

# *Thumbs+Plus Error Messages*

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[Message code order \(numeric\)](#)

[Message text order \(alphabetic\)](#)

*For errors reported directly by ThumbsPlus (the message number is displayed as part of the message), you can press F1 from the message box to go directly to the help topic for that message.*

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## **[5001] Out of Memory**

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ThumbsPlus was unable to allocate the amount of memory required to do the function you selected. Because ThumbsPlus loads each graphic into a single memory block, you cannot load a file larger than about 16 megabytes, which is the largest memory block that Windows will allocate. Also, you must have enough physical RAM available -- Windows 3.1 does not page pieces of a single memory block.

There are several things you can do to make more memory available:

1. Close (rather than minimize) any applications that you aren't using.
2. Close any ThumbsPlus view windows which are open.
3. The ThumbsPlus index (.TUX) is read into memory. If this file is very large (above 100K), you may wish to remove some thumbnails from your database and create them in a separate one.
4. You can increase the amount of virtual memory that is available for programs using the Enhanced 386 area of the Windows Control Panel. Please refer to your Windows documentation or the on-line help for information.

If all else fails, you can buy more memory!

If the problem seems unrelated to actual memory usage on your machine, please report it to Cerious Software.

## **[5002] Error initializing thumbnail file**

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This problem is reported if, after creating a directory entry for the Thumbnail database, ThumbsPlus is unable to write to it. Several things may cause this error:

1. Insufficient disk space on the destination drive.
2. Insufficient write privilege on a network drive.
3. Other network problems.

## **[5003] Error creating thumbnail file**

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ThumbsPlus could not create the thumbnail file. Some things that may cause this error are:

1. The file name is invalid, or the directory path or drive doesn't exist.
2. The disk is read-only or write-protected.
3. The disk is full.
4. The network drive is no longer available.
5. The file is locked by another application on your system, or by another system on the network.
6. You don't have sufficient permission to create files in the directory on the network drive.
7. The file information on disk is invalid; run SCANDISK or CHKDSK to validate file and directory allocations.

**[ 5004/<oscode>] Cannot open Thumbnail file '<filename>': <O/S error message>**

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ThumbsPlus could not find or open the specified thumbnail database file. The error reported by the operating system should also be shown, and you can look up that error code here in this documentation.

## **[5005] Error reading thumbnail file header**

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ThumbsPlus could not read the thumbnail file header. The causes of this error are the same as error [\[5006\]](#).

## **[5006] Error reading Thumbnail file**

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ThumbsPlus could not read from the thumbnail database file. This is generally caused by one of these problems:

1. The file is on a network drive which has become unavailable.
2. The file is corrupted, either internally or at the operating system level. In DOS, a SCANDISK or CHKDSK should be performed. The problem could be mis-allocated (cross-linked) sectors.
3. A sector or sectors on the physical disk drive have gone bad. A SCANDISK with surface check may find the problem.
4. For a CDROM database, either the CDROM itself has actually failed (my kids have broken a couple!), the drive is dirty or not operating properly, or the DOS CDROM access software (MSCDEX and the driver for the particular model) is corrupted. Try rebooting your system.

For hardware or disk allocation problems, consult your system or operating system documentation for steps to correct the problem. If you don't have a backup, you may have to delete your .TUD file and rebuild your database.

## **[5007] Error writing thumbnail file**

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This error may be caused by several problems:

1. The disk or diskette is write protected.
2. A network drive has become unavailable.
3. Network permissions do not permit writing to the file.
4. The physical disk has bad sectors. A SCANDISK with surface test is recommended.
5. The allocation tables for the disk are invalid. A SCANDISK is recommended.
6. On a compressed partition, the operating system may not have reported the actual amount of free space, so ThumbsPlus sometimes cannot tell before writing that the disk would fill up. (When ThumbsPlus can tell, it reports error [\[5008\]](#)).
7. ThumbsPlus could not identify the drive as read-only when it opened the file. Except for some brain-damaged network software, this is not usually a problem.

## **[5008] Thumbnail file is full**

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ThumbsPlus could not allocate enough space on the disk to add the thumbnail. If you have moved or deleted a large number of thumbnails in the current database, you may be able to reclaim some disk space by [purging](#) the database. Otherwise, you'll need to move some files to another disk or partition, or remove unnecessary files.

Often, the temporary directory (usually \TEMP or \WINDOWS\TEMP) fills with unneeded files which may be removed. You should reboot your system and check this directory. Any files there which are not needed (often beginning with unusual characters such as '~', or having the extension '.TMP') may be deleted to recover disk space.

If you don't have a specific temporary directory, these files are often placed in the root directory of the C: drive. Be careful removing files from the root directory, as there are many files there needed by the system.

## **[5010] Error loading keyboard accelerators**

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This error is reported during startup if ThumbsPlus cannot access the keyboard accelerator tables in the resource. THUMBS.EXE is most likely damaged, or your system is very low on memory (see [\[5001\]](#)).

**[5011] Cannot find resource <name>**

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Many of the tables, icons, bitmaps, cursors, strings and other information required during running ThumbsPlus are stored in the THUMBS.EXE file as resources. ThumbsPlus could not locate one it expected to be there.

Most likely, the THUMBS.EXE file is damaged. Reinstall and try again.

**[5012] Cannot create file <filename>**

---

ThumbsPlus could not create the file. Several explanations are likely:

1. The file name, directory path or drive is invalid.
2. The specified disk is read-only or unavailable.
3. The network drive is unavailable.
4. You don't have sufficient permission to create files on the network drive.
5. The disk is completely full.

## **[5013] Error reading file**

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This error appears when ThumbsPlus gets an operating system error attempting to read the contents of a file. It is generally caused by:

1. Internal file problems (i.e., pointers past end-of-file)
2. Invalid disk allocation information (run SCANDISK or CHKDSK to verify the integrity of your file and directory information on the disk).
3. A bad disk sector. Run SCANDISK with a surface test to see if there are bad (unreadable) sectors on the disk.
4. Disk drive failure.
5. A network drive becoming unavailable.

## **[5014] Format error in file**

---

ThumbsPlus reports this error when it cannot process the contents of the file because they do not match published specifications, or because ThumbsPlus does not support the particular "flavor" of file. Sometimes ThumbsPlus will report this error for newer versions of a file type, as it no longer matches earlier specifications.

