

***Part Three:***  
***Reference Guide***



# Notes

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## **Appendix A Error Messages**

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This appendix lists the error messages associated with LSC. All messages are listed in alphabetical order.

## LSC Error Messages

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**A reserved item cannot be edited or deleted.**

There are certain items in the qualification lists that are reserved or pre-defined, for instance, the "TO\_DO" action code is reserved.

**Component, Operator, and Description fields must be filled in.**

To insert filter criteria for a query through Add Query or Edit Query dialog boxes, you need to select data for all three fields.

**Delete the action selected?**

LSC asks for your confirmation before deleting an action in the View Tickets window.

**Delete the Staff selected?**

LSC asks for your confirmation before deleting a staff in the Setup Staff dialog box.

**Delete the ticket selected?**

LSC asks for your confirmation before deleting a ticket from the database.

**Delete the View Name selected?**

LSC asks for your confirmation before deleting a view in the Custom View Settings dialog box.

**Do you want to delete this entry?**

LSC asks for your confirmation before deleting an entry in the Qualification Lists dialog box.

**Error: The date range is not valid.**

When entering the date range in the Filter Ticket List dialog box, the To date must be equal to or later than the From date.

**Error: Unable to create or open specified file.**

To archive tickets to a file or restore tickets from a file, LSC must create or open a file accordingly. This message occurs if the operation is unsuccessful.

**Extremely low in memory. Unable to invoke ticket window. Please close one or more tickets to free up memory.**

As an MDI (Multiple Document Interface) application, LSC allows you to open more than one ticket window simultaneously. The maximum number of windows are limited to the PC's memory. When the threshold is reached, the message alerts you to close one or more 'least used' ticket.

**Field cannot be left empty.**

When editing an item in a qualification list, you cannot enter an empty string.

**Login incorrect. Please try again or click the Cancel button to abort.**

The login initials and password combination provided is incorrect. You may retry or abort logging in to LSC.

**Please close all ticket windows before switching to view another set of ticket database.**

LSC allows you to view either the current or a historical database. Before you switch from one to the other, you need to close all ticket windows to prevent database corruption.

**Please do not specify filename with .ACT, .DES, or .DEA extension.**

The ticket database is maintained in 3 files, HLPDSK1H.DAT, HLPDSK1A.DAT, HLPDSK1P.DAT and HLPDSK1T.DAT. When archiving tickets, you need to specify a filename (usually with the .ARC extension). The file will hold data from HLPDSK1H.DAT. LSC will use the same filename, but assign the .ACT extension to hold the data from HLPDSK1A.DAT, the .DES extension to hold the data from HLPDSK1P.DAT, and the .DEA extension to hold the data from HLPDSK1T.DAT. Consequently, the message occurs if you specify the .ACT file extension.

**Please provide a View Name.**

When defining or editing a custom view in the Custom View Settings dialog box, you need to name the view in order to save the configuration.

**Please provide the Account ID.**

When adding/editing the Account information, the Account ID field cannot be left empty.

**Please provide the Company ID.**

When adding/editing the Company information, the Company ID field cannot be left empty.

**Please provide the Staff Initials.**

When adding or editing the staff profile in the Setup Staff dialog box, you need to provide the staff initials. This message can also occur if you did not provide the initials for the Login dialog box.

**Please select a ticket on the View Tickets list first before the specified operation can be completed.**

Before you try to perform a ticket-related operation (e.g., Add Action, Contact Details, Delete Ticket), you must first highlight a ticket on the View Tickets list by clicking on it.

**Please specify a Closed Date/Time which is equal or later than the Opened Date/Time.**

When you close a ticket, you may only specify a Closed Date/Time that is later than the Opened Date/Time.

**Please specify a file for the archived tickets.**

To archive tickets, you need to specify a filename as the destination.

**The Account ID has already been used. Please provide a different ID.**

When adding/editing Account information, the Account ID must be unique.

**The addition of this staff member will exceed the number of LSC users allowed by your license. Please contact McAfee to purchase additional copies of the LSC software.**



You are attempting to add more staff than the number indicated by the LSC license you have purchased. You may increase the number of staff by upgrading your license. Please contact McAfee.

**The Company ID has already been used. Please provide a different ID.**

When adding/editing Company information, the Company ID must be unique.

**The current ticket is the first ticket in the database according to the Filter/Sort criteria.**

When you choose the Previous tool bar button or choose the Previous Ticket command from the Ticket menu, LSC will search the database for the previous ticket according to the Filter/Sort order. This message appears if the present ticket displayed *is* the first ticket.

**The current ticket is the last ticket in the database according to the Filter/Sort criteria.**

When you choose the Next tool bar button or choose the Next Ticket command from the Ticket menu, LSC will search the database for the next ticket according to the Filter/Sort order. This message appears if the present ticket displayed *is* the last ticket.

