

Appendix A

COMMON PROBLEMS AND SOLUTIONS

A.

1Module Overview

The purpose of this appendix is to provide information about the causes and the solutions for the most commonly reported errors encountered in the Tentmaker module. Each section of this appendix describes the cause of the problem, a method for confirming the problem, and a suggested solution.

Whenever an unusual problem occurs, the following steps should be taken immediately:

1. Write down the message displayed in the top left corner of the screen. This message provides your software support organization with information about the program that was running when the error occurred.
2. Write down the complete error message that displayed on the screen.
3. Write down the option that the operator chose immediately before the error message was displayed.
4. Look for information in this appendix to see if the error is described. The recommended solution should be undertaken only if you feel confident that you can execute the instructions.

If you are in doubt about the recommended solution, contact a systems operator or your software support organization.

A.

2ERROR.AUD - error audit file

System errors, generally referred to as BASIC errors, are recorded in the file **ERROR.AUD**. **ERROR.AUD** is a sequential file that is created in the PPN where you log to run Tentmaker (usually DSK0:[215,1]).

A.

3COMMON.SBR errors

The Tentmaker module uses a subroutine, **COMMON.SBR**, to pass information from one program to another. **COMMON.SBR** must be loaded in user memory before entering the T/M module. The following line should be added to the command file or to the menu option that brings up the Tentmaker module:

LOAD BAS:COMMON.SBR

A systems operator can add this line for you.

A.

4Item Number not in Rental Master File

CAUSE: You have entered an item number that is not in the Tentmaker rental master file.

CONFIRMATION:

Check your entry for accuracy.
If necessary, re-enter the item number.
If the error message occurs again, follow the steps recommended in the solution.

SOLUTION:

1. Go to the T/M Systems Management Functions menu.
2. Select option **#1. Rental INVENTORY**.
3. From the Rental Master File Maintenance menu, select **#2. CHANGE/INQUIRE rental item(s)**.
4. Enter the full or partial item number you were trying to use.
5. If the item is displayed, check the complete item number for accuracy.
6. Return to the function you were working on.
7. Re-enter the item number as it was displayed in the Rental Master File lookup.
8. If the item is not in the inventory master file:
 9. Select option **#1. Rental INVENTORY** from the Systems Management Functions menu.
 10. Select option **#1. Add new rental item(s)**.
 11. Re-enter the item number and other item information, then continue with your work.

A.

5No More Matching Item records can be found.

CAUSE: You have exhausted all matches to your partial input of a size, color, or rental ID number.

SOLUTION:

1. Re-enter your partial request.
2. Check each display for the record you are looking for.
3. Type "Y" to select the record.

4. If you still cannot find the information you wanted, try a different partial search key.

A.**6Screen has been stored in XXXXX.00X**

CAUSE: You have entered a sequence of keys that has triggered the T/M screen print option. This message gives you the filename for the saved screen print.

TO PRINT THE SCREEN:

1. Exit Codesmith's software to the AMOS system level. A "." will be in the leftmost column of the screen.
2. Type: **PRINT XXXXXX.00X** where XXXXXX.00X is the filename displayed in the message. The screen print will be sent to a printer.

A.**7INVALID ENTRY SEE INSTRUCTIONS displays on the screen**

CAUSE: This is a generic error message indicating you have entered information that is not what the program expects. For example, you will see this message if you enter letters into a field that is programmed to accept only numbers.

CONFIRMATION: Check your entry against the screen prompt for the information. Make certain that you are entering the proper information.

SOLUTION: Re-enter the requested information. If you get the same error message again, contact a systems operator.

A.**8NOT PROCESSED message appears on the screen**

CAUSE: You have used the CTRL/W key presses to abort the processing of an information screen. Any information that you have entered on the screen prior to pressing the CTRL/W will be lost.

SOLUTION: Press **[ENTER]** to clear the entry. Re-enter the information.

A.**9FILE FULL message appears on the screen**

CAUSE: One of the Tentmaker data files has insufficient space for new entries.