## **[5015] Unsupported file format**

---

ThumbsPlus reports this error when it finds unusual values in file information which preclude it from processing the file.

This may be because of a limitation in ThumbsPlus (for example, YCbCr TIFF files are not currently supported), or because a field in the header which ThumbsPlus depends on to decode the file has an invalid or unrecognized value.

## **[5016] Error accessing clipboard**

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When ThumbsPlus attempted to open the clipboard (to copy or paste), another application had opened it without closing it. You may want to close other applications to see if you can find the faulty one -- applications should not keep the clipboard open.

If you cannot determine which application has locked the clipboard, restart Windows and try again.

**[5018] Filter not found for type <filetype>**

---

ThumbsPlus has been directed to use a [Graphics Import Filter](#) to access the file type, but the specified filter was not found or could not be loaded. Check the [File Type Configuration](#) for the file type and correct if necessary.

**[5019] Available memory restricted simultaneous open images to <number>**

---

You specified a number of open images larger than could be accommodated in the [Viewer Options](#) dialog box. Select a lower number to avoid this message.

Also, if you receive this message, you are probably running low on memory. The only memory ThumbsPlus attempts to allocate is for control information; no actual image memory has been allocated, so as soon as you try to operate on some file, you'll most likely get an [\[5001\] Out of Memory](#) error.

**[5020] GIF Library error**

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The GIF library could not process the file. There will be additional information following this message which should give more detail for the problem.

## **[5021] Error creating child window!**

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ThumbsPlus failed during initialization or re-initialization to create a necessary window (i.e., the file list, the directory list or the toolbar).

This is a fatal error. ThumbsPlus will exit.

The only known causes are insufficient or corrupted memory. Restart Windows and try again.

**[5022] Do you really want to delete file '<filename>'?**

---

This is just a question to be sure you really want to remove this file from your disk (using either the [File - Delete](#) option, or the trash can on the tool bar).

You can disable this confirmation using the [Options - Confirmations](#) menu selection.

## **[5023] Could not delete file '<filename>'**

---

ThumbsPlus was unable to remove the file. The most likely reasons are:

1. The file is on a read-only (CD-ROM) or write-protected disk.
2. The file is on a network drive and you do not have sufficient permission to remove it.
3. The file is open by another application on your system, or on another system on the network.
4. The file doesn't exist (the thumbnail is an orphan). In this case, you may remove the thumbnail without attempting to remove the file by using the [Thumbnail - Remove](#) menu option, or Shift+Delete.

## **[5024] Unrecognized file**

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ThumbsPlus could not identify the contents of the file. Note that ThumbsPlus uses the actual file contents rather than the file extension to make positive identification. The file may be in a format that ThumbsPlus does not support, or may be corrupted, or may be a more recent revision of the file format.

## **[5025] Insufficient memory to load file**

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ThumbsPlus could not allocate enough memory to load the file. For suggestions on making more memory available, please see error [\[5001\] Out of Memory.](#)

Some file types which are compressed require quite a bit more memory to load than is indicated by their file size. For raster (bitmap) types, the memory required will be at least as much as the width x height x color depth. In some cases, file decompression may require large amounts of memory in addition to this.

**[5026] Do you wish to save changes to '<filename>'?**

---

This question is asked when closing a view window which has been modified by one of the editing functions. You can disable this question altogether using the [Options - Confirmations](#) menu selection.

## **[5027] Really exit ThumbsPlus?**

---

This question verifies that you want to exit ThumbsPlus. It is only active if enabled from the [Options - Confirmations](#) dialog box.

## **[5028] Image has too many colors (>256) to save as a GIF file**

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GIF files are limited to 256 colors (8-bit color depth), and the current image is 24-bit. You must use the [Image - Color Depth](#) menu option (or the Color Depth button for [batch](#) conversion) to convert the file to 8-bit indexed color to save it as a GIF file.

**[5030] Cannot execute command '<command>'**

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ThumbsPlus could not execute the command (most likely specified in the [File Type Configuration](#) dialog box). Check the command for syntax, and be sure that the program specified is either in a directory specified by the current PATH environment variable, or that the complete path is specified in the command line.

**[5031] Index file is corrupted or created by an older version of ThumbsUp or ThumbsPlus. Do you wish to rebuild now?**

---

ThumbsPlus has detected a problem with the index file (.TUX) associated with the current database file (.TUD). You should attempt to rebuild unless you don't have permission to write to the thumbnail database (for example, if it's on a network file system).

If the rebuild fails, ThumbsPlus could not recover the data. In this case, delete the index file (.TUX) using DOS or File Manager and run ThumbsPlus, which will re-create it and rebuild it from the database records.

## **[5032] Error writing index file**

---

ThumbsPlus could not write to the index file. Likely causes are:

1. The disk containing the thumbnail database is full or nearly full.
2. The disk is write-protected or read-only.
3. The disk is a network drive and unavailable.
4. The file is on a network drive and you don't have sufficient privileges to write to it.

Other possible causes are listed with error [\[5007\]](#).

### **[5033] Error reading index file**

---

ThumbsPlus could not read the index (.TUX) file. Generally, the causes are the same as those for reading the database file (error [\[5006\]](#)).

Once you determine the problem, the index file itself can be rather quickly re-created by removing it (using a DOS command or File Manager) and running ThumbsPlus again, which will rebuild it.

## **[5034] Error creating index file**

---

ThumbsPlus could not create the index (.TUX) file, most likely because of a drive error or full disk. See error [\[5003\]](#) for other possible causes.

**[5035] Error creating font resource for '<filename>'**

---

ThumbsPlus could not temporarily install the font to generate a thumbnail or view of the character set. Generally, this is caused by a write-protected Windows SYSTEM directory, or by the disk being full. It may also be caused if the font resource file already exists.

**[5036] Error adding font resource for '<filename>' to system.**

---

ThumbsPlus could not add the font resource to the system. Possible problems include:

1. Insufficient network privilege to write the Windows or Windows System directory.
2. Insufficient memory or system resources. Try exiting Windows and restarting.

## **[5037] Could not match font in file '<filename>'**

---

ThumbsPlus could not find the font name specified in the font file after it added to the system temporarily.

