

# Error System Help

This help provides information on the errors that may happen while you are running a Visual Basic program. It provides an indication of the cause of the error and what possible actions you may be able to perform to correct the error.

Help is provided on the following types of errors:

Unrecoverable Errors

Recoverable Errors

Error 6 - Overflow

Out of Memory Errors

Error 11 - Division By Zero

Error in Loading DLL or Custom Control

Error 53 - File Not Found

Error 57 - Device I/O Error

Error 58 - File Already Exists

Error 61 - Disk Full

Error 64 - Bad File Name

Error 67 - Too Many Files

Error 68 - Device Unavailable

Permission Denied

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Path/File Access Error

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DDE Errors

Error 282 - No Application Responded To a DDE Initiate

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Database Permission Errors

Null Errors

Error 3170 - Couldn't Find Installable ISAM

## **Unrecoverable Program Errors**

### **Cause**

This class of errors is created by a programming error that leads to a error condition that typically can not be recovered from.

### **Action**

Report this problem to the developer by creating and printing a problem report. Please provide as much information as possible about what you were doing that lead up to the error condition.

You will probably have to Abort the program. Occasionally you may be able to skip the error and continue. However, the program is not likely to function correctly after doing so.

## **Recoverable Program Errors**

### **Cause**

This class of errors is created by a programming error that leads to a error condition that typically can be recovered from.

### **Action**

Report this problem to the developer by creating and printing a problem report. Please provide as much information as possible about what you were doing that lead up to the error condition.

You will probably be able to skip the error and continue with minimal, if any, affect on the operation of the program. However in some cases, the program may not function correctly after doing so or may lead to incorrect or unexpected results.

## **Error 6 - Overflow**

### **Cause**

This error is created by a value becoming greater than expected and exceeding the maximum established for this type of field.

### **Action**

Report this problem to the developer by creating and printing a problem report. Try to identify the field value(s) that may be exceeding the maximum.

You can try to skip this error. Either the maximum value or zero will probably be substituted for the invalid value. This may cause the program to not function as expected or provide incorrect results.

## **Out of Memory Errors**

### **Cause**

There is not enough memory remaining to perform the requested function.

### **Action**

Reduce the amount of memory currently in use by ending some other applications and then press the Retry button to retry the function.

If ending other applications does not correct the problem press the Abort button. Then restart the system and retry the function that originally created the problem.

If all attempts to eliminate the problem are unsuccessful then report the problem to the developer by creating and printing a problem report form and sending it to the developer.

## **Error 11 - Division By Zero**

### **Cause**

This error is created by a condition that lead to a division by zero. This may be caused by not entering required data in some cases.

### **Action**

This problem should be reported to the developer so they may add code to the program to prevent the division by zero error from happening. You can do this by pressing the Create a Problem Error Report button and printing the problem report.

You may try skipping this error. Zero or the maximum value allowed will probably be substituted for the result. This may cause unexpected results from the program.

## **Error 48 - Error in Loading DLL or Custom Control**

### **Cause**

An error has occurred in loading a Dynamic Link Library module or custom control for this program. This may be caused by a failure in the installation process.

### **Action**

If the installation process was not successful press the Abort button to end this application and then re-install the system.

If this error reoccurs press create a problem report and print it for the developer.

## **Error 53 - File Not Found**

### **Cause**

The file indicated was not found. This is probably caused by entering an invalid file name. It may also be caused if some of the system files were not installed correctly.

### **Action**

If the problem is a result of you specifying an invalid file name restart the application and specify a correct name.

If the installation process had problems re-install the system.

If the problem keep reoccurring then create a probelm report and print it for the developer.



## **Error 57 - Device I/O Error**

### **Cause**

This error is created by an Input/Output error on a device, e.g. floppy disk drive, etc.

### **Action**

Check the device and the media to insure they are setup properly. This may be caused by bad media, e.g. floppy disk, etc. Try a different disk, etc. if possible.

After attempting to correct the problem press the Retry button.

## **Error 58 - File Already Exists**

### **Cause**

This specified file already exists.

### **Action**

Specify a different file name if possible.

If you want to use this file name either rename or delete the current file with this name.

## **Error 61 - Disk Full**

### **Cause**

The disk you were writing to is full.

