Appendix C - Troubleshooting

This appendix provides information on what to do if you have problems starting or using OfficeTalk or if you get an error message while using the program.

Problem	Likely Cause	Suggested Solution
The Login dialog box appears but you are unable to log in with OfficeTalk issuing an error message **Enter the Correct Password**.	You have entered a suitable login name but the password does not match the login name. You may be entering lower case characters instead of upper case characters or vice-versa. **Capitalisation is important**. Initially, your password is *exactly* the same as your login name. You may have changed your password using **Change Password** but may still be entering your old password.	If all else fails, ask a supervisor to *reset* your password. This will reset your password back to your login name. Try logging in again after this has been done and entering your password which will now be exactly the same as your login name. To ensure that you enter the same characters as your login name into the password field, try highlighting the characters in the *Login Name* field and pressing CTRL+C and then setting focus to the *Password* field and pressing CTRL+V. This will paste your login name into the *Password* field.
The Login dialog box appears but you are unable to log in with OfficeTalk issuing an error message **Enter a valid login name**.	You have not specified a valid login name in the *Login Name* field.	Use the pull down list of login names and select a valid name from the list.

Problem	Likely Cause	Suggested Solution
OfficeTalk crashes in segment WBTRCALL when any user tries to run up the application. This happens before the Login dialog box appears.	The BTRIEVE.TRN file has become corrupt. The likely cause of this is a bad network connection by one of the OfficeTalk users.	Ensure that no OfficeTalk users are logged on. Delete the BTRIEVE.TRN file. Restart OfficeTalk.
A File Creation Error dialog box occurs as soon as you try to log in.	It is likely that you do not have *write* permission to the database drive or you have run out of disk space on the drive. **Note that some users may only have limited access to a drive, so even if the drive appears to have enough space it may not have enough space for the user to write to it.**	Ensure that you have *full* access to the database drive and ensure that that the database drive has not run out of space and that you have not reached any specific user disk space limit as imposed by the network operating system.
When you perform a Print Preview, the resulting preview looks inaccurate, sometimes printing out only the first letter of each word.	It is likely that the selected printer driver is not capable of displaying the output from OfficeTalk. For example, you may have selected a FAX driver as your printer driver.	Select another printer driver, capable of displaying screen output, for example a normal printer driver.
When using Print Preview, the *footer* is not displayed, or sometimes the bottom of the last record on the page is cut short.	It is likely that paper size, specified in the current printer driver setup menu is not the same paper size as that defined for the current paper style.	Ensure that the paper size used by the driver (for example A4) **matches** the paper size defined by the current paper style (for example A4).
The fonts used in OfficeTalk and/or other applications currently running are not displayed correctly.	Your system is low on *resources*. This may be due to too many applications being run simultaneously.	Close any un-needed applications. If necessary, exit and re-enter Windows.

Problem	Likely Cause	Suggested Solution
When OfficeTalk starts up, a message box appears with the following text: **Error Setting up BTRV** followed by a message box saying... "*A problem occurred initialising the BTRIEVE database........*"	You have attempted to run OfficeTalk using the client server BTRIEVE NLM but the OTALK.INI file is not correctly setup. Alternatively, if only the second message box appears then BTRIEVE.TRN file has possibly become corrupt.	**Either:** Check your OTALK.INI file and ensure that if you are planning to run OfficeTalk in Client/Server mode then **clientVersion=0** is set under the **[options]** section. **or:** Ensure that no OfficeTalk users are logged on. Delete the BTRIEVE.TRN file. Restart OfficeTalk.
When OfficeTalk starts up a message box appears saying either: *Cannot Find WBTRCALL.DLL* or *FileManager cannot find the specified file or one of its components.*	WBTRCALL.DLL has been removed from your WINDOWS or OfficeTalk executable directory. Alternatively, the WBTRCALL.DLL file exists but is not in the specified PATH.	Ensure that the WBTRCALL.DLL file exists and is in your path. The file should exist either in the WINDOWS directory, the SYSTEM directory or the OfficeTalk executable directory.
When OfficeTalk starts up a message box appears saying: *One of the library files needed to run this application is damaged.*	The WBTRCALL.DLL file has been damaged.	Re-install OfficeTalk on the relevant workstation using NETSETUP.EXE (located in the OfficeTalk database directory)
When OfficeTalk starts up and tries to log into the VIM messaging a VIM Path dialog box appears prompting you to enter the correct VIM database directory path.	The cc:Mail WMAIL.INI file is not correctly setup to reflect the directory path of the VIM database.	In the CC1DIR ensure that the following line exists in the WMAIL.INI file: **[cc:Mail]** **Path=*{VIM Database dir}***
Problem	Likely Cause	Suggested Solution

When trying to start OfficeTalk from the Program Manager (or other similar desktop shell) by double clicking on the OfficeTalk icon, the following message appears: *Cannot find file otalk.exe or one of its components.........*	The Program Manager icon is pointing to the wrong directory, or the executable no longer exists.	Repoint the icon to the correct executable directory. Alternatively, reinstall OfficeTalk on the relevant workstation.
The MAPI or VIM address book does not appear in the Send To Window in Mail Mode *or* Contacts with VIM/MAPI addresses do not get their mail.	OfficeTalk has not been enabled for MAPI and/or VIM support.	Check the **Turn on MAPI Support** and/or **Turn on VIM support** check boxes in the External Mail dialog box. Restart OfficeTalk.
When trying to import contact and company CSV records, only the companies imported and not the contacts.	The user has likely only instructed OfficeTalk to import company records and has not performed a 2nd pass on the CSV file to import and simultaneously link up the contact records to the company records.	First import the company records. Then import the same file as contact records ensuring that the *[Company]* field has been linked to the company name. For more information, refer to **Importing Contacts from a CSV file** in the **Contact Mode** section.
You wish to view another user's diary but cannot find that user in the Diary pull down list.	You may not have sufficient access rights to that user's diary.	A supervisor must grant you at least read access to that users diary. For information on how to do this see **Setting Access Rights to a User** in the **Supervisor Mode** section.
You wish to add a task or appointment directly into a user's diary but you get a message telling you that you have not got creation access.	You have not got sufficient access rights to that user's diary.	A supervisor must grant you at least read/create access to that users diary. For information on how to do this see **Setting Access Rights to a User** in the **Supervisor Mode** section.
Problem	*Likely Cause*	*Suggested Solution*
You wish to create a project or	It is likely that you have created	Edit the project or planner and

planner that all users can see but it seems only you can see it.	a *personal* project or planner, and have not set the access rights. By default, the owner of *personal* Planners and Projects will automatically get *full* access whilst all other users get *no* access. By default, the owner of *public* planners created from Supervisor Mode will automatically get *full* access whilst all other users get *read* access.	press the **Access Rights** button on the Project or Planner dialog box to set the access rights for individual users. Alternatively, a supervisor could make a *public* project or planner by adding it from within Supervisor Mode. All users will by default be given read access to the project or planner except the owner who will get full access rights.
When sending mail on a Windows for Workgroup network, other users do not receive the mail for a long time after it was sent.	It is likely that the sending workstation has an *advanced* clock. If the clock of the sending workstation is ahead of the receiving workstation clocks then this is similar to sending a *delayed* mail message.	Synchronise the clocks of the workstations and try again.