Usually this is caused by:

1. Invalid information in the .TTF file.
2. ThumbsPlus searching for the font name in a different encoding than Windows (both try to handle as many encodings as possible, but the order and types of encodings supported by Windows are not (yet?) documented, so we're doing our best!)

Please let Cerious Software know the font name and vendor of any fonts producing this message.

**[5038] '<filename>' is not a directory**

---

When browsing for a directory, you entered a directory specification that was not valid. Check the entry or use the browse directory list to select the directory.

**[5039] Directory <directory> does not exist; do you wish to create it?**

---

You specified a directory which does not exist. ThumbsPlus can create this directory if you want it to -- just click YES. If you entered an incorrect specification, click NO.

**[5040] Unable to create directory '<directory>'**

---

ThumbsPlus could not create the directory. This is generally caused by the same sorts of problems reported by error [\[5003\]](#).

**[5041] The file '<filename>' already exists; do you want to overwrite it?**

---

ThumbsPlus saw that the file you specified was already there. Click YES to replace it, or NO to leave it alone.

## **[5042] Cannot open**

---

ThumbsPlus could not open the specified file. Some probable causes are:

1. The file no longer exists.
2. The network drive is no longer available.
3. The file is locked by another application on your system, or by another system on the network.
4. The file information on disk is invalid; run SCANDISK or CHKDSK to validate file and directory allocations.

## **[5043] Cannot create**

---

ThumbsPlus could not create the specified file. Some probable causes are:

1. The file name is invalid, or the directory path or drive doesn't exist.
2. The disk is read-only or write-protected.
3. The disk is full.
4. The network drive is no longer available.
5. The file is locked by another application on your system, or by another system on the network.
6. You don't have sufficient permission to create files in the directory on the network drive.
7. The file information on disk is invalid; run SCANDISK or CHKDSK to validate file and directory allocations.

## **[5044] Error writing file**

---

ThumbsPlus could not write to the file. Most likely causes are the same as for error [\[5007\]](#).

## **[5045] Could not delete (file was copied)**

---

When moving a file, ThumbsPlus was unable to delete the original, so the file was copied instead. Possible reasons that ThumbsPlus could not remove the original are the same as for error [\[5023\]](#).

**[5046] Do you really want to move the selected files to <directory> ?**

---

If the 'Moving files' box is checked from the [Options - Confirmations](#) dialog box, this question will be asked before ThumbsPlus moves files.

**[5047] Do you really want to copy the selected files to <directory>?**

---

If the 'Copying files' box is checked from the [Options - Confirmations](#) dialog box, this question will be asked before ThumbsPlus moves files.

**[5048] JPEG error: <message>**

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The JPEG library encountered an error attempting to read the file. More information about the specific problem should follow.

**[5049] Load aborted by user**

---

This message displays if you abort loading a file (by pressing the ESC key).

**[5050] The page size selected is not large enough to contain the catalog. Please select a larger page size and try again.**

---

The selected page size (from the [Printer Setup](#) dialog) is not large enough. Since ThumbsPlus can print as small as diskette labels, the selected size must be really small!

## **[5051] Invalid margin(s) specified**

---

You have selected margins that are either:

1. Smaller than allowed by your printer (for example, most LaserJets do not allow margins less than about .25 inches).
2. Too large (there's no space left to print after accounting for the margins).

**[5052] ThumbsPlus cannot access the printer.**

---

ThumbsPlus could not open the printer. Use the Windows Control Panel to be sure that a valid printer is configured and set as the default.

**[5053] No files could be loaded for the slide show, or all loadable files were too small**

---

Of the files selected, none were capable of being shown -- either because the file type was not recognized or not viewable, or because the files were smaller than the minimum dimensions specified in the [Slide Show Options](#) dialog box.

**[5054] <filename> is not a ThumbsPlus thumbnail catalog file**

---

The file you selected is not a valid database (.TUD) file. If it **was** a valid file previously, then most likely the header information has been corrupted. You may want to run SCANDISK or CHKDSK to check for file system problems, and you'll have to reload the file from backups.

**[5055] Unable to create dialog box. ThumbsPlus is most likely corrupted and should be reloaded.**

---

ThumbsPlus could not create a dialog box for the selected function. Other possibilities (besides THUMBS.EXE corruption) are:

1. The Windows system is hosed and needs to be restarted.
2. Memory or resources are very low, so Windows should be restarted.

**[5057] Unable to rename '<filename>' to '<new name>'**

---

ThumbsPlus could not rename the file. Most probable causes are:

1. The file is on a read-only (CD-ROM) or write-protected disk.
2. The file is on a network drive and you do not have sufficient permission to rename it.
3. The file is open by another application on your system, or on another system on the network.
4. The file doesn't exist (the thumbnail is an orphan). In this case, you may remove the thumbnail by using the [Thumbnail - Remove](#) menu option, or Shift+Delete.

**[5058] Corrupted file**

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ThumbsPlus could not read the file because of errors in its internal format.

**[5059] No image data in file**

---

The file does not contain any information that can be viewed.

**[5060] The file <filename> is currently locked. Do you want to retry?**

---

The file is in use by another application or another system on the network. Answer YES for ThumbsPlus to try to open it again; answer NO to skip the operation.

## **[5061] File is empty**

---

There is no information in the file (it has a length of zero). Except in the case of special "sentinel" files for some weird applications, such files may usually be deleted.

## **[5062/<oscode>] Cannot open**

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ThumbsPlus is unable to open the file. Additional information (an operating system message) should follow this message. You can look up that error code in this document for more information.

**[5063] Thumbnails have been generated for this disk (<drive:label>). If you relabel it, these thumbnails will still be accessible, but ThumbsPlus will not be able to ask for the correct disk. Do you wish to continue?**

---

Thumbnails have already been generated for the removable or network volume. If you put a new label on it, you should make the thumbnails again so that they will correspond to the disk. You can also remove the old thumbnails ([Thumbnail - Remove Tree](#)).

**[5064] Unable to write disk label to drive <drive>**

---

ThumbsPlus could not write the disk label. Note that ThumbsPlus cannot label:

1. CD-ROM drives.
2. Write-protected diskettes.
3. Network volumes

**[5065] Cannot access disk <drive>**

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ThumbsPlus could not access the specified disk drive. Be sure the disk is valid, formatted, and inserted.

