9 Error Messages

This chapter lists all errors which may be shown to the user during normal execution. Additional messages displayed while SimpleWave is in trace mode are not listed here. These show a description of the error or an error-number. The text should explain what's going wrong. If a number is displayed an unusual error occurred and you should contact the author of SimpleWave.

The messages may be displayed on screen in another language but the messages in this chapter are in English.

• More than one copy of SimpleWave is installed. Only the first copy (in alphabetical order) is running.

Cause:
Two or more copies of the SimpleWave extension are present inside the system folder.
Solution:
Remove all except one from the system folder. There should only be one SimpleWave extension inside the Extensions folder.

• SimpleWave is not properly configured to work with this computer.

Cause:
SimpleWave did not find a valid key file or a demo key file.
Solution:
Install the key file you received after you registered your copy of SimpleWave, or install the demo key file which is freely available. If someone copied SimpleWave to his/her private computer, then the SimpleWave extension itself should be removed.

• The key file "SimpleWave Key" is still on the server. Checking the harddisk is aborted.

Cause:
A key file was found inside the master folder on the shared disk. Since this defeats one half of the purpose of having a key file, SimpleWave refuses to continue checking the disk.
Solution:
Remove the key file (usually "SimpleWave Key" or "SimpleWave Demo Key") from the server and restart the client computer.

• This demo-version of SimpleWave has expired…

Cause:
Time-limit for the test or demo version expired or the internal clock of the computer is set to an incorrect date.
Solution:

Register and install the full SimpleWave version on each of the clients, or correct the date of the internal clock.

• The current system software is not sufficient to run SimpleWave.

Cause:
The minimal requirements regarding the software on the client computer is not met.
Solution:
Install new or additional software to comply with the requirements as listed with the Requirements chapter of this manual.

• An error occurred when SimpleWave tried to find the folders it needs.

Cause:
The paths (or access privileges) to the master folder on the file-server, the destination path on the startup disk, or the path for the Skip Folder is invalid.
Solution:
Check the paths in the locations resource or change the access privileges to the file-server disk.
See for more information the Installation chapter of this manual.

• SimpleWave was unable to load the information it needs to operate.

Cause:
A problem occurred while reading the locations resource from disk. Probably no valid locations resource could be found.
Solution:
Check that there is a locations resource for the current machine type or make sure there is at least one valid locations resource with ID 0.
See for more information the Installation chapter of this manual.

• SimpleWave was unable to use the preferences.

Cause:
A problem occurred while reading the preference resource from disk. Probably no valid preference resource could be found or the found preference resource is missing data.
Solution:
Check that there is a preference resource for the current machine type or make sure there is at least one valid preference resource with ID 0. If you upgraded from a previous version check that the resources have the correct number of fields (make sure the latest TMPL resources are in your copy of SimpleWave).
See for more information the Installation chapter of this manual.

• SimpleWave cannot connect to the file-server "X" due to a problem with the password.

Cause:

While trying to connect to the file-server SimpleWave found that the password stored with the locations resource is invalid.
Solutions:
The password may have expired on the server, if so enable access again and perhaps turn off "Number of Days until Password Expires" in the "File Server Preferences…" window.
The password may have been changed on the file-server. If so, correct this by changing the password for the SimpleWave user on the file-server or by correcting the password in the locations resource.
Another possibility is that a user hacked his/her way into the copy of SimpleWave and changed the password. Then restore the password and deny network access to this user for deliberately corrupting installed software on public computers…

• The file "X" needs to be installed on the disk "Y" but I am not allowed to copy it from the server.

Cause:
SimpleWave wants to copy (not update) the file "X" but that file is marked copy protected on the file-server and the "Ignore Copy-Prot. For Install" option in the preferences resource is not enabled.
Solution:
You need to manually copy the file or use the installer which comes with that product to reinstall it on the local disk.
You can also turn off the copy-protection on the server or enable the "Ignore Copy-Prot. For Install" option. For more information see the Installation chapter of this manual.

• The file "X" needs to be replaced by a new version but I am not allowed to copy it from the server.

Cause:
SimpleWave wants to update the already existing file "X" but that file is marked copy protected on the file-server.
Solution:
You need to manually copy the file or use the installer which comes with that product to install it on the local disk.
You can also turn of the copy-protection on the server. For more information see the Installation chapter of this manual.

• The file "X" can not be copied because the harddisk is full.

Cause:
Uh… well, what do you think? Perhaps the harddisk is full??? :-)
Solution:
Several solutions to this problem:
- Check if Virtual Memory is on and if the memory size was increased. If so, this should be corrected and then restart the computer;

- Set the maximum size of the Skip Folder (if used) lower;
- Decrease the total size of the master folder;
- Check the startup disk for problems (i.e. use Disk FIrst Aid);
- Get a larger harddisk.

• X files couldn't be copied onto the disk "Y" because there is not enough diskspace.

Cause:
More than five files couldn't be copied because the harddisk is full. For the first five files for which this condition is encountered the user will see the error message listed above. If there are more than five files which can't be copied because of this problem, no message is shown for each file. Instead this error-message is shown when SimpleWave has finished checking the disk.
Solution:
The solutions are the same as listed with the error message above.