

## 12 Troubleshooting

### 12.1 Errors and messages

This section lists, in alphabetical order by first word, all the errors and warning produced by VEWD. Where necessary, additional explanation is provided, along with the possible causes and corrective actions available.

#### **All slots at this speed are either closed or full.**

You have tried to mark a candidate as “wanting” a code element, and all slots at that speed are closed or full, and there are no “floating” slots unassigned. If there actually is space available for the candidate, verify that the slot maximum is correct, and that the slot has not been closed, either manually or due to time. Increasing the maximum number of candidates is done on the “Create/Modify/Delete Session” form in “Pre-session Activities”. To avoid automatically closing code slots, set the “Close Code Slots when time is past” option to N on “Session Defaults”, also under “Pre-session Activities”. To open, or force open a code slot whose time has past, use the “Open/Close Code Slots” form under “Miscellaneous Stuff” in “Session Activities”. This can only occur when code slots are in use.

#### **Allocated CW slot NN as XX WPM.**

##### **Press Escape to abort, or Control-Enter to accept.**

You have marked a candidate as “wanting” a code element, and all slots at that speed are closed or full but there is an unallocated “floating” slot (i.e. one with the speed set to 0 WPM) numbered XX. Pressing Control-Enter causes the floating slot to be assigned the specified speed. Pressing escape results in the slot not being allocated, and the cursor remains on the current field. This only occurs when code slots are in use.

#### **Are you sure that callsign is correct??? There is a <CANDIDATE’S NAME> in the database with XXXXXX as their callsign instead of YYYYYY**

##### **Press Control-Enter to continue, or the letter C to correct the callsign and use the stored address/phone #.**

A history record with the same name (First, Last, Suffix, and Middle initial) was found in the database, but the callsigns are different. This is usually due to miss-typing the callsign, but may also be due to a callsign change or just another amateur with the exact same name. Pressing Control-Enter causes no data fill-in to occur. Pressing C will fill in the candidate data from the history record and correct the callsign. In the case of a callsign change you can select C, then go back and re-enter the new callsign. This saves re-entering the address and CSCE information.

#### **Backup in progress**

##### **Please wait...**

A timed or manually selected backup is taking place. No other VEWD activity can take place until the backup is complete.

#### **Call area must be one of the following:**

**01-09 for Districts 1 through 9, 10 for Call district 0,**

**11 for Alaska, 12 Caribbean, 13 Pacific, or**

**DX for foreign. Leading zeros must be specified.**

The call district on the “Create/Modify/Delete Session” form in “Pre-session Activities” must be one of the above values.

**Candidate <CANDIDATE'S NAME> Has been re-registered.**

**Candidate must receive a different test version**

The candidate has been re-registered. A different test version **MUST** be used.

**Cannot delete slots containing candidates.**

You have tried to modify a session by reducing the number of code slots on the "Create/Modify/Delete Session" form in "Pre-session Activities". Some of the slots that would be deleted by the change already have candidates assigned. Press Escape and change the candidate records to remove them from the code slots and re-try. Note that this message is displayed once for each code slot that would be deleted that contains candidates. This only occurs when code slots are in use.

**Cannot delete the last configuration record.**

You have attempted to delete the only session configuration record. There must be at least one session configuration available for VEWD to work properly.

**Cannot have an active session.**

You have attempted a function that cannot have an active session. This is indicated by the session status counts displayed at the bottom of the screen. Merge or clear the session and re-try.

**Cannot perform function unless:**

**Candidate = Pending, Match = First,  
and Value = Wants (or code slot).**

You have pressed Alt-T on the "Element Status" display with different values than the ones specified above. The Alt-T function is used only under "startup" conditions where a number of candidates have been registered and then are going to be given their exams. This results in a block of candidates changing from the "Wants" state for the desired element, to the "Taking" state. The "Element Status" display can report many candidate/status variations where this function would not be useful.

