

TaskMap Tech Note

for

TaskMap with Visio 2007

Overview

There are several reasons why TaskMap might report problems with the TaskMap license.

- The license file may be missing, invalid or can't be found for reasons described immediately below;
- The registration of the TaskMap add-in with Microsoft Visio may have failed, as explained in the section titled *TaskMap COM Add-in Registration Problem* on page 2;
- Visio security settings may be preventing TaskMap from running, as described in the section titled *Visio Security Settings* on page 3.

Missing or Invalid License

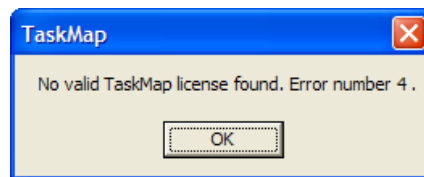


Figure 1: License not found error message

If you receive an error message like the one shown in Figure 1 every time you start TaskMap, it is likely that one of four conditions applies:

- Your license has not been activated correctly;
- You have changed computers and are using a license from a previous computer;
- The hard drive in your PC has been reformatted since your TaskMap license was issued;
- Your TaskMap trial license has expired. (Note: this condition may apply even if you are now attempting to evaluate a newer version of TaskMap but had previously installed a prior version of TaskMap on the same PC.)
- There is (or was) another application on your PC protected by the same licensing technology used in TaskMap and there is a conflict between the two.

If any of these conditions applies to your PC, contact TaskMap technical support at TM-Help@harvardcomputing.com or +1 978-800-4590 option 8 for assistance.

TaskMap Tech Note: License Violation Messages

TaskMap COM Add-in Registration Problem

TaskMap runs as a COM Add-in to Microsoft Visio and must be properly registered with Visio in order to work. Normally, registration happens automatically when you install TaskMap. However, if the registration didn't complete for some reason, TaskMap will start normally, but will display the message shown in Figure 2 when you attempt to add a Task to a drawing or the message in Figure 3 when you attempt to add a Task Link. This will happen even if you have a valid TaskMap license for your PC.

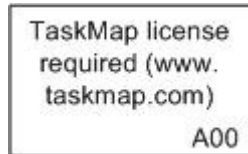


Figure 2: Task with license violation



Figure 3: Task Link with license violation

Another symptom of this problem is that the TaskMap toolbar does not appear when you launch TaskMap.

There are several reasons why the TaskMap COM Add-in might not be properly registered with Visio; they are listed below, from most likely to least likely, along with potential remedies.

1. **Visio was installed under a different Windows user name than that of the TaskMap user** (this commonly happens if an IT staff member does the install under his/her own user name).

REMEDY: Log into Windows with the user name of the person who will be running TaskMap. Reinstall TaskMap (there is no need to uninstall TaskMap first). Note: depending on the access rights associated with the TaskMap user's Windows account, it may be necessary to temporarily grant system administration rights to the user for the installation to complete.

2. **A new version of Visio was installed, or Visio was reinstalled, after TaskMap was installed.**

REMEDY: Reinstall TaskMap (there is no need to uninstall TaskMap first). Choose *Version Update or Upgrade* as the license type when reinstalling to bypass the license activation process.

3. **The COM Add-in registration failed even though the TaskMap installation program ran correctly.**

REMEDY: Manually register the TaskMap COM Add-in using the procedure in *Attachment A*.

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Visio Security Settings

Visio security settings can prevent an otherwise valid COM Add-in from running. In addition, although TaskMap does not include any macros, Visio macro security settings can prevent a COM Add-in from running.

The symptoms of a Visio security issue are the same as those described on the previous page for an unregistered COM Add-in: the TaskMap toolbar doesn't appear when you start TaskMap and the Task and Task Link shapes display "license required" when dragged onto the drawing page.

1. COM Add-ins have been disabled in Visio.

REMEDY: Enable COM Add-ins using the procedure in *Attachment B*.

2. Macro security is blocking all macros and add-ins

REMEDY: Ensure that Visio is not blocking execution of all macros and add-ins using the procedure in *Attachment C*.



Attachment A

Use the instructions on this page to manually register the TaskMap COM Add-in.

