DTP Lite Troubleshooting

While using DTP Lite, you may encounter screen or error messages that are not covered in the operating instructions. This troubleshooting guide will help you overcome these errors and allow you to continue to use DTP Lite to generate testing documents.

Problem	Likely Cause	Solution
Identify Roster File Screen		
DTP Lite does not display a Unit alpha roster file upon startup.	The Unit alpha roster file is not in the same folder as the DTP Lite program.	Navigate to the DTP Lite directory using the left pane of Windows Explorer.
You cannot locate a Unit alpha roster file to use.	The alpha roster file is not on the computer.	Contact the Unit personnel section to obtain an electronic copy of the Unit alpha roster.
Format Roster File Screen		
An error message or unrecognizable text appears instead of Soldier data.	You have selected an incorrect file type in the "File Type" list.	Choose other file types in the "File Type" list until Soldier data appears in the columns in the center of the screen. MS Excel is the most common Roster File type.
The Next button is unavailable after entering the required information.	You have entered only part of the required information.	Make sure you have correctly identified column headings for Last Name, SSN, Gender, and Rank.
The Last Name and First Name appear in the same column of the Roster.	Both first and last names are in a single column in the original Roster spreadsheet.	The individual's last name probably appears with a comma preceding the first name in the original Roster file. Label the column as Last Name using the drop-down menu.
Choose Testing Parameters Screen		
An entry in the Roster Data lists a Soldier named "Name" with an SSN of "SSN".	Original roster file headings were not removed on the **Format Roster** screen.	Click "Previous" to return to the **Format Roster** screen. Check the first line in Soldier data to see if heading information appears instead of an actual name, SSN, etc. Click the "Ignore Header" check box, then click "Next" to continue.
Soldier data appears in incorrect columns (for example, ranks where SSNs should be).	Incorrect column labels were applied on the **Format Roster** screen.	Click "Previous" to return to the **Format Roster** screen. Change column headings to match the type of information in the Soldier data area. Click "Next" to continue.
The "Next" or "Finish" button is unavailable after identifying the required information in the **Choose Testing Parameters** screen.	A Location Code has not been entered.	Click the arrow next to the "Location Code" field to access the drop-down menu. Select the appropriate Location Code.
DTP Lite terminates despite user input to continue.	This is a malfunction in the program that cannot be fixed with user interaction.	Restart the program and input information for the test again.

Print Products Screen

Necessary materials (Testing Register, Bottle Labels, DD Form 2626) do not show up on the **Print Preview** screen.	You did not select these products on the **Print Products** screen.	Close the **Print Preview** screen. Cancel printing. Select the documents that you need from the Print Products screen.
The Base Area Code (BAC), Unit Identification Code (UIC), and/or Block 1 or 2 of the DD Form 2624 are blank on the printed form.	You did not input information for these fields on the **Print Products** screen.	Close the **Print Preview** screen. Cancel printing. Make sure you have entered the BAC, UIC, Block 1 and Block 2 information on the Print Products screen.