OMNIBUS Survey Software

Frequently Asked Questions

Q1: My PC runs Windows VISTA(or any other operating system) and I cannot install the OMNIBUS. What to do?

A1. While installing the OMNIBUS you will come across the following window. In this case, **do not** install the OMNIBUS in the pre-assigned default folder C:\Program Files\UNODC\OMNIBUS\

Delete UNODC\OMNIBUS\ because this path may not be existing in your computer and then click on the ‘next’ button and proceed with the installation of the application as usual.
Q2. When I try to install the OMNIBUS, I see the error message below. What to do?

Error message ‘time – out’

A2. Re-start the PC/laptop, and it should work! The reason why the error message appears is because the OMNIBUS application was not able to connect with the database within the time given. Therefore, this error message may pop up a few times. This, however, is not a sign that the OMNIBUS application has not been installed properly!
Q3. When I try to install the OMNIBUS, I see the error message below. What to do?

Error message ‘SQL’

A3. This problem is encountered by users that have newer PCs/laptops which have Windows 7, a 64-bit Operating System. In order to redress this problem, you will have to uninstall the OMNIBUS application by going to ‘Start → Settings → Control panel’. Then click on ‘Add/remove programs’, locate the OMNIBUS application and uninstall it. Then uninstall the SQL component too. Next, check to see whether you have a 32 or 64 bits operating system (on PCs and laptops with Windows 7, you will have a 64 bit operating system).

If it is a 32 bit operating system, install the “SQLEXPR32.EXE” which is on the OMNIBUS CD, and is also available from the Internet. If it is a 64 bit operating system, install the SQL component “SQLEXPR.EXE” from the website below:

Then install the OMNIBUS application again. This time it should work!

Q4. I am unable to see the full screen of the OMNIBUS application (e.g. cross-references pane, answered questions pane and assessors comments box are not visible). What to do?

A4. The problem as illustrated in the above image is due to the configuration and resolution of your PCs/laptop. This is easily redressed by going to the ‘Start’ menu, ‘settings’, ‘control panel’. On the control panel, look for a folder entitled ‘display’ and the following window will open (see below).
Click on the ‘Settings’ tab, and adjust the ‘screen resolution’ to one of the following:

- 800x600
- 1024x768
- 1280x1024

This should now resolve the problem.

**Q5. Is it possible to see a list of all the questions in the OMNIBUS software for all the provisions?**

**A5.** Unfortunately, the OMNIBUS application does not have such a feature. The reason is that it would be impractical to generate such a list of all questions. Depending on the answer given to the very first question for the provision under review, you would get a completely different sequence of questions. Considering the different combination of answers are possible for all the question in that sequence, the list of questions would be more than 1000 in total for all the provision, which would only confuse the user.
Q6. My answers do not get saved, despite hitting the ‘Save’ button. What to do?

A6. When providing your responses, you should not only hit the save button (like in the image below where a template answer is used)...

...but should also hit the blue arrow symbol (see image below). This not only allows you to proceed onto the next question but also saves the answer that has already been provided (in this example, the answer provided by using the template answer). See also the OMNIBUS User Guide, page 9 point 4.13 for more information in this regard.