Modifying the COM Add-In option

1. Start Visio
2. Select *Tools/Trust Center...* from the Visio main menu.
3. In the left navigation pane, select *Add-ins*.

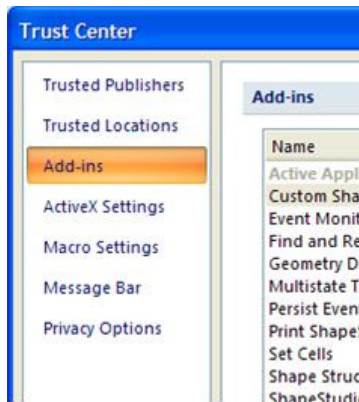


Figure 4: Visio 2007 Trust Center navigation pane

4. At the bottom of the Add-ins pane, click the *Go...* button to the right of the COM Add-ins dropdown listbox.

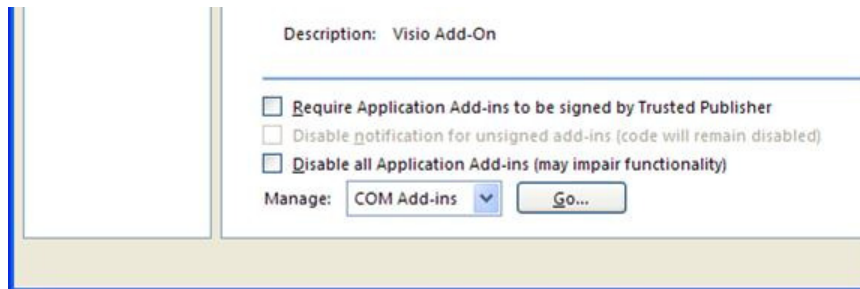


Figure 5: Visio 2007 Trust Center Add-ins pane

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5. On the Macros sub-menu select *COM Add-Ins...*, which will display the dialog box show in Figure 6.

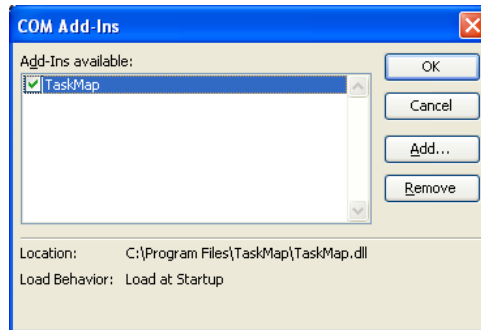


Figure 6: COM Add-ins dialog box

6. If there is a checkmark to the left of the entry for TaskMap, stop here and contact TaskMap technical support at support@taskmap.com for assistance.
7. Click once on the TaskMap entry, then click the *Remove* button, which will produce the following:

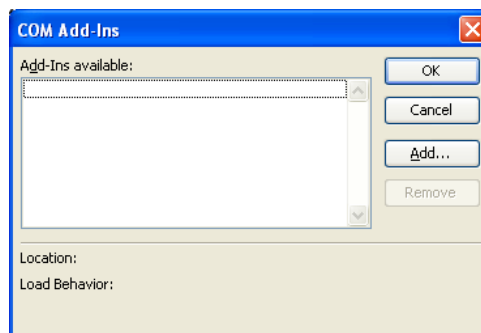


Figure 7: COM Add-ins dialog with no entries

8. Click on the *Add* button
9. In the *Add Add-In* dialog, navigate to *C:\Program Files\TaskMap* (or the directory in which you installed TaskMap if you didn't use the default location).

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10. Select the file *TaskMap.dll* as shown below, then click OK