## **[5066] Could not locate CoreIDRAW preview bitmap**

---

When CoreIDRAW! (CDR) files are set for Internal loading (from the [File Type Configuration](#) dialog box), ThumbsPlus only loads the preview bitmap from the file. You must save Corel files with previews enabled.

Another option is to set up Corel files for [OLE](#) access, which does not use the preview bitmap (but it does require that CoreIDRAW be installed on the machine). Note that Corel is a very slow OLE server.

**[5067] Internal error: attempt to free IMAGE structure already on free list**

---

This error should not occur -- please report it to Cerious Software if you receive it. Also, you should probably exit and restart ThumbsPlus, as its internal structure lists are no longer usable.

## **[5068] Invalid record in database at byte <file position>; resynchronizing...**

---

This error appears during a [Purge](#) or Rebuild Index if ThumbsPlus finds an invalid (unwritten or corrupted) area in the database file. ThumbsPlus then searches forward, byte by byte, for the next valid thumbnail record. Because the Purge process does not write these invalid areas, they will no longer be in the file after the purge.

Several things can cause these invalid areas, including:

1. Cross-linked files on the disk (on DOS, use SCANDISK or CHKDSK to look for such problems).
2. Loss of disk writes on power failure or system crash (when running a disk cache in write-behind mode).
3. Programs which write to disk directly, bypassing the operating system, and do not do so properly.
4. A bug in ThumbsPlus (though we don't know of any that cause this particular problem, it is possible!).

If valid thumbnail records are located after the invalid area, this message will be followed by message [\[5069\]](#). Otherwise, it will be followed by message [\[5070\]](#).

**[5069] Found valid record at byte <file position> (<number> bytes skipped)**

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This message follows message [\[5068\]](#) during a purge or index rebuild to notify you about the amount of space which ThumbsPlus determined was invalid.

**[5070] Unable to find any valid records after byte <file position>**

---

This message appears during a purge or rebuild if an invalid file area (reported by message [\[5068\]](#)) is at the end of the file.

## **[5071] TIFF Library error**

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This message is used to report errors from the TIFF library. Additional information will follow with details about the problem.

We currently do not provide a reference for all of the possible TIFF error reports, though this is planned for the future.

**[5072] TIFF library warning (continuing)**

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ThumbsPlus uses this message to report TIFF library warnings. The actual message text depends on the problem encountered.

TIFF file processing continues after the message.

**[5073] Error opening Undo file <filename>**

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ThumbsPlus could not create or re-open the temporary file (for saving a copy of the image before performing the operation).

Be sure that your TEMP environment variable points to a valid, writable disk drive with sufficient free space.

### **[5074] Error writing Undo file <filename>**

---

ThumbsPlus could not write to the Undo file. Make sure the directory specified in the TEMP environment is valid and on a writable disk drive with enough free space.

Large images take large amounts of disk space for the Undo file. For example, a 1024x768x24-bit image takes about 2.5 Mb of disk space. It can also take a while to write the undo file. The storage is released when the image is closed, so it's not a permanent use.

However, you can disable the Undo capability from the [Options - Viewer](#) dialog box.

**[5075] Error reading Undo file <filename>**

---

ThumbsPlus could not read from the Undo file. Make sure the directory specified in the TEMP environment is valid and on a writable disk drive with enough free space.

## **[5076] Insufficient memory to read Undo buffer**

---

ThumbsPlus could not allocate enough memory to retrieve the image from the Undo buffer. See the information about error [\[5001\] Out of Memory](#) for information on memory usage.

### **[5077] Unable to create palette for gamma test**

---

ThumbsPlus could not create a color palette for determining the proper gamma for your monitor. Be sure you're running a video mode with at least 256 colors, and that there is enough memory and free system resources.

**[5078] OLE error attempting to register client document**

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This generally indicates an internal OLE problem. Restart Windows and try again.

## **[5079] OLE error attempting to link**

---

ThumbsPlus could not link with the server application to process the file. Ensure that:

1. The server application is loaded on the machine.
2. It has not been moved to a different directory or disk (unless you also updated the Windows Registration Database).
3. It is not already running, processing another OLE request, or busy with some other task.

Sometimes, the server application itself will report an error before ThumbsPlus reports this error. In this case, the error reported by the other application generally describes the problem (an unsupported file, for example).

### ***Known OLE server problems:***

Designer 4.0 and 4.1 often fail when attempting an OLE link. This is unrelated to ThumbsPlus -- the same failures occur when linking from other applications. Micrografx is supposedly working on the problem.

Word for Windows and many other applications often have problems linking when a document includes linked or embedded objects of its own.

**[5080] '<filename>' is not an Aldus Rev 1 graphic import filter**

---

ThumbsPlus could not locate the proper routines in the specified .DLL or .FLT file to call it as an Aldus filter.

The most reliable way of finding and using external filters is to use the "Hunt for Filters" button in the [File Type Configuration](#) dialog box. ThumbsPlus will search any or all disks for Aldus Rev 1 filters. Then, you can associate the appropriate filter with a file type by selecting it from the drop-down list.

**[5082] There is not enough memory to count all of the 24-bit colors in this image. Would you like a count of the number of 15-bit colors instead?**

---

ThumbsPlus cannot allocate a buffer large enough to quickly count the actual number of distinct colors in the image (the buffer requires 2Mb, one bit for each possible color). You may count the number of distinct 15-bit colors instead (the buffer only requires 4K).

### **[5083] Error opening as a CGM file**

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The CGM processing code could not recognize the innards of the file as a CGM file. Note that ThumbsPlus only supports binary-encoded CGM files.

**[5084] CGM library error**

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This message indicates a CGM library error processing the file. Processing stops when an error occurs.

**[5085] You must enter a value in this field**

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The field in the dialog box requires a value. The field in error will receive the input focus (caret cursor) after you click OK.

## **[5086] That extension is already defined**

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This error is reported if you attempt to use the New button from [Options - File Types](#) to define a file type that is already set up. Double-click (or click Modify) to change it instead.

**[5089] Only one editing session can be active on a 256-color display**

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Because editing (color adjustment) requires exclusive access to the palette on a 256-color display, you may only open an editing dialog box for a single image at a time.

