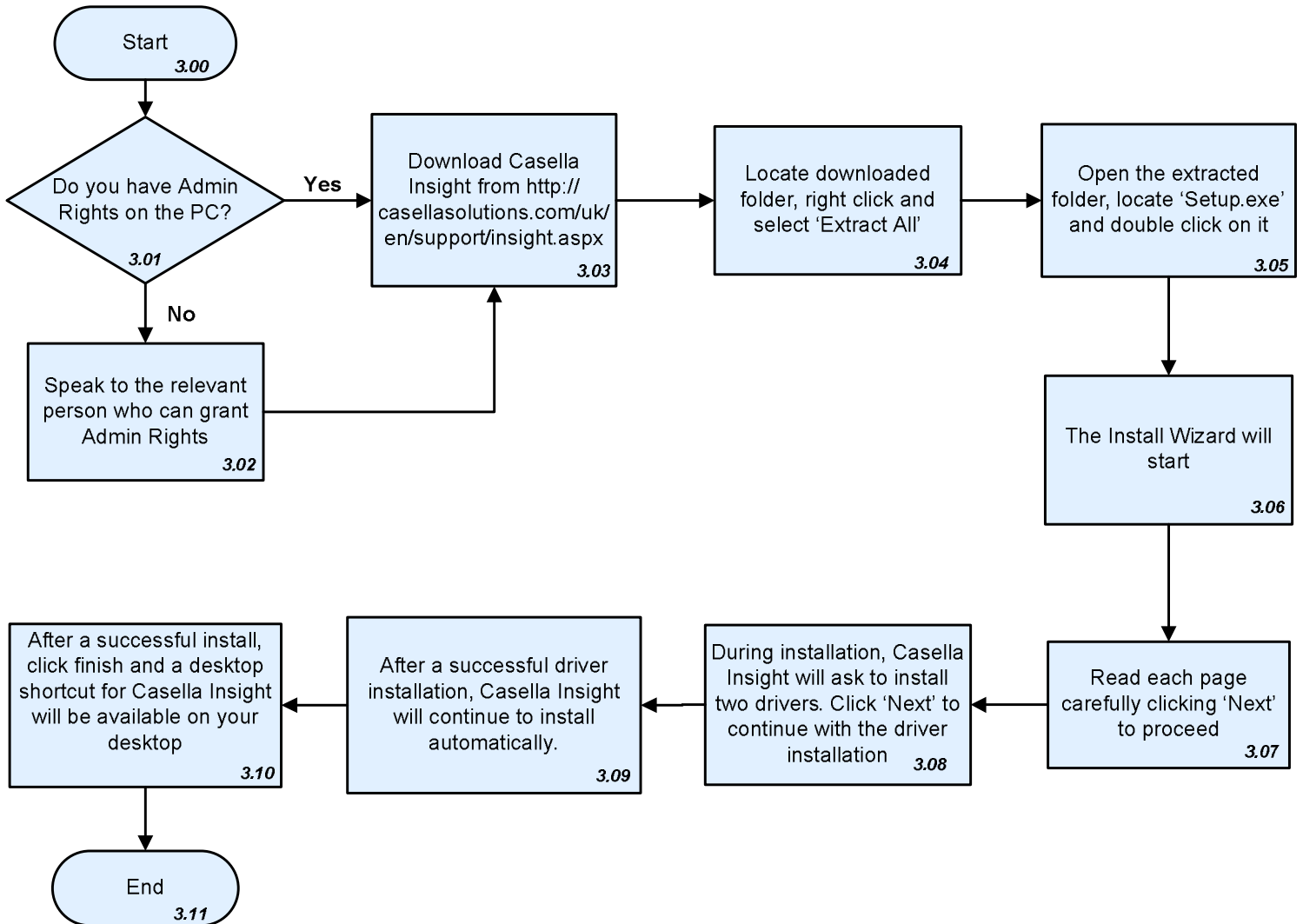
## 1. Preparing Windows 8 For Casella Insight Installation