CONFIRMATION:

1. Write down the function that was being performed when the FILE FULL message

occurred. A **FILE FULL** message occurs in one of the following functions:

ADDING NEW RENTAL MASTER ITEMS	COPYING A HISTORY RECORD TO A NEW ESTIMATE
ADDING NEW RENTAL ITEM MEMOS	TRANSFERRING RENTAL SALES TO A/R
ADDING NEW SHOW MASTER RECORDS	TRANSFERRING RENTAL CASH TO A/R
ADDING NEW ASSEMBLIES	ADDING NEW RENTAL ITEM ADJUSTMENTS
ENTERING NEW ESTIMATES	POSTING ADJUSTMENTS TO RENTAL ITEM MASTER FILE
ENTERING ESTIMATE LINE ITEMS	ENTERING NEW USER SIGN-ONS
POSTING PREPAYMENTS/DEPOSITS	ADDING TENT BASE TYPES
ENTERING WORK ORDERS	ADDING OUTSIDE PEOPLE (SUPPLIERS)
COPYING WORK ORDERS FROM ESTIMATES	ARCHIVING UNBILLED ESTIMATES
ENTERING WORK ORDER LINE ITEMS	
ADDING NEW O/E SALES ORDERS	
ADDING NEW O/E SALES LINE ITEMS	
PRINTING INVOICES/POSTING TO ACCOUNTS RECEIVABLE	

2. Exit to the T/M Main Options screen or to a subordinate screen.

3. Check the **FILE INFORMATION** on the left of the screen:

```

----- FILE INFORMATION -----
DEV  FILE  PST  REC#  MAX#  LEFT
DSK04RNTMAS      524  600  76
DSK04ESTHDR      50   50   0 <-----      no room left to add
DSK04ESTITM      32  100  68                      estimate headers
DSK04WRKHDR       5   50  45
DSK04WRKITM     100  100   0 <-----      no room left to add w/o
DSK04RENTED      30  100  70                      line items
DSK04HSTHDR       0   50  50
DSK04HSTITM       0  100 100
DSK04RNTSLS       0  100 100
DSK04RNTCSH ****  45   50   5 <--  only room for 5 more cash trx's
DSK04MAKHDR      59  120  61
DSK04MAKITM     396  450  54
DSK04SHWMAS      10   50  40

```

SOLUTION:

Use the chart below to determine the name of the file that must be expanded.

FILE FULL WHEN:	FILE TO EXPAND
Adding Rental Master Items	RNTMAS
Adding Rental Item Memos	RNMEMO
Adding New Show Master Records	SHWMAS
Adding New Assemblies	MAKHDR or MAKITM
Adding New Estimates	ESTHDR
Adding Estimate Header Memos	EHMEMO
Adding Estimate Site Memos	EHSITE
Entering Estimate Items	ESTITM

FILE FULL WHEN:	FILE TO EXPAND
Adding Estimate Item Memos	EIMEMO

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Posting Prepayments	RNTCSH
Adding New Work Orders	WRKHDR
Adding Work Order Header Memos	WHMEMO
Adding Work Order Items	WRKITM
Adding Work Order Item Memos	WIMEMO
Copying W/O from Estimate	WRKHDR or WRKITM
Adding O/E Sales Orders	ORDHDR or ORDLIN (in O/E module)
Printing Invoice/Posting to A/R	
Posting Sales	RNTSLS
Posting Cash	RNTCSH
Posting History	HSTHDR or HSTITM or HHMEMO or HHSITE
Copying History to New Estimate	ESTHDR or ESTITM
Transferring Sales to A/R	SALES (in A/R module)
Transferring Cash to A/R	CASH (in A/R module)
Adding New Adjustments	ADJTRX
Posting Adjustments to	
Rental Master	RNTMAS or ADJHST
Adding User Sign-ons	RNTUSR
Adding Tent Base Types	TMBASE
Adding Outside Suppliers	PEOPLE or PEMEMO
Archiving Unbilled Estimates	HSTHDR or HSTITM or HHMEMO or HHSITE
=====	

4. Determine the new size of the file. Consult the **FILE INFORMATION** section of the T/M Main Options screen and the table below.