## **[5090] Unrecognized raw image grayscale size**

---

ThumbsPlus recognizes raw files by their physical size on disk (based on width x height, as entered in the THUMBS.INI file). The specified file does not match any size listed in the INI file. See the page on the [Raw](#) file type for more information on setting up raw files.

**[5091] Error opening as GEM metafile**

---

The GEM processing code could not recognize the file as a GEM metafile.

## **[5092] Unrecognized or invalid EPS file**

---

ThumbsPlus only accesses EPS files with TIFF or WMF previews. The specified file may be a MAC format file (with a PICT preview), may have an EPSI preview, or may not have a preview at all.

ThumbsPlus only processes the preview image or metafile. No attempt is made to interpret the PostScript™ text.

### **[5093] Invalid color depth (*number*) requested**

---

ThumbsPlus can modify files to 1-bit (bi-level), 4-bit (up to 16 colors), 8-bit (up to 256 colors), or Truecolor.

The most likely cause of this message is manually editing the .INI file and specifying an invalid color depth.

**[5094] I don't know how to save type '*type*'**

---

ThumbsPlus does not have provision for saving anything but raster or vector files. This error may be reported if you try to save a font file.

## **[5095] CGM library warning**

---

This error is reported when the CGM library reports an error interpreting a CGM file. It should be followed by more detailed information about the specific problem encountered.

Processing continues after a warning.

**[5096] Invalid or unsupported IFF file**

---

ThumbsPlus detected a problem in the header of the (supposed) IFF file which made it impossible to process. If the file is recognized as a proper IFF file by other software, please send a copy to Cerious Software for evaluation.

**[5097] Invalid or unsupported GEM image**

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ThumbsPlus could not process the IMG file as a GEM image. If other software recognizes the file as an IMG file, please send a copy to Cerious Software for evaluation.

**[5098] Can't create wallpaper from type <filetype>**

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ThumbsPlus can only create wallpaper from [metafile](#) or [raster](#) graphics files. Fonts and movies, for example, cannot be used as wallpaper.

**[5099] Unable to add font**

---

ThumbsPlus could not add the font to the Windows environment. There may not be enough memory, or the font file may be invalid. The system may also report an additional error.

## **[5100] Error removing font**

---

Windows could not remove the selected font; perhaps it is in use or corrupted. Try restarting windows and removing the font again.

## **[5101] Unable to create font resource (.FOT) file**

---

When installing a font, ThumbsPlus has to create a font resource file for Windows, and it could not. Some possible reasons:

1. The font resource already exists because an application removed the font without removing the .FOT file. You can delete the file manually.
2. The Windows system directory (usually \WINDOWS\SYSTEM) is shared and not writable.
3. The disk containing the Windows system directory is full.
4. The font resource already exists because an application removed the font without removing the .FOT file. You can delete the file manually.
5. Some other disk error or problem.

## **[5102] Could not locate font in WIN.INI for removal**

---

When you select to remove a font, ThumbsPlus attempts to locate it in the WIN.INI file and remove its entry, so it won't be loaded again when Windows starts. This message indicates that the font was not there. It's usually safe to ignore this message, but if you get it a lot, it probably means that some application is installing fonts without setting them up to be loaded at Windows startup.

**[5103] Could not locate facename in .FOT file**

---

ThumbsPlus attempts to locate the font face name in the font resource file (.FOT). It could not locate the appropriate area in the file. The FOT file may be invalid, or may not be a font resource file.

## **[5104] Could not open WIN.INI file to update**

---

ThumbsPlus must manually update the WIN.INI file to perform some functions. It may not be able to if WIN.INI is write-protected or on a write-protected disk or network drive.

**[5105] Error writing WIN.INI to remove font**

---

ThumbsPlus could not write the WIN.INI file to remove the font entry. However, the original has not been modified (nothing has changed).

**[5106] The clipboard does not contain a palette to paste**

---

If the current palette selection in the [Color Depth](#) dialog is "Paste from clipboard," there must be a palette (or an image with a palette) on the clipboard to use.

**[5107] Error writing file. Check for a full or write-protected disk.**

---

Well, the most likely causes are covered in the message itself. Other possibilities are:

1. A corrupted file allocation table on the disk. Use SCANDISK or CHKDSK to validate the structure.
2. A bad sector on the disk. Use SCANDISK with surface test to check.
3. A network drive is no longer available.

**[5108] Can't convert <type> files to <type>**

---

ThumbsPlus cannot convert bitmap files to WMF files, except as bitmaps embedded in a WMF (which is a separate Save As or Batch Edit/Convert selection).

Conversion to vector format requires a tracing program, such as Adobe Streamline or CorelTRACE!

**[5109] Skipped: Destination file (<filename>) already exists**

---

Unless you select to overwrite existing files in the [Batch Convert/Edit](#) dialog box, ThumbsPlus will skip any conversion that would result in an overwritten file.

**[5110] Unable to convert <filename> to a format suitable for wallpapering**

---

Windows can only wallpaper with bitmap (.BMP) files. ThumbsPlus converts any other format to the BMP type (a temporary file) before installing as wallpaper. Some file types that ThumbsPlus handles, such as Sounds, do not make sense as wallpaper.

Other types, such as fonts and movies, are wallpapered using the thumbnail.

**[5111] Drive <drive> does not have enough available space to write the thumbnail record (in <filename>). There are only <number> bytes free. Free some space by deleting or moving files, or purging the database, then try again.**

---

Pretty much says it all, doesn't it?

**[5112] The native application was unable to render the file**

---

ThumbsPlus attempted to have the OLE server application draw the file into memory for viewing or thumbnailing, but the other application failed to do so. You may have received message(s) from the other application detailing the problem.

Please note that this problem is almost always a limitation or problem in the other application, rather than a problem in ThumbsPlus.

## **[5113] Don't know how to print <class> files**

---

ThumbsPlus can print bitmaps (raster images) and metafiles (vector images). Most documents are imported as metafiles.