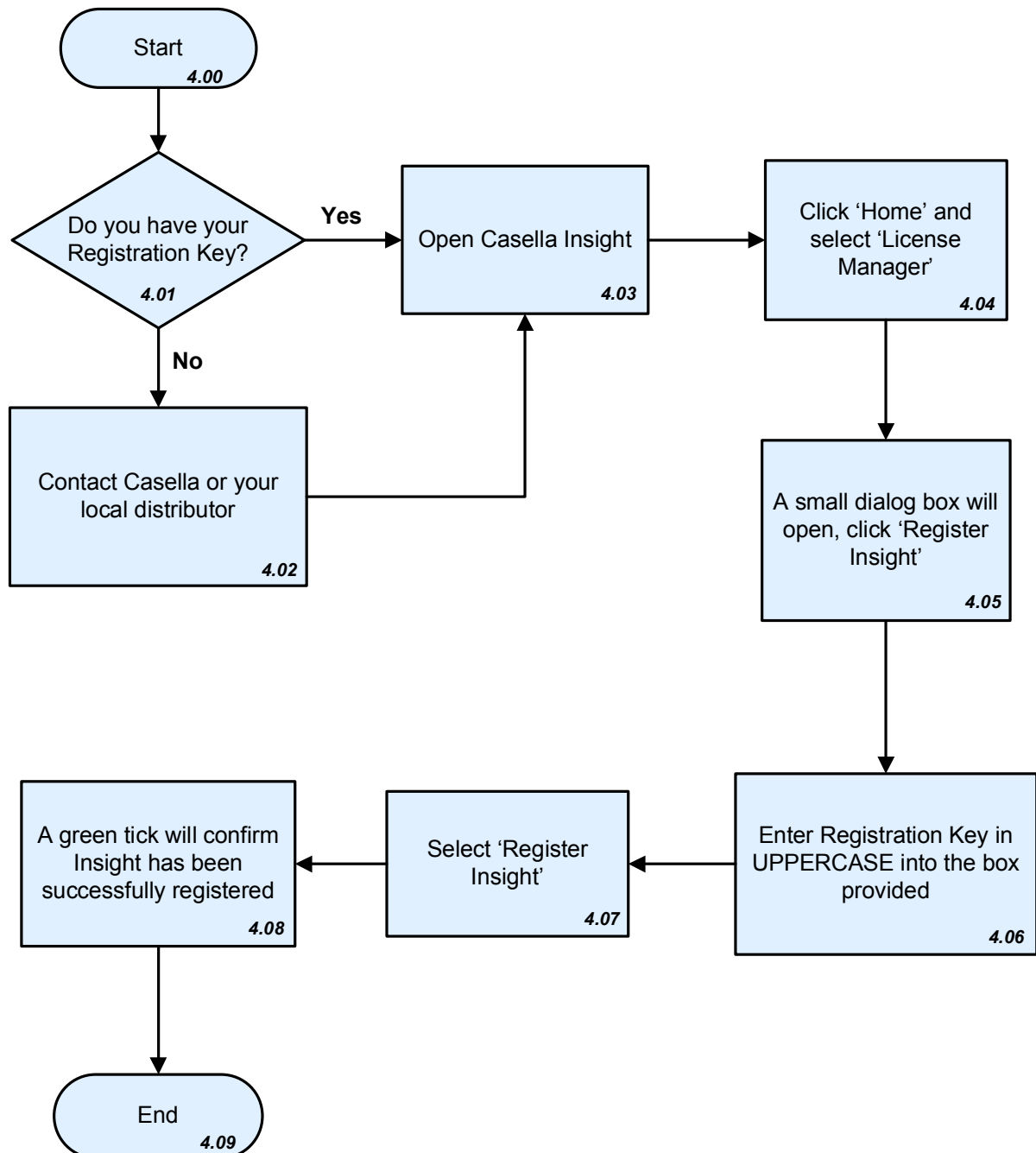
## 2. Installing Casella Insight from a Casella provided USB Stick



