HBEFA 4.2 installation notes

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The HBEFA installer (the .exe file provided with this download) is intended to make the installation of HBEFA as easy as possible. **Double-clicking the installer starts an installation wizard that will guide you step-by-step through the installation process**, ending with a complete and working HBEFA installation if all goes well.

However, due to the constantly increasing number of possibilities how Microsoft Office can be installed (i.e. combinations of Office version, license model, 32- vs. 64-bit Office, Windows version etc.), it is becoming increasingly challenging to cover all possible installation environments. Therefore, things can go wrong during the installation process, even though we are trying hard to avoid this.

In the following paragraphs, we list the most common things that can go wrong and what you can do about it:

Microsoft Access Runtime not installed or incompatible version installed
This can happen if you do not have a current Microsoft Access version pre-installed on your computer. In this case the HBEFA installer will try to install a so-called "Runtime" version of Access, i.e. a free version with reduced functionality. It is possible that this does not work, or that the Runtime version included in the HBEFA installer is not compatible with your specific environment.

In this case, please install the Microsoft Access Runtime separately/manually. In most cases, you can download it from here: https://support.microsoft.com/en-us/office/download-and-install-microsoft-365-access-runtime-185c5a32-8ba9-491e-ac76-91cbe3ea09c9.
   If this does not work, follow the instructions found here: https://support.microsoft.com/en-us/office/office-installed-with-click-to-run-and-windows-installer-on-same-computer-isn-t-supported-30775ef4-fa77-4f47-98fb-c5826a6926cd

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Installation completed without error, but no shortcut to HBEFA is available

Sometimes the HBEFA installer runs through without sign of error, but after it is complete you don't find any link or icon for HBEFA anywhere on your desktop or in your Windows start menu.

In this case, you will find a file called "HBEFA42_Prog.accde" in the HBEFA installation directory, i.e. usually under:

"C:\Program Files (x86)\HBEFA\HBEFA 4.2\program"

If you can double-click this file and HBEFA opens, then everything works, except the shortcuts have not been created as intended.

So you can create shortcuts yourself, by right-clicking the file "HBEFA42_Prog.accde", then navigating to any convenient target location using the Windows Explorer, and then right-clicking and selecting "Paste shortcut".

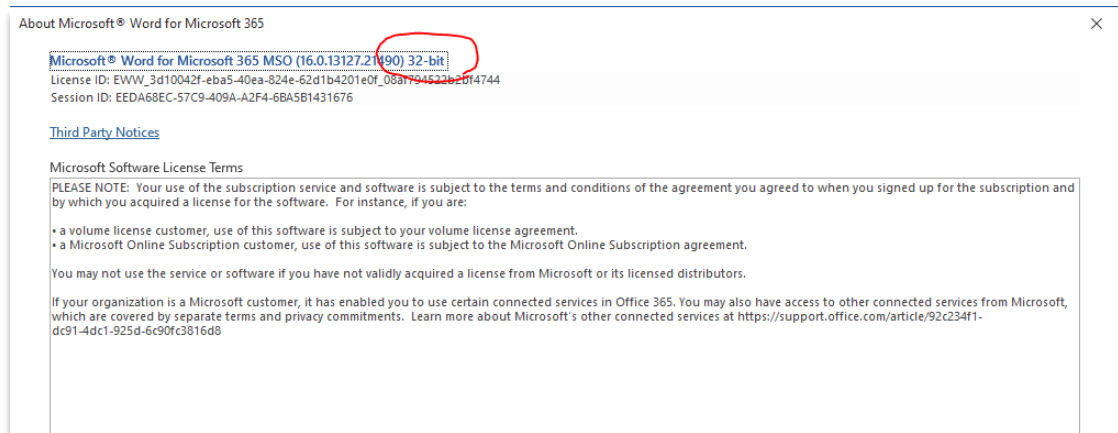Common target locations could be:
- Desktop: Paste "%UserProfile%\Desktop" in the address bar of Windows Explorer
- Start menu folder: Paste "%appdata%\Microsoft\Windows\Start Menu\Programs" in the address bar of Windows Explorer. You can create your own folder here, e.g. "HBEFA 4.2", and then paste the shortcut in it.

Installer did not recognize Office 32- vs. 64-bit correctly

If the installation process completed without error, but on opening HBEFA you get an error mentioning something about 32- or 64-bit, then probably the HBEFA installer did not recognize your Office "bitness" correctly.