**The new password was not retyped correctly.**

When adding or editing the staff profile in the Setup Staff dialog box, the two password fields must be equivalent to confirm the choice.

**The number of view names included on the menu has reached the maximum.**

To accommodate the limited length of a pop-up menu, the maximum number of views that can appear on the View menu is ten (10). When defining or editing a custom view in the Custom View Settings dialog box, this message occurs if you choose to include the view on the menu and there are already ten custom-defined views on the menu.

**The related information for this account has changed. Do you wish to update the account information?**

You have added/changed the related information for the account selected in the Account ID field: First Name, Last Name, Phone, Department, or Network Address fields. To update the account information, choose the Yes button. To save the modified information with that ticket only, choose the No button. To return to the Ticket window, choose the Cancel button.

**The Staff Initials has already been used. Please provide different initials.**

When adding or editing the staff profile in the Setup Staff dialog box, the initials must be unique.

**The View Name has already been used. Please provide a different name.**

When defining or editing a custom view in the Custom View Settings dialog box, the view name must be unique.

**There are no archived tickets in the file specified. Please select a file that contains archived tickets.**

When restoring tickets from a file, the file specified does not have archived tickets. The restoration process cannot continue.

**This item has already been defined in the database.**



When adding or editing an item through the Qualification Lists dialog box, the name must be unique within each list.

**This ticket is currently being edited by another user. Please make your changes later.**

To support multiple users, LSC *locks* the ticket (window) last opened by each user. This ensures that only one person can save changes to a ticket at any time. When users attempt to edit the same ticket simultaneously, only the changes made by the “first” user (the user who locks the ticket) will be effective. All other users will be alerted with a message to edit the ticket later.

**This will save the detail information for this account. Do you wish to continue?**

This message enables you to confirm whether you wish to save modifications made to a company’s contact detail information (the address, Email, fax, etc.). There can only be one company ID associated with an account ID.

**Warning: The corresponding .ACT file cannot be opened. Do you wish to continue?**

When restoring tickets from a file, LSC cannot open the corresponding .ACT file, or the file does not exist in the same directory as the .ARC file (the main archive file). The .ACT file contains the ticket actions.

**Warning: The corresponding .DES file cannot be opened. Do you wish to continue?**

When restoring tickets, LSC cannot open the corresponding .DES file, or the file does not exist in the same directory as the .ARC file (the main archive file). The .DES file contains the ticket problem descriptions.

**Warning: The corresponding .DEA file cannot be opened. Do you wish to continue?**

When restoring tickets, LSC cannot open the corresponding .DEA file, or the file does not exist in the same directory as the .ARC file (the main archive file). The .DEA file contains the action descriptions.

**Warning: The file specified does not have archived tickets. Overwrite file contents?**

When you choose to archive tickets to a file, the file selected has a format that is different from the LSC database. Responding Yes to the message will overwrite the file’s existing content with LSC database information.

**You do not have the rights to add new item in the highlighted field. Please select an existing value or see your administrator for granting the proper rights.**

The LSC administrator has set up your security profile (through Setup Staff) such that you may only select existing items from the Qualification Lists (e.g. Problem Type, Product Category, Issue Type, etc.). In addition, if you are not granted the right to “Setup Staff”, you will not be allowed to add new values in the “Assigned to” and “Person” fields in the Ticket and Add/Edit Action windows respectively. See your LSC administrator to modify your rights.

**You have too many tickets in the database to perform filter/sort operation completely. Please archive old or unwanted tickets.**

This message displays when there is a large number of tickets in your database and you attempt to perform a filter/sort operation. It is recommended that a maximum of 20,000 tickets be maintained in any ticket database.

**You may not delete this staff as he/she is logged in to LSC.**

As a security measure, you may not delete a staff member in the Setup Staff dialog box when he/she is logged in to LSC.

**You may not login to LSC with the same staff initials more than once.**

As a security measure, you may login to LSC using the same initials on only one station.

**You may only delete the activities with the TO\_DO action code.**

Your rights to delete activities are limited to only those that have the "TO\_DO" action code. To delete any other activities, your staff profile needs to be updated in the Setup Staff dialog box.

**You may only edit the tickets that are assigned to you.**

Your rights to edit tickets are limited to those tickets assigned to you only. To edit all other tickets, your staff profile needs to be updated in the Setup Staff dialog box.

**You must enter a Query name.**

When adding or editing a query, the Query Name must be supplied.

**You cannot delete a pre-defined report.**

There are pre-defined reports that are shipped with LSC which print ticket information in a easy-to-read format. These reports are protected from being deleted accidentally.

**You cannot rename a pre-defined report.**

There are pre-defined reports that are shipped with LSC which print ticket information in a easy-to-read format. These reports are protected from being renamed accidentally.