## 3. Installing Casella Insight After Downloading From The Internet

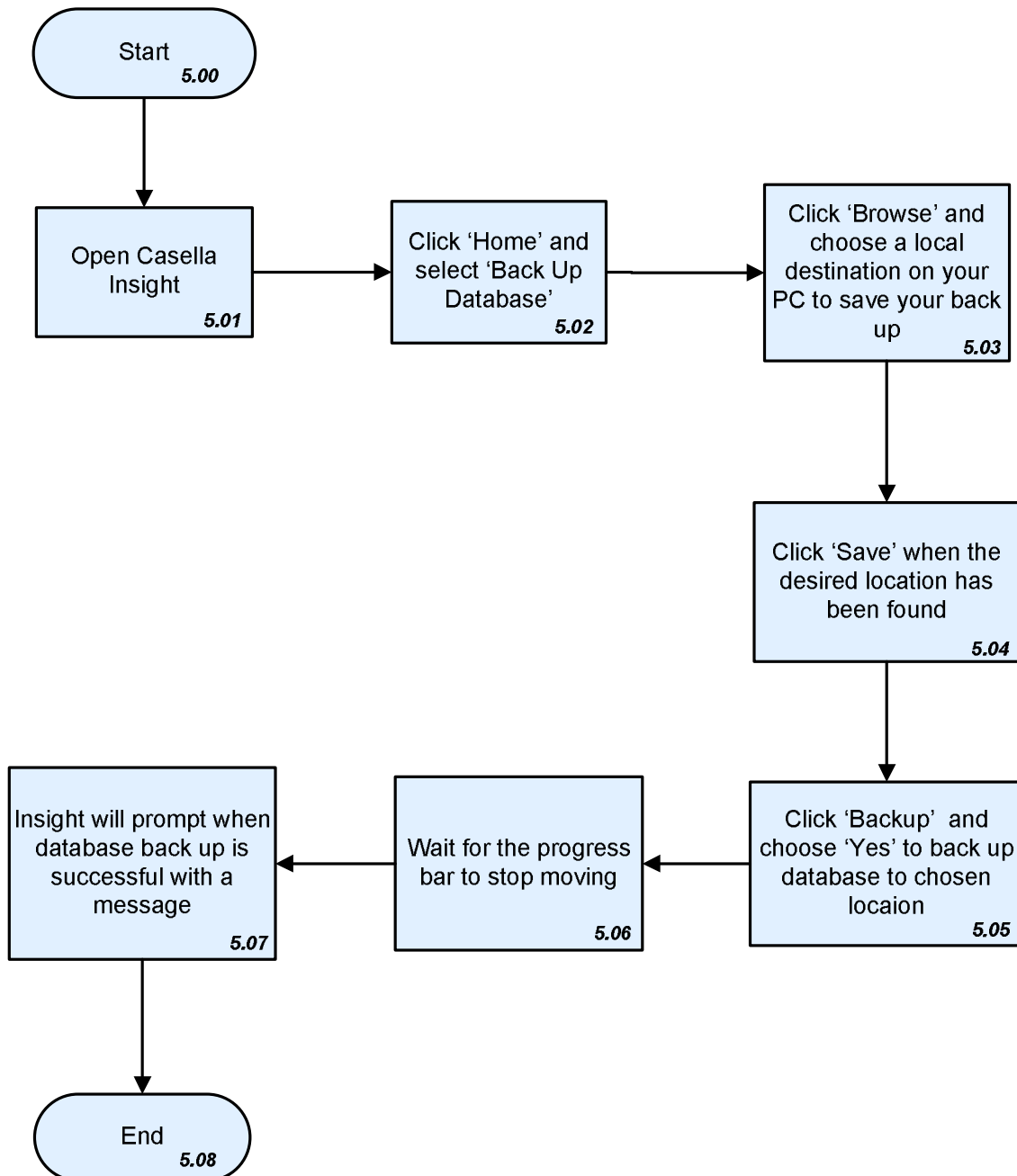


## 4. Registering Casella Insight

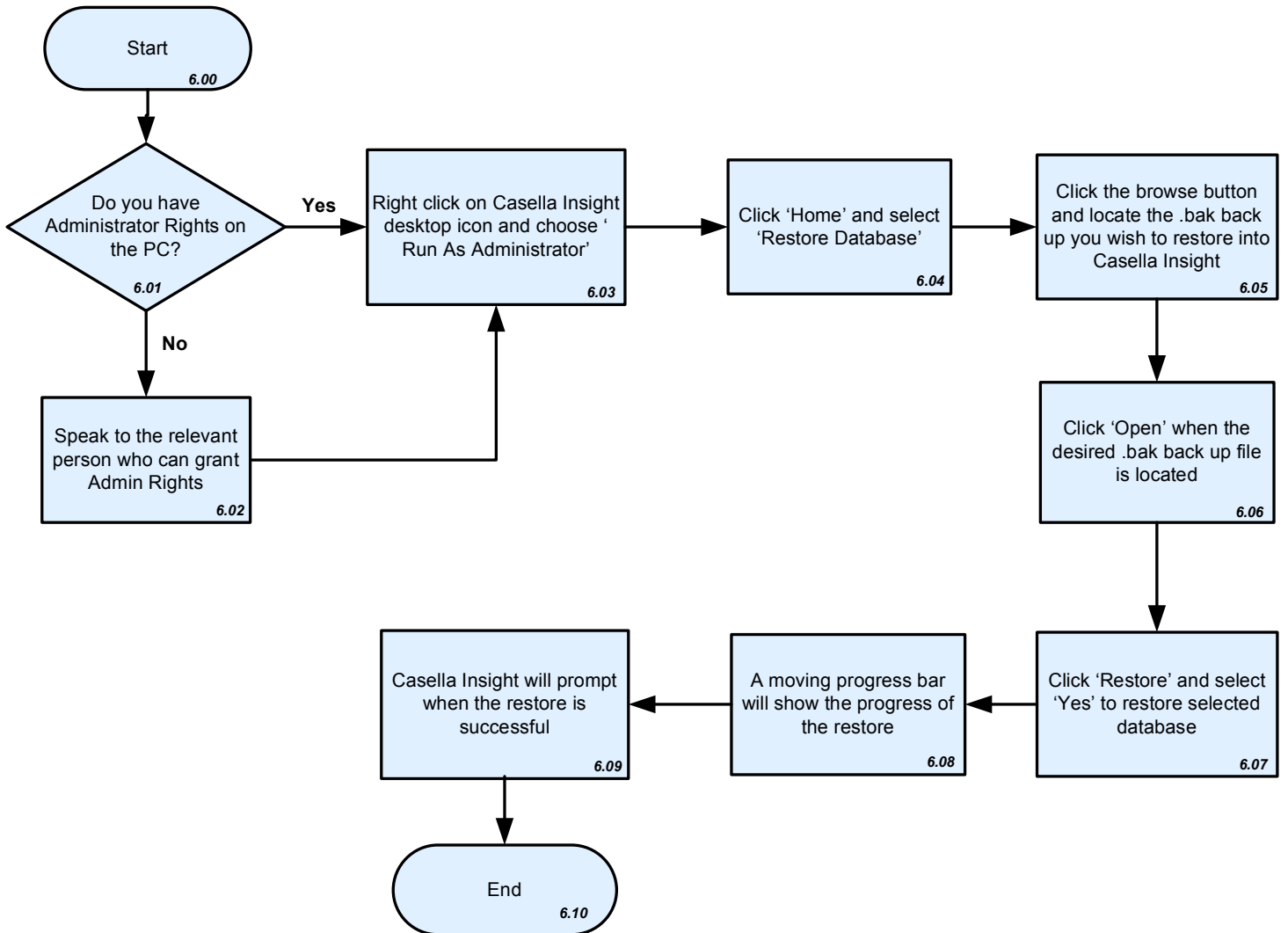


## 5. Backing up your Casella Insight Database

**Note:** Always back up your Insight to a local destination on your PC i.e. desktop

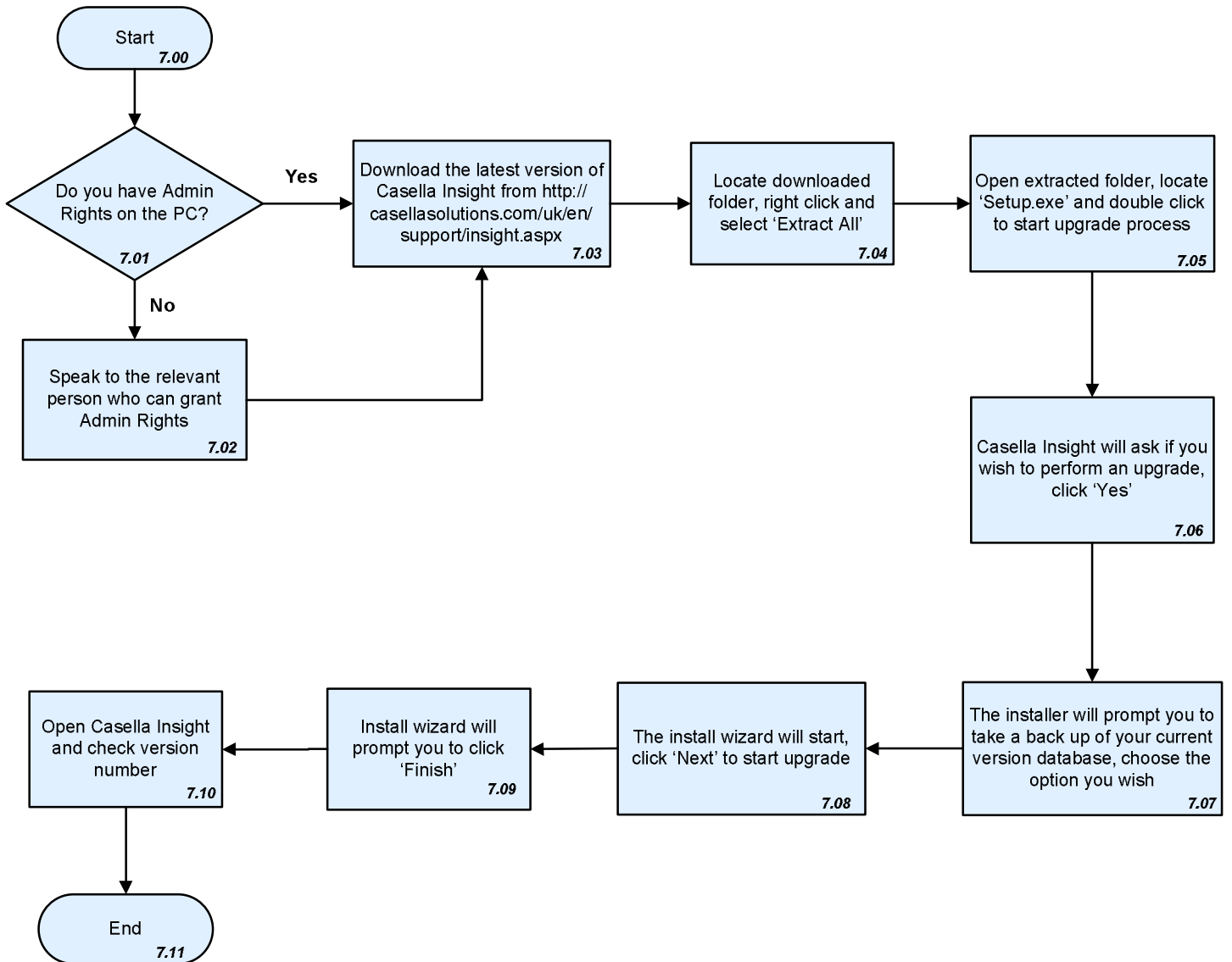


## 6. Restoring a Database into Casella Insight



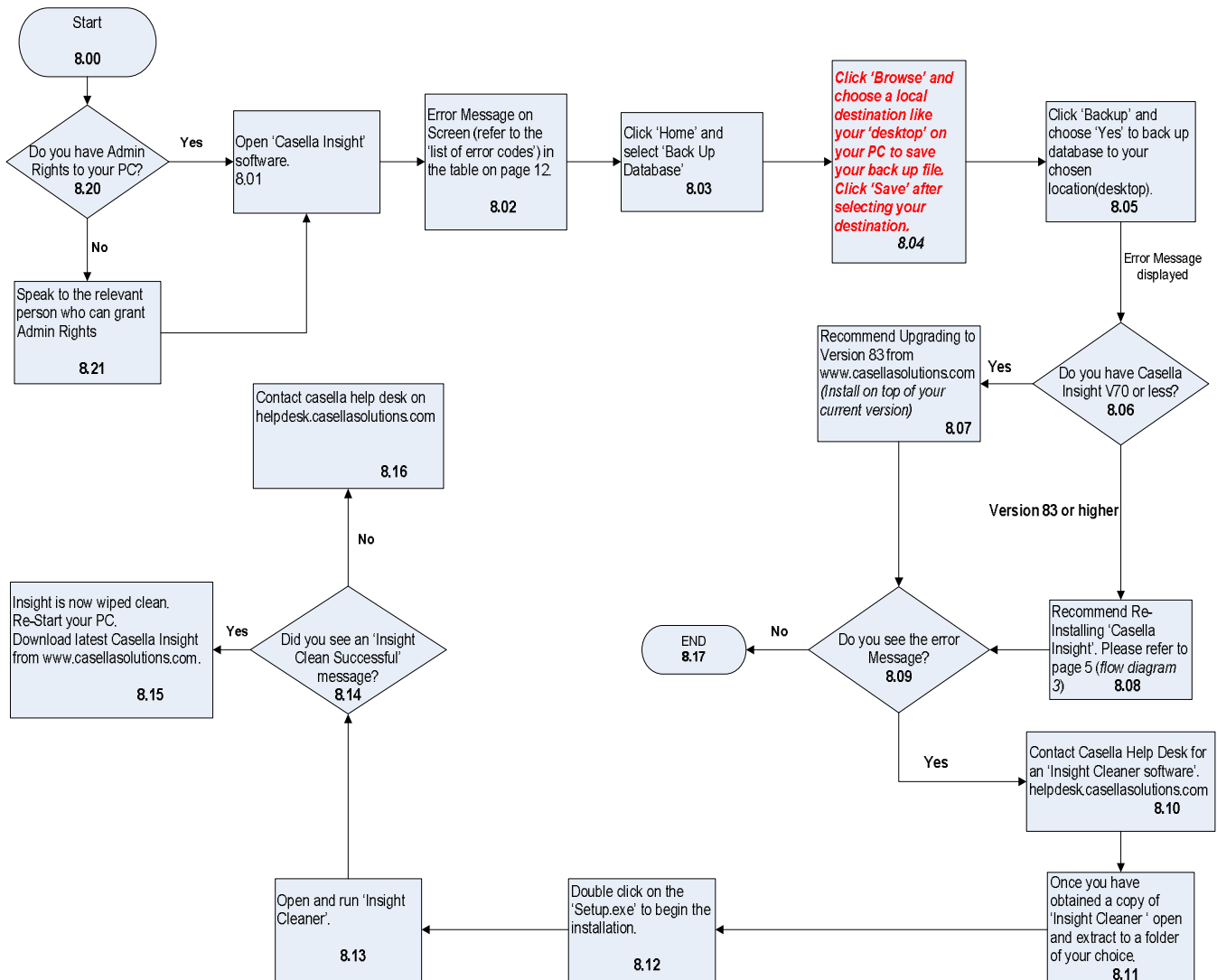


## 7. Upgrading Casella Insight to a New Version

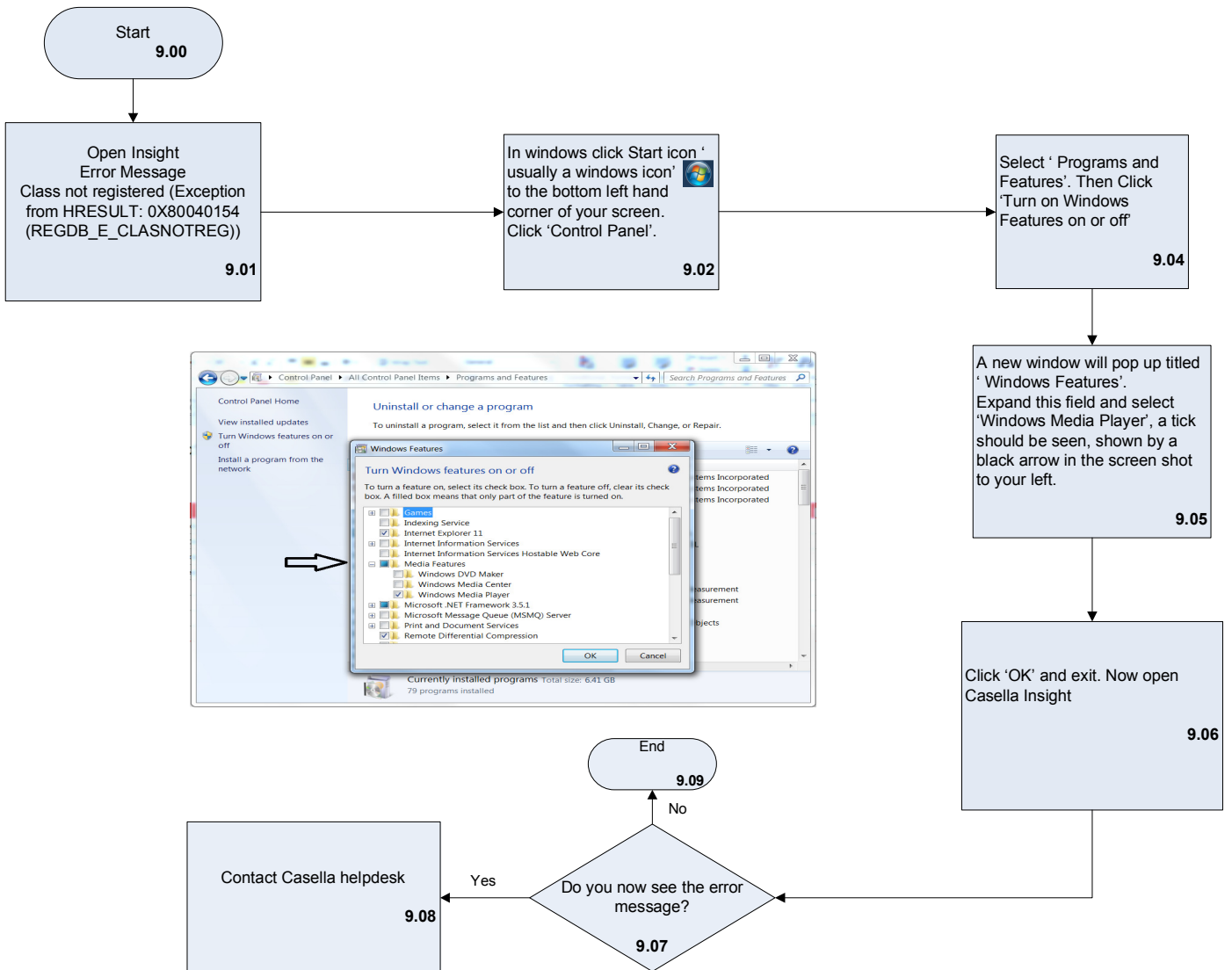