In this case
- Determine which bitness version of Office you have: Open an Office application (e.g. Word), to to File > Account, click the button "About Word". The following window pops up, which at the end of the first line tells you if your Office installation is 32- or 64-bit:
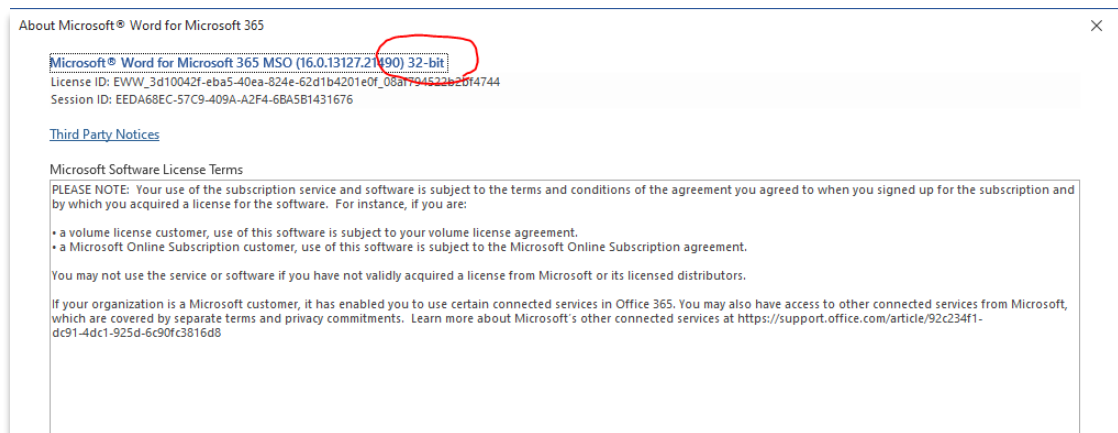
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- Go to www.hbefa.net > LOGIN, log in with your HBEFA account and download the "HBEFA42_DB_files_32bit.zip" or "HBEFA42_DB_files_64bit.zip", depending on the bitness version of your Office installation.
- Unzip the files
- Go to the installation directory of HBEFA, usually: "C:\Program Files (x86)\HBEFA\HBEFA 4.2\"
- In the four subfolders of this directory, replace the Access database files that are there with the corresponding version from the .zip file you downloaded:
    - „HBEFA42_Prog.accde" in the subfolder „program"
    - „HBEFA42_System.mde" in the subfolder „system"
    - „HBEFA42_Library.mde" in the subfolder „lib"
    - „HBEFA42_User.mdb" in the subfolder „user" is optional to replace. Since this file is not compiled, the bitness does not matter.

Nothing seemed to work

If the installer does not work at all, do a "manual" installation:

- If you have Microsoft Office installed on your computer, you first have to determine which bitness version of Office you have: Open an Office application (e.g. Word), to to File > Account, click the button "About Word". The following window pops up, which at the end of the first line tells you if your Office installation is 32- or 64-bit:

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If you do not have Microsoft Office installed on your computer, you can skip this step.

- Go to www.hbefa.net > LOGIN, log in with your HBEFA account and download the "HBEFA42_DB_files_32bit.zip" or "HBEFA42_DB_files_64bit.zip", depending on the bitness version of your Office installation.
  (If you do not have Microsoft Office installed on your computer, you can pick either one, but download and install the corresponding Microsoft Access Runtime in the next step)

- If you do not have Microsoft Office installed, or it does not include Access, install the Microsoft Access Runtime separately/manually. In most cases, you can download it from here: https://support.microsoft.com/en-us/office/download-and-install-microsoft-365-access-runtime-185c5a32-8ba9-491e-ac76-91cbe3ea09c9.
  If this does not work, follow the instructions found here: https://support.microsoft.com/en-us/office/office-installed-with-click-to-run-and-windows-installer-on-same-computer-isn-t-supported-30775ef4-fa77-4f47-98fb-c5826a6926cd

- Unzip the downloaded "HBEFA42_ database_files_...bit.zip" anywhere you like. Then, go into the subfolder "program" of the unzipped directory and double-click the file called "HBEFA42_Prog.accde". HBEFA should open now.

- Optionally, create your own shortcuts to "HBEFA42_Prog.accde" as described under the section "Installation completed without error, but no shortcut to HBEFA is available" above.