However, ThumbsPlus cannot print the following classes of files that it can load:

1. Movies
2. Sounds
3. Other

## **[5114] Error printing <message>**

---

The message should give more information about the problem, such as:

- |                                       |   |
|---------------------------------------|---|
| <b><i>Print job aborted</i></b>       | The print job was aborted, probably by Print Manager or a network print server.   |
| <b><i>Insufficient disk space</i></b> | The disk used for temporary files is full.  |
| <b><i>Insufficient memory</i></b>     | There is not enough memory in the system to print the file. See the tips for error message <a href="#">[5001]</a> for ideas on increasing available memory. |

**[5115] No print routine defined for type <extension> (<file type>)**

---

The print method is set to "None" for the specified file type. If the print method is set to "internal" instead, but ThumbsPlus doesn't have the capability to print the type, error [\[5113\]](#) is issued instead.

## **[5116] Unable to create or open temporary file for details**

---

ThumbsPlus writes any file details (TIFF tags, for example) to a temporary file. It was unable to create it, or unable to open it to read the details in. The disk may be full, unwritable, or corrupted.

ThumbsPlus writes this file in the directory specified by the TEMP environment variable.

**[5117] Cannot write to temporary details file**

---

ThumbsPlus could not write detail information to the temporary file. See [\[5116\]](#) for more information.

## **[5118] Error reading temporary details file**

---

ThumbsPlus could not read detail information from the temporary file. See [\[5116\]](#) for more information.

**[5119] File details truncated**

---

ThumbsPlus is not able to display the entire detailed information from the file. Either the system is low on memory, or, for Windows 3.1, the list box was full to the maximum capacity allowed.

**[5120] File is incomplete (some image data is missing)**

---

The file does not contain all of the image data specified in its header, so some of the picture may not be available. The file may have been damaged on download, or truncated by SCANDISK if cross-linked sectors were found, or written incorrectly.

**[5124] No valid PhotoCD resolutions located in file**

---

PhotoCD files may be available at several standard resolutions; ThumbsPlus could find none of these in the .PCD file. It may still load the file, using whatever default resolution it can load as.

**[5125] Unable to copy <filename> to the clipboard (no metafile or bitmap contents)**

To copy a file to the clipboard, ThumbsPlus must be able to load it as a graphic (metafile or bitmap). Some types that cannot be copied to the clipboard:

1. Movies
2. Sounds
3. Executables
4. Other

## **[5126] System resources are too low to attempt OLE access**

---

To avoid system problems, ThumbsPlus requires a minimum level of available system resources (GDI and USER space) before attempting to start an OLE server.

There must be at least 20% free GDI and 20% free USER space, and the largest available memory block must be at least 4K before ThumbsPlus will attempt OLE access.

**[5127] System resource levels are low. You may wish to exit some application(s) or restart Windows.**

---

ThumbsPlus periodically checks system resource levels and will warn you if they become too low to continue processing. It warns you if free GDI or USER space drops below 20%, or if the largest available memory block is less than 4K.

**[5128] ThumbsCD is unable to locate the required Registration file. If you've copied the catalog to your hard drive, be sure to copy the THUMBSCD.REG file to the same directory.**

---

ThumbsCD requires the THUMBSCD.REG file be located in the same directory as the THUMBS.TUD file. If you've copied this file from your CD-ROM to the hard disk (to improve performance, or to see the thumbnails without having to insert the CD-ROM), you must copy the THUMBSCD.REG file to the same directory.

**[5129] Insufficient space on drive <drive> for sorted thumbnail file (<number> bytes required)**

---

When sorting the thumbnail database, ThumbsPlus complete re-writes the file. If there is not enough space on the disk to encompass the new, sorted database, you'll get this error.

Once the thumbnail file is sorted, the original is removed, freeing up its space; but, during the sort, there must be enough free space for both the original and the sorted database to be on disk simultaneously.

**[5130] Unable to create temporary thumbnail file for sorting (<filename>)**

---

ThumbsPlus could not create the temporary file for sorting. The name is displayed so you can check for problems on the disk. Note that once the sort is complete, ThumbsPlus will remove the original .TUD file and rename the temporary file to be the new .TUD file.

Check for a valid disk name, that the disk is writable, and that it is free from problems (SCANDISK or CHKDSK).

**[5131] Unable to copy font file <filename> to <font-directory> for installation**

---

ThumbsPlus copies any font files to be installed from removable media (diskette or CD-ROM) to the Windows system directory (or to the directory specified in the CopyToDir entry of the [Fonts] section of the THUMBS.INI file). The directory may not be accessible or the disk may be full.

**[5133] Please insert the disk containing <filename> in drive <drive>**

---

ThumbsPlus requires the disk that has the specified file name. This message is usually only generated if the THUMBS.TUD file is on removable media and the disk is removed. Also, if the database is on a network drive and the drive becomes unavailable, you may see this message.

## **[5134] WPG Library error**

---

The WPG library could not process the file. The message should give more detail about the problem.

## **[5135] WPG Library warning**

---

The WPG library could not completely process the file. Processing does continue after this warning.

Note that ThumbsPlus suppresses multiple identical WPG warnings to avoid needless repetition.

**[5136] Video for Windows is not installed**

---

You must install Video for Windows version 1.1d or later to view AVI files from ThumbsPlus.

**[5137] Only one animation may be active at a time**

---

ThumbsPlus can only play one animation (AVI or MOV file) at a time. Close the open animation window before attempting to play another, or use [Window - Close All](#) function to close all open windows.

**[5138] Please enter a number between <min> and <max>**

---

The current field requires a number between the specified values. When you click OK, ThumbsPlus will position the cursor and set focus to the control with the invalid entry.

**[5139] Are you sure you want to remove filter '<name>'?**

---

Just making sure that you really want to delete it...

## **[5140] Invalid path entered**

---

You have entered an invalid directory path or file name for your operating system.

For DOS, the rules are:

- » Each directory name must be a valid file name.
- » Directory names are separated by backslashes (\).
- » File names are 8 characters with a 3 character extension, separated by a period.
- » There can be only one period.
- » The following are not valid in file names or extensions:
  - control characters
  - space
  - / slash
  - \ backslash
  - : colon
  - ; semi-colon
  - \* asterisk
  - [] square brackets
  - ? question mark
  - | vertical bar (pipe)
  - % percent
- » Lower case and upper case letters are considered equivalent.
- » Multinational characters may also be used.

## **[5141] Unable to open data source**

---

TWAIN could not open the data source. Be sure that a TWAIN module is installed and valid for your scanner or other acquisition device. Also be sure the scanner is on and connected correctly.