## 8. Object reference not set to an instance of an object

**Note:** Remember to always take a backup of your Insight before carrying out the below task.  
Please refer to Flow diagram 5.00 on page 7, and always restore to the same version of Insight as your backup file !



## 9. Error message 'Class not registered' as Windows media player turned off



**List of Error Codes**

<b>Error Code</b>	<b>Cause</b>	<b>Resolution</b>	<b>Flow Diagram No.</b>
<i>Access to db.opt is denied</i>	Occurs when attempting to restore a database into Casella Insight with local Administrator Rights	Speak to IT Department to grant Administrator Rights or right click on Casella Insight Desktop Icon and choose 'Run As Administrator'	5
<i>An exception has occurred while executing the database command. Unable to connect to any of the specified MySQL hosts</i>	Occurs when a database backed up from an older version of Casella Insight is restored into a newer version of Casella Insight.	Uninstall the new version of Casella Insight and reinstall the version from which the backup was taken. Restore the database into the reinstalled version and then perform an upgrade of Insight	5, 6 and 7
<p><i>Error messages:</i></p> <p><i>'Object reference not set to an instance of an object.'</i></p> <p><i>'Windows OS upgraded V70 not working correctly'</i></p> <p><i>'Windows OS upgraded V70 or Less Plugin Folders are missing'</i></p> <p><i>'Cannot find data after downloading results from instrument'</i></p>	This usually occurs when customer has upgraded their windows platform or operating system e.g. windows 7 to windows 10, the Insight registry files can get corrupted.	<p>Take a backup of your pc, try to re-install Insight or use a software called 'Insight Cleaner' to completely wipe Insight from your system.</p> <p>Restart your system to empty your cache. Download Casella Insight from Casella product support page and do a fresh installation. Restore backed up database. Note: Ensure you restore .bak file to same version of Insight as you backed up.</p>	5,8
<p><i>An error message</i></p> <p><i>'Class not registered (Exception from HRESULT: 0X80040154 (REGDB_E_CLASNOTREG))'</i></p>	This usually happens if windows media player is not enabled.	Ensure you have system Admin rights, this will allow you to enable windows media player on your PC via windows features.	9

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