**Cannot print CSCE or 610 for <CANDIDATE'S NAME>  
without address, city, and state.**

**Press Enter to update, or escape to abort printing.**

You have tried to print a CSCE or 610 for a candidate who does not have a complete address registered. This can be from the automatic print when a candidate completes, or from a manual print from the "Print CSCE's and 610's" menu. Pressing Enter brings up the registration screen. After the registration form is completed the print is re-attempted. Pressing escape aborts the print attempt. This error can only occur if the "Require Full Address At Registration" option is set to N.

**Cannot use a deleted session.**

You have attempted a function that cannot be performed on a deleted session. If the session data was exported before the session was purged it can be imported and the desired function performed.

**Class cannot be NONE unless callsign is blank.**

The class field on the candidate registration form is "None" and the callsign field contains a callsign. Specify the class shown on the **original** FCC issued operator license presented at the session. This is **NOT** the license class granted via a previous CSCE.

**Could not re-allocate a code slot for the candidate.**

**Manually check and reschedule the CW test.**

A valid code slot could not be found while attempting to re-register a candidate. Verify that the code test can be re-administered and locate a suitable slot. This can be done from either the

“Update Candidate Status” form or the “Register Candidate” form. This only occurs when code slots are in use.

**CW slot XX has been deallocated.**

**It is now available for any code speed.**

You have deleted the last (or only) candidate in the specified code slot. This slot was originally a “floater” and was dynamically assigned. Since it is still open and now empty, it is re-assigned as a “floater”. This only occurs when code slots are in use.

**Deleting associated candidate records for this session. Please Wait...**

You have deleted a session. All candidate records are removed from the history database and the session record is removed from the session database. There is no longer any record of the session in VEWD. If the session was exported first, it may later be imported.

**Deleting the session will result in the loss of all data.**

**To reduce the history file size, consider purging instead.**

**Press Control-Enter to delete, Escape to abort.**

You have pressed delete from the “Session List” table in “Pre-Session Activities”. This is a warning and a recommendation to purge the session rather than deleting it completely.

**Exporting Current Session’**

The current session data is being written to a file of the form *YYMMDDX.VED*.

**Exporting session *MM/DD/YY:X***

The specified session data is being written to a file of the form *YYMMDDX.VED*.

**Form not implemented yet.**

The function selected is currently not supported by VEWD. This should only occur with preliminary versions.

**Generating FCC data for *MM/DD/YY:X***

The FCC required filing data for the specified session data is being added to a file of the form *YYMMDD.FCC*.

**Generating FCC electronic filing data for current session**

The FCC required filing data for the current session is being written to a file of the form *YYMMDDX.FCC*.

**Generating VE Signature Lists**

**This may take awhile. Please wait...**

The list of signing VE’s is being generated for the marked sessions and is being written to the file *SIGNLIST.TXT*

**<*CANDIDATE’S NAME*>**

**Has been uncompleted.**

You have selected Alt-U to “uncomplete” a candidate previously marked as done.

<CANDIDATE'S NAME>

**Has taken elements other than 1A and/or 2,**

**A session fee must be collected.**

**Press Control-Enter when the fee has been paid,  
or Press Escape to leave fee at \$0.00.**

The specified candidate has not paid a session fee and a non Credit, Exemption, or CSCE status was just entered for elements 1B, 1C, 3A, 3B, 4A, or 4B. Collect the session fee and press Control-Enter. *Do not continue until the appropriate action has actually taken place.*

<CANDIDATE'S NAME>

**Has taken only Novice elements.**

**The session fee must be refunded.**

**Press Control-Enter to change the fee to \$0.00,  
or Press Escape to leave unchanged.**

The candidate has just been marked done and has only taken elements 1A and/or 2. Select the appropriate choice. *Do not continue until the appropriate action has actually taken place.*

<CANDIDATE'S NAME>

**Has taken only Novice elements.**

**The session fee must be refunded.**

**However, it will be applied to re-registration.**

Alt-R has been pressed to re-register a candidate that has paid a session fee and has only taken elements 1A and/or 2. This is an informational message. No action is required.