## **[5142] Unable to start data source user interface**

---

ThumbsPlus could not communicate with the selected device's user interface. Be sure that it's not active for some other applications, and be sure it is installed properly.

**[5143] Unable to read image from source**

---

The TWAIN data source may have aborted unexpectedly or otherwise failed, or the image may be in an unrecognized format.

**[5144] Unsupported bits-per-pixel from data source. ThumbsPlus requires 1, 4, 8 or 24 bits per pixel.**

---

ThumbsPlus cannot currently handle other scanned image formats, such as 2, 4, 16 or 48 bits per pixel. Use the data source user interface to select a bit depth that ThumbsPlus can handle.

**[5145] Unable to load palette from data source**

---

The data source failed trying to send the palette (color map) data to ThumbsPlus for an indexed image.

**[5146] Unsupported color mode. Please select bi-level, grayscale, RGB, or RGB palette.**

---

ThumbsPlus can only support scanning using these color modes. Here are some alternate names that a data source may use:

- » bi-level:            monochrome    black & white    bitmap
- » grayscale:        intensity        single channel    gray            black & white
- » RGB:              Truecolor       Full color        24 bit
- » RGB palette:     indexed         mapped            8 bit

## **[5147] Error attempting to coordinate memory transfer**

---

ThumbsPlus retrieves images from a data source using memory transfers, and was unable to negotiate an acceptable method of retrieving the data from the source.

**[5148] Please close current acquisition dialog before selecting a source.**

---

You cannot use the [File - TWAIN Select Source](#) when an acquisition screen ([File - TWAIN Acquire](#)) is active. Close the scanner user interface window and try again.

**[5149] Unable to access Source Manager to select a data source**

---

ThumbsPlus could not access the TWAIN source manager. Make sure that TWAIN is properly installed on your system.

## **[5150] Internal error**

---

An internal error was detected that indicates either a programming bug or a corrupted executable. Try re-installing ThumbsPlus; if that does not correct the problem, contact Cerious Software.

**[5151] Image is too wide to be filtered. The maximum width is approximately 9000 pixels (for grayscale images), or 3000 pixels (for color images).**

---

ThumbsPlus cannot currently filter images larger than this. This restriction will be removed in a future release.

## **[5152] Only linear filters may be edited**

---

You may adjust the convolution mask only for linear filters. Other types (statistical, noise, and multi-pass) are defined internally.

You may create or modify multi-pass filters by editing the THUMBS.FLT file.

## **[5153] Unable to allocate enough memory to filter**

---

ThumbsPlus cannot allocate enough memory for the filter buffer. See error [\[5001\]](#) for information on increasing the amount of memory available to ThumbsPlus.

**[5155] The mask defined for <filter> is all zeros**

---

An all-zero filter mask would produce simply an all-black image.

**[5156] <filename> does not have a palette**

---

To load a palette from a file, it should either be a ThumbsPlus .PAL file, or an image containing a color map (palette). Some types that often (but not necessarily always) contain palette are:

.BMP, .GIF, .IFF, .PCX, .IMG, .TIFF

**[5159] The width and height must be a value less than *<maxval>*, or a percentage less than *<maxpct>*%.**

---

Enter a non-zero value for the width and height. Use '%' to enter percentages; i.e., 50%.

**[5301] Filter does not recognize file**

---

The Aldus Rev 1 graphic import filter is not able to process the file.

## **[5302] Picture too big for filter**

---

Some import filters may limit the size of file they can handle, and will report this error if a file is beyond its capacity.

**[5303] Invalid bitmap in file**

---

The file contains a raster image that is invalid, or that the filter cannot process.

### **[5304] Invalid character in data**

---

The filter could not process the file because of an invalid character. The file is either bad or beyond the capability of the filter.

### **[5305] Invalid token in data stream**

---

The filter could not process the data in the file. The file may be bad or a more recent version than the filter can handle.

**[5306] Failed to verify imported story**

---

The filter could not properly handle the data in the file.

**[5307] Unknown file type**

---

The filter cannot recognize the file.

**[5308] Not a WP file**

---

The filter could not recognize the file as a WordPerfect file. You should use the internal methods of ThumbsPlus for loading WP graphics instead.

**[5309] Invalid file data**

---

The data in the file is not compatible with the filter, or otherwise corrupted.

**[5310] Filter aborted**

---

The Cancel button was pressed, or an internal error occurred in the filter.

## **[5311] Insufficient memory**

---

The filter could not allocate enough memory to process the file. See error [\[5001\]](#) for hints on making more memory available.

**[5312] Could not render missing system font**

---

Some font referenced in the metafile could not be found in the system.

### **[5313] Resultant metafile too large**

---

The result of the conversion (a metafile) is too large to hold in memory, or too complex to render. The file cannot be processed by the filter.

### **[5314] Invalid Lotus .PIC file**

---

Reported by the PIC import filter when the file is not recognizable as a Lotus .PIC file. It could be some other kind of .PIC -- several vendors have chosen that extension for graphics.

### **[5315] Unable to lock memory handle**

---

This is probably an internal coding error in the filter; or the Windows global memory heap could be corrupted. Restart Windows and try again.

## **[5341] Unsupported compression mode**

---

The import filter can only process some compression methods.

### **[5342] Unsupported file version**

---

The file format has been updated, and the filter does not support this version of the file. Try to obtain a more up-to-date filter, or save the file in a different format.

### **[5343] Unsupported color type**

---

The import filter does not support all color types; this file cannot be processed. You may want to use its native application to convert it to a different file type, or to a color type which the filter can process.

**[6003] This operation will cause the image to be promoted to 8-bit grayscale, so that proper grayscale levels can be interpolated.**

---

ThumbsPlus can only do some grayscale or monochrome image operations on 256-level grayscale images. The current image has fewer than 256 levels, so it must be converted to 256-level (8-bit) grayscale before processing.

**[6002] This operation will cause the image to be promoted to 24 bit, so that proper color information can be interpolated.**

---

ThumbsPlus can only do some color operations on truecolor (24-bit) or grayscale images. If you plan to use the image on 256-color displays (or if you're running a 256-color display), you may want to reduce the color depth before saving the file.