### **Action**

If possible delete some of the files on the disk to make additional room. Then press the Retry button to attempt to continue the function.

If you are writing to a floppy disk you may be able to use a different disk and retry the function.

## **Error 64 - Bad File Name**

### **Cause**

The file name specified is an invalid file name. This may be caused by you entering a file name that doesn't follow the DOS file naming conventions. Valid DOS file names are up to eight characters/digits (the first of which must be an alphabetic character) followed by a period (.) and up to 3 characters/digits (the first of which must be an alphabetic character).

### **Action**

If possible specify a different file name that follows the file naming conventions. It may be necessary to abort this run and perform the function again.

## **Error 67 - Too Many Files**

### **Cause**

This error is created by the system opening more files than have been allowed for by the operating system.

### **Action**

First attempt to close files in other systems or close other applications and then press the Retry button.

The maximum number of files can be increased by increasing the FILES= parameter in your CONFIG.SYS file. Consult your DOS documentation or local support staff for additional information.

## **Error 68 - Device Unavailable**

### **Cause**

The device that the system is attempting to use is not available. This may be caused by specifying an incorrect device address, e.g. floppy disk drive, etc.

### **Action**

Insure all devices that the system would be using are properly connected and turned on.

You can press the Retry button to attempt the operation again.

## **Error 70 - Permission Denied**

### **Cause**

This error was probably caused because you do not have the permission (authority) level required to perform the attempted operation on a file the system is using.

Permission (authority) levels are usually administered by your Local Area Network (LAN) administrator or security administrator.

### **Action**

Contact your LAN or security administrator to have them provide the necessary level of permission (authority) to the files used by the system.

## **Error 71 - Disk Not Ready**

### **Cause**

The disk the system is attempting to use is not ready.

### **Action**

Insure the floppy disk is inserted in the diskette drive correctly and fully.

Press the Retry button to attempt the operation again.



## **Error 74 - Path/File Access Error**

### **Cause**

This error is probably caused by specifying an incorrect or non-existent path and/or file name.

### **Action**

Change the path/file name if possible to a correct file name and/or existing path.

It may be necessary to abort the system and then perform the function again with a correct path/file name.

## **Error 76 - Path Not Found**

### **Cause**

This error is probably caused by specifying an incorrect or non-existent path name.

### **Action**

Change the path name if possible to a correct and/or existing path.

It may be necessary to abort the system and then perform the function again with a correct path/file name.

## **DDE Errors**

### **Cause**

This error is created by a failure in the DDE communications with another application.

### **Action**

Attempt to correct the error condition if it's cause is apparent from the error message.

Attempt to retry the function a few times. If this does not resolve the problem create a problem report and abort the application.

## **Error 282 - No Application Responded To a DDE Initiate**

### **Cause**

Another application failed to respond to this application's request to start a DDE conversation. This may be because the required application is not present on your system. Or it may be caused by problems in starting the required application.

### **Action**

Insure the required application is installed on your system. You may try starting the application yourself and then Retry this function.

## **Error 283 - Multiple Applications Responded to DDE Initiate**

### **Cause**

There are multiple copies of the requested DDE application running at this time.

### **Action**

Switch to and end the last occurrence(s) of the requested DDE application. A single (the first) occurrence of the application should remain running. Then press the Retry button to attempt the function again.

## **Error 320 - Can't Use Character Device Name**

### **Cause**

A character device, e.g. PRN, LPT1, etc. may not be used at this point.

### **Action**

Specify a valid file name that does not reference a character device, e.g. PRN, LPT1, etc.

## **OLE Errors**

### **Cause**

This class of errors is created by an error condition in an Object Linking & Embedding (OLE) Function. The specific type of error is indicated in the message.

### **Action**

Try to correct the problem if it's cause can be determined from the error message.

Retry the function multiple times. If the problem persists create and print a problem report for the developer and then abort the program.

## **Error 31023 - Invalid or Unknown Class**

### **Cause**

The object class specified is either invalid or unknown. This may be because the referenced application is not installed on your system.

### **Action**

Specify a different object class if possible.

Verify that the referenced application is correctly installed on your system.



## **Printer Errors**

### **Cause**

Some type of error has occurred on the printer or a function referencing a printer.