**If Verified is '\*', then Notes cannot be blank.**

**You must provide a reason.**

"Identity Verified" has been set to an asterisk (\*) during candidate registration. An explanatory note *must* be provided. Add the note and continue.

**Importing session MM/DD/YY:X**

The specified session is being imported into the VEWD databases.

**Invalid CSCE date or CSCE over 365 days old.**

The value just entered into the element field has not been recognized as any valid status (Wants, Passed, etc.) or a code slot. It is assumed to be a CSCE date. If it is a valid format date (mm/dd/yy, without leading zeros on the month and day) the date is more than 365 days ago. The CSCE is no longer valid for the element credit specified. If this CSCE is being presented for element 1A credit with a Technician class license issued between 14 February 1991 and 20 December 1994 do not enter the CSCE date in an element status field. Set the license class of the candidate to TechPlus.

**Invalid Session.**

An error occurred while reading the session record. The hard disk or VEWD databases are corrupted. Restore from backup copies.

**Invalid U.S. Call sign.**

The callsign just entered is not a valid US callsign based on FCC and ITU regulations at the time the program was written. If the callsign is indeed valid, obtain the latest version of VEWD.

**Loading the Candidate records for this  
session. Please Wait...**

The selected session data is being loaded into the candidate and attending VE databases from the session record and the history database.

**Merging the Candidate and VE records for the active session. Please Wait...**

The current session is being merged into the history database.

**No Candidates Available**

There are no pending candidates on to display on the selected list. The show all option (Alt-A) is automatically selected.

**Please Specify Address.**

A non-blank address must be entered for the candidate.

**Please Specify City/State.**

A non-blank City and State must be entered for the candidate.

**Please verify class matches that shown on license.**

A candidate has just been registered that tested at a prior session and earned an upgrade. Verify the current FCC license and update the candidate's class if required. *The program will never automatically insert the earned class at a prior session as the current class. This must be manually done by the VE team after inspection of the original FCC issued license.*

**Pre-registered candidate not verified**

**Please Verify this candidate's identification and the originals of any license/CSCE's presented.**

**When done, change verified to Yes on the registration form.**

The "Identity Verified" field for the candidate is set to "N". The "Update Candidate Status" form cannot be displayed unless this field is "\*" or "Y". This field is automatically set to "N" if a session is created for a future date and candidates are registered before that date.

**Printing 610 for**

**<CANDIDATE'S NAME>**

**Please Wait...**

An FCC form 610 is being printed for the specified candidate. No other activity can occur until it is completed. *Have the candidate verify that all printed information is correct!*

**Printing CSCE for**

**<CANDIDATE'S NAME>**

**Please Wait...**

A CSCE is being printed for the specified candidate. No other activity can occur until it is completed. *Have the candidate verify that all printed information is correct!*

**Purging session MM/DD/YY:X**

**This may take awhile. Please wait...**

The specified session is being purged from the history database. The session record will remain in the session database,

**Recomputing VE Session Counts**

**This may take awhile. Please wait...**

VE session attended counts and the last session attended field in the VE information database is being recomputed from all the session records.

**Removing Candidate and VE records from the history database. Please Wait...**

The current session is being re-merged into the history database. The old records are being removed.

**Select a session first.**

The selected function requires an active session. Select or create one in “Pre-Session Activities”

**Slot is for a different speed. Choose another.**

You have tried to force a candidate into a particular code slot by specifying “-nn” or “hh:mm-nn” instead of “Wants” and the specified code slot is for a different speed than the element status field the cursor is currently in. Move to the correct element (1A, 1B, or 1C) or select the a code slot for the right speed. This only occurs when code slots are in use.

**Specified CW Slot is closed. Choose another.**

You have tried to force a candidate into a particular code slot by specifying “-nn” or “hh:mm-nn” instead of “Wants” and the specified code slot is closed. Choose a different slot or open the slot from the “Open/Close Code Slots” form (Session Activities -> Miscellaneous Stuff -> Open/Close Code Slots). This only occurs when code slots are in use.