## **[6001] Your current Windows display is not set for at least 256 colors...**

---

*...For the best viewing (especially of images), we highly recommend that you run ThumbsPlus with a 256 color (8-bit), Hicolor (15-16 bit) or Truecolor (32 bit) display driver.*

ThumbsPlus will run best on machines with Hicolor or [Truecolor](#) displays, and performs well on machines with 256 colors ([palette](#)-based). 16-color and [monochrome](#) display systems are not recommended unless you'll be working only with low-resolution images.

See the section on [Windows Video Drivers](#) for general information about Windows display drivers.

## Errors in Alphabetic Order

---

*The errors generated by ThumbsPlus are listed below in alphabetical order. If the message begins with a file name, start with the first word after the file name.*

Are you sure you want to remove filter '<name>'?  
Available memory restricted simultaneous open images to <number>  
Can't convert <type> files to <type>  
Can't create wallpaper from type <filetype>  
Cannot access disk <drive>  
Cannot create  
Cannot create file <filename>  
Cannot execute command '<command>'  
Cannot find resource <name>  
Cannot open  
Cannot open  
Cannot open Thumbnail file '<filename>'  
Cannot write to temporary details file  
CGM library error  
CGM library warning  
Corrupted file  
Could not delete (file was copied)  
Could not delete file '<filename>'  
Could not locate CorelDRAW preview bitmap  
Could not locate facename in .FOT file  
Could not locate font in WIN.INI for removal  
Could not match font in file '<filename>'  
Could not open WIN.INI file to update  
Could not render missing system font  
Directory <directory> does not exist; do you wish to create it?  
Do you really want to copy the selected files to <directory>?  
Do you really want to delete file '<filename>'?  
Do you really want to move the selected files to <directory> ?  
Do you wish to save changes to '<filename>'?  
Does not have a palette  
Don't know how to print <class> files  
Drive <drive> does not have enough available space to write  
Error accessing clipboard  
Error adding font resource for '<filename>' to system.  
Error attempting to coordinate memory transfer  
Error creating child window!  
Error creating font resource for '<filename>'  
Error creating index file  
Error creating thumbnail file  
Error initializing thumbnail file  
Error loading keyboard accelerators  
Error opening as a CGM file  
Error opening as GEM metafile  
Error opening Undo file <filename>  
Error printing

Error reading file  
Error reading index file  
Error reading temporary details file  
Error reading Thumbnail file  
Error reading thumbnail file header  
Error reading Undo file <filename>  
Error removing font  
Error writing file  
Error writing file  
Error writing index file  
Error writing thumbnail file  
Error writing Undo file <filename>  
Error writing WIN.INI to remove font  
Failed to verify imported story  
File details truncated  
File is empty  
File is incomplete (some image data is missing)  
Filter aborted  
Filter does not recognize file  
Filter not found for type <filetype>  
Format error in file  
Found valid record at byte <file position> (<number> bytes skipped)  
GIF Library error  
I don't know how to save type 'type'  
Image has too many colors (>256) to save as a GIF file  
Image is too wide to be filtered  
Index file is corrupted or created by an older version of ThumbsUp or ThumbsPlus  
Insufficient memory  
Insufficient memory to load file  
Insufficient memory to read Undo buffer  
Insufficient space on drive <drive> for sorted thumbnail file  
Internal error - attempt to free IMAGE structure already on free list  
Internal error  
Invalid bitmap in file  
Invalid character in data  
Invalid color depth (number) requested  
Invalid file data  
Invalid Lotus .PIC file  
Invalid margin(s) specified  
Invalid or unsupported GEM image  
Invalid or unsupported IFF file  
Invalid path entered  
Invalid record in database at byte <file position>; resynchronizing...  
Invalid token in data stream  
Is not a directory  
Is not a ThumbsPlus thumbnail catalog file  
Is not an Aldus Rev 1 graphic import filter  
JPEG error- <message>  
Load aborted by user  
No files could be loaded for the slide show, or all loadable files were too small  
No image data in file

No print routine defined for type <extension> (<file type>)  
No valid PhotoCD resolutions located in file  
Not a WP file  
OLE error attempting to link  
OLE error attempting to register client document  
Only linear filters may be edited  
Only one animation may be active at a time  
Only one editing session can be active on a 256-color display  
Out of Memory  
Picture too big for filter  
Please close current acquisition dialog before selecting a source  
Please enter a number between <min> and <max>  
Please insert the disk containing <filename> in drive <drive>  
Really exit ThumbsPlus?  
Resultant metafile too large  
Skipped- Destination file (<filename>) already exists  
System resource levels are low  
System resources are too low to attempt OLE access  
That extension is already defined  
The clipboard does not contain a palette to paste  
The file '<filename>' already exists; do you want to overwrite it?  
The file <filename> is currently locked  
The mask defined for <filter> is all zeros  
The native application was unable to render the file  
The page size selected is not large enough to contain the catalog.  
The width and height must be a value less than <maxval>  
There is not enough memory to count all of the 24-bit colors in this image  
Thumbnail file is full  
Thumbnails have been generated for this disk (<drive><label>)  
ThumbsCD is unable to locate the required Registration file  
ThumbsPlus cannot access the printer.  
TIFF Library error  
TIFF library warning (continuing)  
Unable to access Source Manager to select a data source  
Unable to add font  
Unable to allocate enough memory to filter  
Unable to convert <filename> to a format suitable for wallpapering  
Unable to copy <filename> to the clipboard (no metafile or bitmap contents)  
Unable to copy font file <filename> to <font-directory> for installation  
Unable to create dialog box  
Unable to create directory '<directory>'  
Unable to create font resource (.FOT) file  
Unable to create or open temporary file for details  
Unable to create palette for gamma test  
Unable to create temporary thumbnail file for sorting (<filename>)  
Unable to find any valid records after byte <file position>  
Unable to load palette from data source  
Unable to lock memory handle  
Unable to open data source  
Unable to read image from source  
Unable to rename '<filename>' to '<new name>'

Unable to start data source user interface  
Unable to write disk label to drive <drive>  
Unknown file type  
Unrecognized file  
Unrecognized or invalid EPS file  
Unrecognized raw image grayscale size  
Unsupported bits-per-pixel from data source.  
Unsupported color mode  
Unsupported color type  
Unsupported compression mode  
Unsupported file format  
Unsupported file version  
Video for Windows is not installed  
WPG Library error  
WPG Library warning  
You must enter a value in this field

