
Why does Market Leader crash with the message "This program has performed an illegal operation and will be shut down. If the problem persists, contact the program vendor."?

One cause of this problem is the program NetZIP running in the background. NetZIP is a program that intercepts ZIP files, decompresses them, and places the decompressed file in a separate subdirectory. It can cause Market Leader to crash at the end of a download. Just disable NetZIP or uninstall it completely if you don't use it or don't want it on your system.

Also see: NetZIP problems and how to display the NetZIP Options dialog.

Information on NetZIP

NetZIP is a widely available program which intercepts ZIP files as they are downloaded. It creates a subdirectory with the same name as the ZIP file, and puts the decompressed files into the directory. This can cause problems for Dataline, Market Leader, and Dodge Reports LT, since those programs are expecting a ZIP file, not a subdirectory.

How to tell if NetZIP is running

When NetZIP is running you will see NzfProp or NetZip in the Task List. It appears in the System Tray as a small red circle with yellow and blue and a picture of a zipper.

NetZIP Problems

NetZIP can cause these problems:

When customer tries to import reports into Market Leader, they get Manual Import instead of

Auto Import. This happens because there is no ZIP file. Market Leader is looking for a ZIP file in the

Download Directory, but NetZIP has already decompressed the ZIP file and put it into a separate subdirectory.

When a customer tries to download reports in Dodge Reports LT, they get the message

"Dial Up. Comm error: Path not found (76)" If press OK on that message, will see the standard

download dialog, but no visible status line, and the message "Error opening file"

When a user tries to import, they may receive error message "File not found (53)" if NetZip is running.

NetZIP should be either uninstalled, disabled, or set to ignore Dodge programs. Instructions for doing each of these is given below. If NetZIP caused the Dodge software to crash, the computer should also be rebooted.

Displaying the Options dialog

NetZIP can be disabled by making the appropriate selections from its Options dialog. There are several ways to display NetZIP Options:

Double-click on the little NetZIP icon in the System Tray at the bottom of the screen.
Click on Start > Settings > Control Panel. Double-click on NetZIP Folders.
Run the NetZIP program, then select Tools > Options. (There are several ways to run NetZIP. There may be a shortcut on the Desktop, or click on Start > NetZIP. Or click on Start > Programs > NetZIP > NetZIP Classic. Once the program is running, click on the Tools menu, then click Options.)
Click on the NetZIP Folders tab.

Disabling NetZIP

1. Probably the best solution is to disable NetZIP for a particular drive. First display the Options dialog, then click the Disabled button at the bottom. Disabled will disable NetZIP for all the selected drives.

For example, if Market Leader is installed on the C:\ drive, there should be a checkmark in (C:) and Disabled should be selected.

2. At the top of the Options dialog is a list of programs which NetZIP should ignore. The user can add

Dataline, Market Leader, or Dodge Reports LT to this list of programs. Just click the Add button, then

browse until you find Dataline.Exe, Dml.exe, or Dlt.exe. It is good to have these programs listed in the

ignore list, but this method is not entirely reliable. It is better to disable NetZIP completely as described above.

3. A quick way to disable NetZip is to click on Start > Programs > NetZIP > NetZIP Folders (Unload).

This disables NetZIP for the current session only. When the computer is shut off or rebooted, NetZip will be enabled again.

4. If user does not need NetZIP it can be uninstalled through the Control Panel or Start menu.

Uninstalling NetZIP

If the user does not need or want NetZIP, it can be uninstalled. There are two ways to uninstall NetZIP:

1. NetZIP can be uninstalled through the Start menu. Click on Start > Programs > NetZIP > Uninstall

NetZIP. It will ask if you wish to uninstall the program. Click Yes to uninstall it completely off the system.

2.NetZIP can also be uninstalled through Control Panel. Just click on Start > Settings > Control Panel.

Double-click on Add-Remove programs. Find NetZIP in the list (it may say NetZIP Deluxe 6.51.16) then click the Add/Remove button to uninstall it.

Also see:

The NetZIP home page at <http://www.netzip.com/>.

ZipMagic is a similar program that captures ZIP files. The ZipMagic home page can be found at <http://www.winmag.com/library/1997/0701/winla113.htm>.