### **Action**

Attempt to resolve the problem and then press the Retry button to perform the function again.

## **Help Errors**

### **Cause**

An error occurred in obtaining help. The specific type of error is indicated in the message provided.

### **Action**

Attempt to correct the problem if its cause is apparent from the message provided and then retry the function.

If the problem continues create and print a problem report form for the developer.

## **ODBC Errors**

### **Cause**

An error occurred while performing an Open Data Base Connectivity (ODBC) related function. The specific type of error is indicated in the error message.

### **Action**

Attempt to correct the cause of the problem if it is apparent from the message provided. You may need the assistance of your local application and/or database support group to resolve the problem

You may want to create a problem report to assist the developer and/or your local support staff in resolving the problem.

## **Data Access Errors**

### **Cause**

An error has occurred in accessing a database or a database related function. The specific error is indicated in the error message.

### **Action**

Attempt to correct the cause of the problem if it is apparent from the error message. You can retry the function by pressing the Retry button.

If the problem persists create and print a problem report form. You will probably need the assistance of your local application and/or database support group and/or the developer to resolve these problems.

## Database Lock Errors

### Cause

The function being attempted requires that the database be "locked", e.g. made available for your exclusive use. Currently another user or function has the database open so it can't be locked for your exclusive use.

This problem may be caused by high activity rates on your network at times.

### Action

Attempt to retry the function a few times to see if the problem was a temporary one caused by high activity.

If possible have other users terminate the application(s) that are using the database. Terminate any applications or functions within this application that are using the database. Then Retry the function.

Some functions, e.g. database reorganizations, repairs, etc. require that a single user be accessing the database. If you are attempting this type of function try to schedule these activities at a time when other users are not likely to need the database.

## **Error 3022 - Can't Have Duplicate Key**

### **Cause**

An attempt was made to add a record to a database with a key that duplicates an existing record.

### **Action**

Change the key to a different value that does not duplicate an existing key.

You may want to use the "Edit" function to edit an existing record instead of adding a new one.

## **Invalid Account Name or Password Errors**

### **Cause**

The account name and/or password provided is not valid to obtain access to the database.

### **Action**

Provide the correct account name (user id) and password that is required to obtain access to the database.

## **Error 3049 - Database Is Corrupted**

### **Cause**

The database indicated has probably become corrupted. This can happen if a application that is writing to this database aborts in the middle of an operation.

It is also possible that the file you are referencing is not a Visual Basic Database at all.

### **Action**

If you are referencing an invalid file correct the file name.

Use the "Repair" or "Compress/Reorganize" function within the application to attempt repair of the database that is in error.



## **Error 3050 - SHARE.EXE errors**

### **Cause**

In order to provide multiuser access to database the program SHARE.EXE (or an equivalent program) must be loaded in the system.

### **Action**

The program SHARE.EXE should exist in your DOS directory. SHARE can be started by entering the following command SHARE /L:500 at the DOS prompt or you can add it to your AUTOEXEC.BAT file. Consult your application support staff if you need assistance with this function.

## **Error 3058 - Can't Have Null Value In Index**

### **Cause**

An attempt was made to add a record with a Null (empty) value in a key field.

### **Action**

Enter a value into all key fields in the record.

## **Database Permission Errors**

### **Cause**

This error was probably caused because you do not have the permission (authority) level required to perform the attempted operation on the database the system is using.

Permission (authority) levels are usually administered by your Local Area Network (LAN) administrator or security administrator.

### **Action**

Contact your LAN or security administrator to have them provide the necessary level of permission (authority) to the databases used by the system.

## **Null Errors**

### **Cause**

A null (empty) value is not valid in this context.

### **Action**

If you are entering values for fields enter a value.

This error can usually be skipped to allow the program to continue. If the error persists create and print a problem report form for the developer so they can add code to prevent this error from happening.

## **Error 3170 - Couldn't Find Installable ISAM**

### **Cause**

The system could not find the database drivers required to access a database. Normally these drivers are located in the windows system directory. The location of these drivers must be defined in the INI file for the application.

### **Action**

Insure that the application has an INI file in your windows directory. Also insure that it has entries for the installable ISAM drivers you will be using. Contact the developer and/or your local application support staff for assistance in setting up a proper INI file for the application.



