Knowledge Base Article: Article 233

Alert not working with Click&DECiDE: how to solve Error Code 424 or 429 in Event Viewer?

Date: October 28th, 2011

Problem:

I run a report with an alert, and this alert is supposed to send an e-mail or to insert a record into the Highlight Web Part, but nothing happens. In the Event Viewer I find some error about Error code 429 and 424.

Explanation:

This is a rare problem that could occur on some PC and is not a bug of installation. The Click&DECiDE program "d7vnrt.exe" is installed but not registered in a way acceptable by the PC, although the registration done usually works fine.

Error found in Event Viewer – Application:

For each alert run by Click&DECIDE we find one error as follow:

Source: NetReport Generate Vision Report
*Error when generating the dashboard: ActiveX component can't create object (error code: **429**)*
and other errors with:
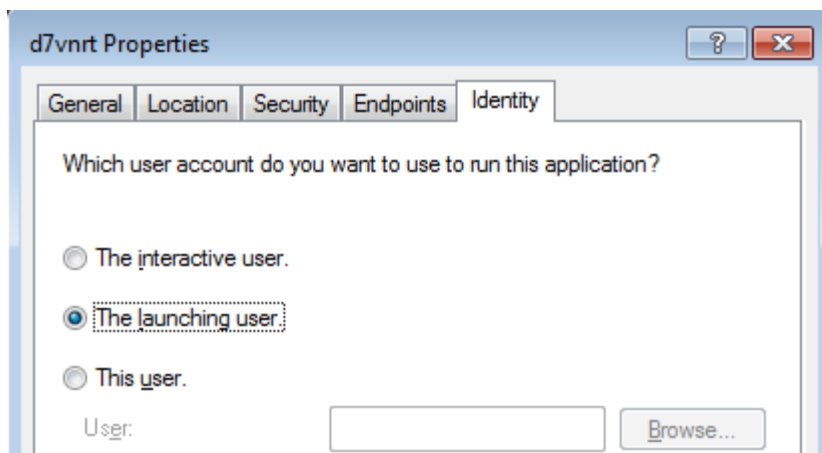*Error when generating the dashboard: Object required (error code: **424**)*

Error found in Event Viewer – System:

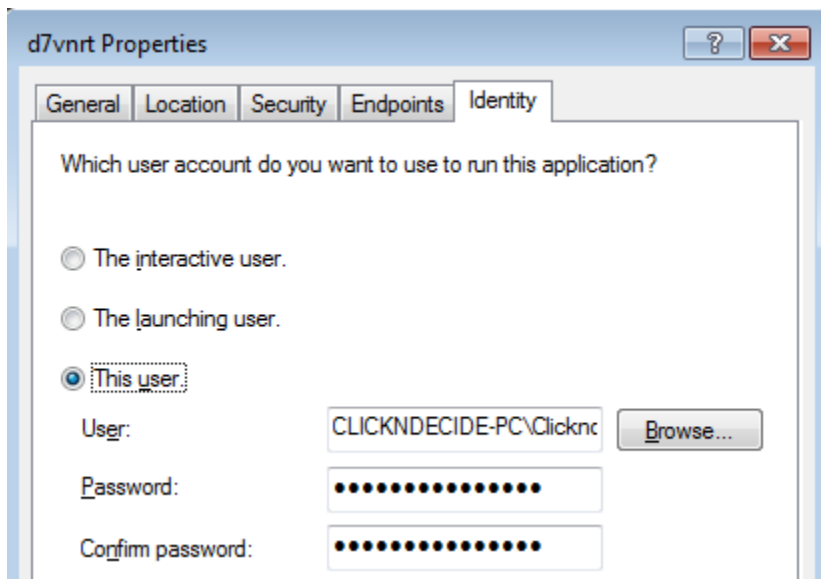For each alert run by Click&DECIDE we find one error as follow:
The server {698A3A01-93D3-45E6-97B4-020EE5659613} did not register with DCOM within the required timeout

Solution:

1. Run the DCOMCNFG.exe program (as Administrator)
2. Select Component Services> Computers> My Computer> DCOM Config
3. Select the d7vnrt
4. Make a right mouse click then select the Properties
5. In the Identity Tab the option is set to "**The launching user**" which is working fine usually.

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6. In this Identity Tab, select the option "**This User**" for this computer.

7. Enter a login of an Administrator User

8. Click **Apply** then **OK**

9. Try again to run the Alert, the problem should be fixed.

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