**Time does not match specified Slot.**

You tried to specify a particular code slot of the form “hh:mm-nn” and the time recorded for slot nn does not match the value you entered. Use the correct time or specify the code slot without the time ( -nn). This only occurs when code slots are in use.

**\*\* UGLY ERROR: PASSED + FAILED <> TOTAL FOR NEXT SESSION \*\***

This error is found in the FCC electronic filing data file. It indicates a problem with the session data. In general it results when FCC electronic filing data is generated for a session that is still in progress, or was accidentally merged into the history database before it was completed.

**VE specified is ineligible to sign forms for this candidate.**

The VE callsign just entered as a CSCE or 610 signer is a General or Advanced class VE and the candidate has passed elements above Technician. Only Amateur Extra class VE’s can sign for this candidate.

**VE specified is not registered at this session.**

The VE callsign just entered as a CSCE or 610 signer is not registered at this session. Correct the callsign or register the VE as supporting the session.

**VE’s credentials or license have expired.**

You have tried to add an attending VE whose license and/or accreditation expiration dates stored in the database are past. If the VE has renewed their license or accreditation enter the new expiration dates. If the expiration dates are left blank, they are ignored. *An expired VE cannot serve at the session!*

**12.2 Common Problems**

This section list common problems and questions commonly experienced while using VEWD. Whenever it appears that the program is doing something unexpected check the following:

- Is the callsign and FCC license class correct?
- Is the effective and earned classes correct for the CSCE’s and paperwork provided?
- Is “Identity Verified” set to Yes?
- Does the action you are attempting make sense for the license class of the candidate.
- Do you have the right session configuration selected?
- Is there session option that affects what you are trying to do?
- Are the printers cabled up correctly and turned on?

Question: It won’t look up and fill in the data on a candidate, and I know that they tested before.

Answer: Lookup is multiple session configuration options. Check that the ones you want are turned on. The lookup will succeed only if the call signs match, or if the first name, last name, middle initial, and suffix all match **exactly**. Lookups are only done when adding a candidate. Check the history database to see if the candidate really did test and not Jr., Sr, etc.

Question: It didn't automatically print a CSCE or 610.

Answer: Automatic print is a separate session configuration option for CSCE's and 610's. Check that the ones you want are turned on. Check that the printer selections are correct, the printers are on-line, and you are not printing to a file. Automatic printing of a CSCE is **not** done if the "Identity Verified" field is set to "\*". You must use the print functions manually.

Question: I did the manual print like it said in the last answer, but all the license classes were crossed out even though the candidate earned his General.

Answer: If "Identity Verified" field is set to "\*", the assumption is that some required proof is missing. No upgrade CSCE can be issued in these cases, so none can be printed.

Question: OK, fine, but the candidate is coming to my house tomorrow with his original license and I want to print two CSCE's, one with the upgrade, and one without. How do I do that?

Answer: Painfully. You can print a credit only CSCE from the "Display/Print CSCE" list first. Then Press Alt-A to show all candidates since the list normally only shows those who have not been printed yet. Highlight the candidate and press Alt-F for the full record. Change "Identity Verified" to yes and reprint the CSCE. Then repeat the process to change "Identity Verified" back to "\*". Or you could do the second one by hand. It's this hard deliberately to make sure that you don't lose your license by giving out upgrades by mistake.

Question: I entered a CSCE date, but when I leave the element field it goes away without any warning.

Answer: Check the license class of the candidate. Are you trying to enter a CSCE date for an element that the license class already indicates. For example a CSCE date for Element 1B doesn't make any sense for a General or Advanced class licensee. The license already grants them credit for that element. VEWD automatically clears out CSCE credits that are no longer relevant.

Question: I hit return and the cursor jumps over element 2. How do I get there?

Answer: VEWD tries to move among the element fields in a "smart" manner. It automatically skips over elements that are already granted by the candidates license class. A Technician Plus license would cause elements 1A, 2, and 3A to be skipped over when pressing down-arrow or return to move to the next field. The same holds true when backing up through the fields. While this is real useful, occasionally it causes confusion. You can always get to a specific element by pressing one of the function keys F2 through F9.

