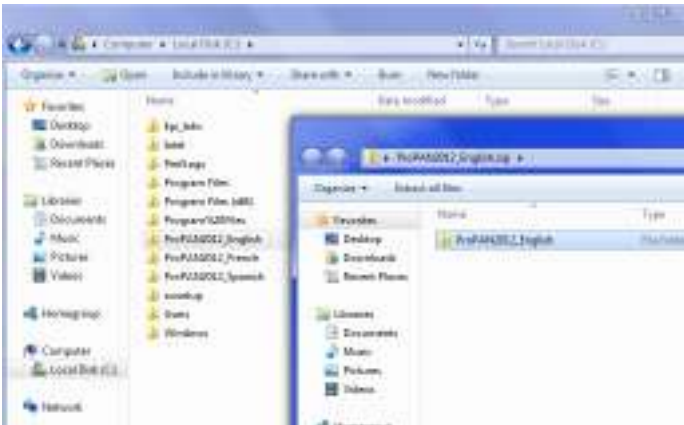


Problem:

When trying to install the program according to the Software User’s Guide, the zip file opens up to reveal all of the files in it, and it doesn’t have the option of “Extracting files”.

Solution: When given the option of saving or opening the downloaded file, choose Save or Save As and save the ProPAN2012_English.zip folder to your desktop (or other desired location).



Open the zip folder and copy or drag the folder inside (ProPAN2012_English) directly onto your C drive.

Next, open this folder and find the file named "Create a Shortcut on Desktop.vbs" and double click it to create a shortcut icon on your Desktop. If this does not work, drag the “Shortcut to ProPAN” file onto your Desktop. Double clicking on this icon should open up the program.



Problem: The program runs the analysis but the HTML output does not pop up.

Solution: Run the DhtmlED.msi file under the Epi Info folder on the C drive (c:\Epi_Info\DhtmlEd.msi). Follow the instructions for installation after double clicking it. You may have to restart your computer before this application takes effect.

Alternate Solution: Add a non-letter/ non-number character to the file name you are working with such as a period “.”

Problem: You receive an error message that reads: “C:\Epi_Info\EpiInfo.exe. The specified path does not exist. Check the path then try again.” OR you already have Epi Info installed on your computer and you still cannot open ProPAN.

Solution: You may not have Epi Info version 3.5.4 installed on your computer. ProPAN will NOT work with any other versions of Epi Info. This file may be downloaded from the CDC website:

<http://wwwn.cdc.gov/epiinfo/html/prevVersion.htm>

Please see the FAQs under Annex II of the Software User’s guide for additional troubleshooting guidance.