## **Customer Support Documentation**

Last Updated January 21, 2004

# AccuMap™

### Surfer 7 Issues in AccuMap

The purpose of this document is to explain the known problems with Surfer 7 and AccuMap.

- Q: Is Surfer 7 compatible with AccuMap?
- A As of AccuMap 4.62, AccuMap does support Surfer 7 as per the following:
- 1. Surfer 7 runs transparently. This means that if it "hangs" it will appear as if AccuMap is "hung" also. Unlike Surfer 6, you will not receive messages such as gridding, smoothing etc.
- 2. Surfer will not appear on the Windows Taskbar during any operation with an AccuMap map file.
- 3. Surfer is known to hang on large maps >1:200000 in Win9x operating systems.
- 4. Surfer 7 displays scientific notation on AccuMap Contour maps.

#### To change this:

- i. Start Surfer 7, outside AccuMap, and choose FILE PREFERENCES.
- ii. Click on the Default settings tab. Scroll until you find Map Contour.
- iii. Click on the + button to open up Map Contour and scroll till you find cLabfmt (Contour label format).
- iv. Clear the Internal Default in the Setting Value and type 0 0 0 "" "". (zero, space, zero, space, zero, space, double quotes, space double quotes).
- v. You will be asked if you want to do this just for this session, always reset or all sessions.
- vi. Click OK and say YES if asked "Do you want to save in c\programfiles\surfer\setting.set" otherwise you must repeat this procedure. If you do want scientific notation the next time, don't save it.
- **5.** Known Error Condition with OLE (OLE linking and embedding)
  - **SYMPTOMS:** When you attempt to contour a map using AccuMap and Surfer 7, the following error message appears:

"OLE intialization link failed. Please call the AccuMap HelpDesk."



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#### AccuMap: Surfer 7 Issues in AccuMap

CAUSE: AccuMap cannot find the correct registry keys to pass data to Surfer 7

or the keys it does find are corrupt or incorrect.

**REMEDY:** This condition usually happens when contouring is attempted right after

installing Surfer 7, without ever opening the Surfer application in standalone mode. To avoid the error, install Surfer 7 without AccuMap running. Then launch Surfer 7 from the Programs menu and exit out of the program. Then launch AccuMap and setup your contouring. The two

programs should operate just fine.

Q: Does Surfer 7 support OLE linking and embedding?

A: Surfer 7 does not support OLE linking and embedding. Our testing indicted a lot of stability problems related to the way different applications implement the OLE specification. For now, we have decided to forego linking and embedding until a more robust mechanism is available. AccuMap uses OLE as the mechanism to call surfer to do the contouring.

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