Medicare Remit Easy Print (MREP) Software
09/27/2006
Provider/Supplier MREP Help

Technical Information

.NET Framework

1. During installation of MREP, I'm receiving the message "*This setup requires the .NET Framework*". How do I get the framework?

   The .NET Framework is an integral Windows component for building and running software applications. This component can be obtained from Microsoft's website via the Window's update feature in Internet Explorer, or by visiting Microsoft's website directly : http://msdn.microsoft.com/netframework/downloads/howtoget.asp

   Please follow the instructions on the Microsoft web site. Note: You must download and install the .NET framework (i.e. downloading the framework does not automatically update your PC).

2. I'm receiving an error message stating *"mscoree.dll"* can't be found?

   This error message is caused by a PC attempting to execute MREP without first installing the .NET Framework. The framework can be obtained from Microsoft's website at the following address:
   http://msdn.microsoft.com/netframework/downloads/howtoget.asp

3. The MREP documentation says I need to install .NET Framework version 1.1.4322 but the files available from Microsoft's website are versions 1.1 and 2.0. Where do I get the version I need?

   Download version 1.1 . The 4322 value in the error message and in our documentation refers to a build number that is used during development of the software. Version 2.0 was not available for the development of the latest version of MREP (version was published on 1/22/06). Typically, newer versions of the .NET framework are compatible with applications developed in previous versions. Please report any issues that you may have with version 2.0 to your carrier or DMERC/DME MAC.

Download / Installation

1. **I'm trying to install a new version of MREP, but I am receiving a message saying "Another version of this software is already installed. Installation of this version cannot continue". How do I get around this?**

    Before you install a new version of MREP, you must first uninstall any existing versions of the application from your PC. This is done via the Windows Control Panel "Add Remove Programs" option.

2. **I tried to download the zip version and it will not unzip because I do not have the software to do so.**

    If you will be downloading .ZIP versions of the MREP application files, be aware that a decompression software program must be installed on the target PC in order to extract the files (i.e. WinZip or WinRAR).

3. **I have installed MREP on my network server, but the application will not load from any of the client machines.**

    Prior to installing MREP on a network, verify the following:

    The disk where MREP will be installed on the network can be referenced by all client machines via the same drive letter. If this is not possible, you will need to manually create a shortcut to the application by performing the following steps:

    1. Using Windows Explorer from the client PC, navigate to the network location where MREP is installed.

    2. Right-click on the EasyPrint.exe file.

    3. From the popup menu, select "Create Shortcut".

    4. Copy the newly created shortcut to the desktop of the client machine.

    5. Also, be sure to install the CodeGroup.msi package on each client machine.

    6. Verify all client users/group ID's must have the following permissions enabled for the folder where MREP is installed:

    Full Control, Modify, Read & Execute, Read, Write.

4. I'm receiving a "Unhandled Exception" error when attempting to import an 835 file.

This error normally occurs when a user's login ID does not have sufficient permissions to access the folders MREP uses to create/move/delete files. If installed on a local PC, make sure the user is logged in via an Administrator account. This is the easiest method to avoid this issue.

If granting Administrator privileges is not an option then a new user group/user id should be created. This new group/id should be granted "Full Control" to the MREP folders by an Administrator.   The same holds true for network installations. Users of MREP should be granted "Full Control, Modify, Read & Execute, Read, Write " privileges to the folders on the network where the application is installed.

5. The "Search" button of the Search tab is missing.

This issue is caused by a low desktop resolution setting--a value less than 1024 x 768 pixels.

To resolve:

1. Open the Control Panel

2. Double click the "Display" icon.

3. Click the "Settings" tab.

4. Under the "Screen Resolution" area, move the slider right until the value is equal to 1024 by 768.

Invalid File Errors

1. I'm receiving errors while attempting to view Part A remittances.

MREP was written to manage Part B remittances only. The PC Print application handles Part A remittances.

2. KERNEL32.DLL Error

Trying to import a file….

This error normally occurs when the PC is low on memory or the memory has been corrupted. No software changes can be made to MREP to correct this issue. Please contact your Technical Helpdesk or Microsoft Support.

General Information

1. Permission Error

   I am on a shared network here and downloaded MREP to my C drive. When I was in the "Administrators" group, I was able to download updates and use the 'archive' and 'delete' functions. Administrators are given full permissions on the program. I was recently removed from that group and put into the "Users" group. I was unable to download the update and had to have someone in the "Admin." group do it for me. Once installed, I was unable to archive or delete remit files. What is causing this?

   The access privileges are tied directly to the Windows operating system user group(s) for a specific user login ID. A network administrator defines these groups.
   You don't necessarily have to give a user Admin privileges to access all of the MREP functionality. Windows enables privileges to be granted on a folder level basis. This allows you to specify which folders a user ID has full control over. Simply grant the privileges on a group level or user ID level to the MREP folders.

   A user must have these permissions enabled for the folder where MREP is located if he / she is expected to import HIPAA 835 files and archive / delete the MREP files.

2. Finding MREP files on your PC / Network

   I uninstalled MREP and then reinstalled MREP. Now I can't find the MREP files that were imported previously (i.e. the MREP application does not display any remit files I had loaded previously). What happened to them?

   There are several reasons you may not be able to find your MREP files.

   > (a) They were deleted by something outside of MREP. If they were deleted, you can simply re-import your HIPAA 835 files again into MREP as long as you have retained a copy of the original HIPAA 835 file. Please note: the MREP files are files created by the MREP application using your HIPAA 835 files; they are not the actual HIPAA 835 files. Refer to the MREP user manual for further explanation of this process.
   >
   > If you have not retained a copy of your original HIPAA 835 files, please follow the protocol prescribed by your carrier for obtaining HIPAA 835 files.

(b) When you reinstalled MREP, you installed MREP in a different directory on your PC / Network from where the previous install of MREP took place. For further assistance in locating files on your PC / Network, refer to the MREP user manual.

3.   Print Preview Error

From the Reports Menu, I selected print report, then selected preview, and the following error is received: 'unhandled exception occurred in a component in your application'. Click continue, then a new msg : 'object reference not set to an instance of on object' click continue 'error occurred while attempting to display...'

This error occurs in one of the following situations:

(a) No default printer is installed

(b) Improperly installed or malfunctioning printer

The printer driver generates the print preview. For this reason, a printer must be available to the MREP in order to preview any reports.