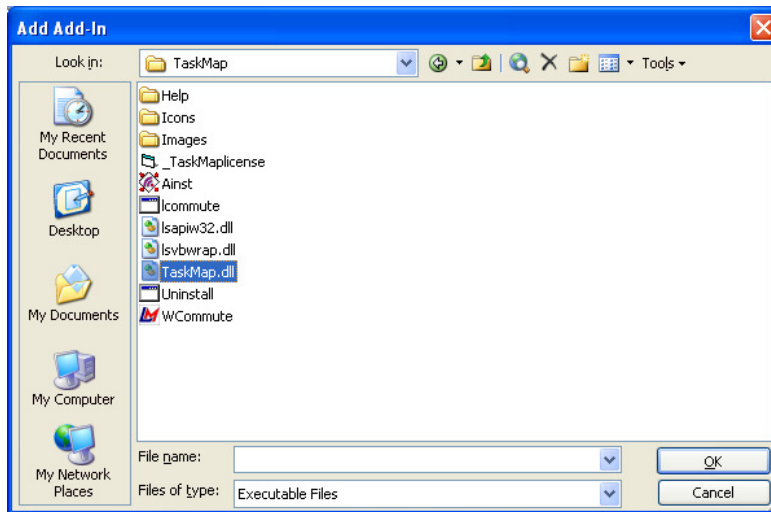


Figure 8: Add Add-In dialog showing contents of C:\Program Files\TaskMap

11. The COM Add-Ins dialog should now look like the one in Figure 9 below, including the checkmark next to *TaskMap*.

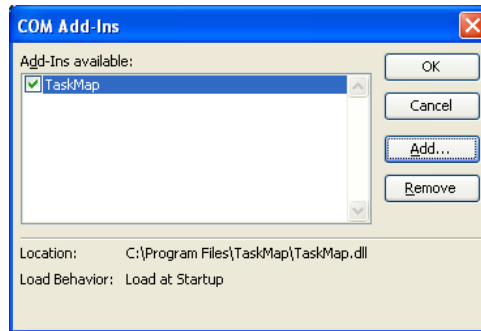


Figure 9: COM Add-ins dialog box showing TaskMap entry

12. Click OK

13. Close TaskMap/Visio

14. Start TaskMap

15. The TaskMap toolbar should appear, and dragging either Tasks or Task Links to the drawing page should no longer produce a license violation message.

Attachment B

Use the instructions on this page to determine whether Add-ins have been disabled in Microsoft Visio.

Are Add-ins Disabled?

1. Start Visio
2. Select *Tools/Trust Center...* from the Visio main menu.
3. In the left navigation pane, select *Add-ins* as shown in Figure 4 above.
4. At the bottom of the Add-ins pane, click the *Go...* button to the right of the COM Add-ins dropdown listbox as shown in Figure 5 above.
5. Ensure that there **is not** a checkmark in front of *Disable all Application Add-ins (may impair functionality)*.
6. Click OK.
7. Exit TaskMap/Visio
8. Start TaskMap
9. The TaskMap toolbar should appear, and dragging either Tasks or Task Links to the drawing page should no longer produce a license violation message.

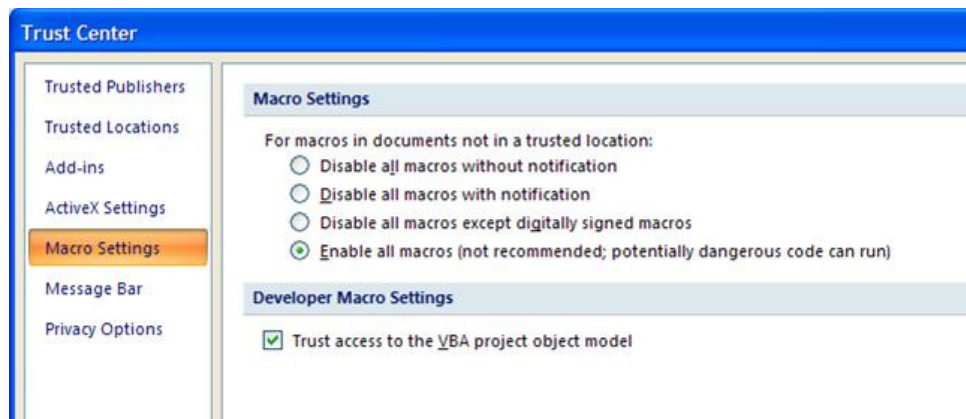


Attachment C

Use the instructions on this page to determine whether Visio macro security is preventing COM Add-ins from running.

Verifying/changing Macro Security

1. Start Visio 2007
2. Select *Tools/Trust Center...* from the Visio main menu.
3. Ensure that *Enable all macros* is selected.



4. Click OK.
5. Exit TaskMap/Visio
6. Start TaskMap
7. The TaskMap toolbar should appear, and dragging either Tasks or Task Links to the drawing page should no longer produce a license violation message.