FILE TO EXPAND	TO DETERMINE NEW SIZE
RNTMAS	How many more records will be added? New size = RNTMAS MAX# + # added records
RNMEMO	How many more inventory item memos will be added? New size = RNMEMO MAX# + (average length of existing Inventory Item memos times # of new Items)
SHWMAS	How many records will be added? New size = SHWMAS MAX # + # added records
MAKHDR	How many more Assemblies must be added? New size = MAKHDR MAX# + # additional Assemblies
MAKITM	How many more Assembly line items must be added? New size = MAKITM MAX# + # additional line items
ESTHDR	How many more Estimates must be added? New size = ESTHDR MAX# + # additional Estimates
EHMEMO	How many more Estimates must be added? What is average length of existing Header Memos? New size = EHMEMO MAX# + (average length of existing Estimate Header memos times # of new Estimates)
EHSITE	How many more estimates must be added? New size = EHSITE MAX# + (average length of existing Estimate Site memos times # of new Estimates)
FILE TO EXPAND	TO DETERMINE NEW SIZE

ESTITM	How many Estimate items must be added? New size = ESTITM MAX# + # additional line items
EIMEMO	How many more Estimate Items must be added? What is average length of existing Item Memos? New size = EIMEMO MAX # + (average memo length times # of new Estimate Items)
WRKHDR	How many more Work Orders must be added? New size = WRKHDR MAX# + # additional Work Orders
WHMEMO	How many more Work Orders must be added? What is average length of existing Header memos? New size = WHMEMO MAX # + (average memo length times # of new Work Orders)
WRKITM	How many more w/o items must be added? New size = WRKITM MAX# + # additional line items
WIMEMO	How many more Work Order Items must be added? What is average length of existing Item memos? New size = WHMEMO MAX # + (average memo length times # of new Work Order Items)
RNTSLS	How many invoices must be posted? Check the Invoice Edit List. New size = RNTSLS MAX# + # invoices to be posted
RNTCSH	How many prepayments must be posted. Count the number of prepayments on the invoice edit list. New size = RNTCSH MAX# + # prepayments to be posted
HSTHDR	How many estimates must be posted? Check the invoice edit list. New size = HSTHDR MAX# + # of estimates listed on edit list.
HSTITM	How many line items must be posted? Count the line items on the invoice edit list. New size = HSTITM MAX# + # of lines to be archived.
HHSITE	How many Estimates must be posted? Estimate frequency and average length of Site Memos included. New size = HHSITE MAX # + (# Site Memos to post times avg. length)
HHMEMO	How many Estimates must be posted? Estimate frequency and average length of those memos. New size = HHMEMO MAX # + (# Estimate Memos to post times avg. length)
SALES (in Acc'ts Rec'able)	How many invoices must be posted? Check RNTSLS REC#. New size = CASH MAX# + RNTSLS REC#
FILE TO EXPAND	TO DETERMINE NEW SIZE
CASH (in Acc'ts Rec'able)	How many prepayments must be added? Check RNTCSH REC# on the T/M File Information. New size = CASH MAX# + RNTCSH REC#.
ADJTRX	How many more Adjustments will be added? New size = ADJTRX MAX# + # added Adjustments.

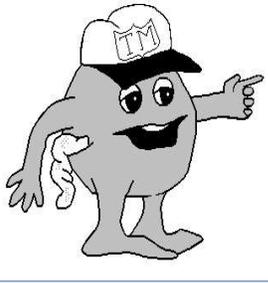
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ADJHST	How many Adjustments must be posted? Check ADJTRX Max#. New size = ADJHST MAX# + ADJTRX MAX#
RNTUSR	How many new users to add? New size = RNTUSR MAX# + # New Users
TMBASE	How many new Tent Bases to add? New size = TMBASE MAX # + # New Bases
PEOPLE	How many new Suppliers to add? New size = PEOPLE MAX # + # new Suppliers
PEMEMO	How many People Memos must be added? What is average length of those memos. New size = PEMEMO MAX # + (# People Memos to post times avg. length)

5. Exit to the Tentmaker Main Options screen.
6. Choose **#14. Go to Rental Module Management Functions.**
 7. Enter the Systems Management Password.
 8. Press **[ENTER]** to access the Systems Operator Functions.
7. Choose **#29. Expand/Reduce Data File Sizes.** For further instructions on this function, consult Chapter Nineteen of this manual.
8. When the expansion has been completed, resume the function by:

FUNCTION	RESTART INSTRUCTIONS
ADDING RENTAL ITEMS	Begin with the last rental item to be added prior to the FILE FULL message.
ADDING SHOW MASTER INFO	Begin with the last show prior to the FILE FULL message.
ADDING NEW ASSEMBLIES	Use the inquire function to determine the last assembly added and the last line item added. Begin with the header or item immediately following the last one entered.
ADDING NEW ESTIMATES	Use the inquire function to determine the last estimate header added. Begin with the header immediately following the last one entered.
FUNCTION	RESTART INSTRUCTIONS
ADDING ESTIMATE ITEMS	Use the inquire function to determine the last estimate item added. Begin with the item immediately following the last one entered.
POSTING PREPAYMENTS	Restart the posting option from the Estimate Menu.
ADDING WORK ORDERS	Use the inquire function to determine the last work order header added. Begin with

	the header immediately following the last one entered.
ADDING WORK ORDER ITEMS	Use the inquire function to determine the last work order item added. Begin with the item immediately following the last one entered.
COPYING WORK ORDERS FROM ESTIMATES	Copy the estimate again. When a FILE FULL occurs during the copy process, the partially copied estimate is deleted when you see the FILE FULL message.
ADDING NEW SALES ORDERS	Use the inquire function to determine the last order header added. Begin with the header immediately following the last one entered.
ADDING SALES ORDER ITEM	Use the inquire function to determine the last order item added. Begin with the item immediately following the last one entered.
PRINTING INVOICES/POSTING TO ACCOUNTS RECEIVABLE	Print the invoices on blank paper. The posting process will post only those entries that were not posted during your initial run. The posting stream sets a series of posting complete flags to avoid double posting when a FILE FULL condition occurs.
COPYING HISTORY RECORD TO NEW ESTIMATE	Copy the history again. When a FILE FULL occurs during the copy process, the partially copied record is deleted when you see the FILE FULL message.
ADDING NEW ADJUSTMENTS	Begin with the last Adjustment item to be added prior to the FILE FULL message.
POSTING ADJUSTMENTS TO RENTAL MASTER	The posting process will post only those that were NOT posted during your initial run. The posting stream sets a series of posting complete flags to avoid double posting when a FILE FULL condition occurs.
FUNCTION	RESTART INSTRUCTIONS
ARCHIVING UNBILLED ESTIMATES	Another posting process that will post only those entries that were NOT posted during the initial run.
ADDING USER SIGN-ONS	Begin with the last User to be added prior to the FILE FULL message.
ADDING TENT BASES	Begin with the last Tent Base added prior to the FILE FULL message.
ADDING OUTSIDE SUPPLIERS	Begin with the last Supplier added prior to the FILE FULL message.



10DEVICE FULL displays on the screen (ERROR 19)

CAUSE: There is insufficient room on the disk to perform the function requested (i.e. print a report, expand a file, or sort a file).

All reports are created on the disk before they are sent to the printer. When a file is expanded, an OLD version of the file is retained on the disk in case the expansion operation fails. When a file is sorted, the program needs some disk space to sort the entries in the file.

This error message is one of the more serious errors that can be encountered.

WARNING: The follow procedures should be done by a Systems Operator or by your Software Support Organization.

CONFIRMATION:

1. Write down the function that was being performed when the error message occurred.
2. From the T/M Main Options screen, choose **#14. Go to Rental Module Management Functions.**
3. Enter the SYSTEMS MANAGEMENT password (if necessary).
4. Press **[ENTER]** to bring up the SYSTEMS OPERATOR functions.
5. Choose **#27. Define Disk Locations, System Defaults.**
6. Write down the DSK locations for all of the Tentmaker data files.
7. In response to the **ANY CHANGE ?** question press **[ENTER]**.
8. Exit to the T/M Main Options screen.
9. Press **[ESC]** or the Left Arrow key to get to AMOS level. A "." should be in the leftmost column of the screen.
10. Type SYSTAT to determine the free disk space on the computer. For further information on the SYSTAT command, see the SYSTEMS COMMANDS REFERENCE MANUAL, Volume 2, AMOS Software Documentation Library.
11. Look for DSK's that are low on BLOCKS FREE. While the disks may appear to have sufficient space, large print-outs like year-end reports can take up a large amount of space. Expanding a very large data file requires disk blocks that are free and that are adjacent.

The solution recommended below involves freeing up disk space.

SOLUTION:

12. MAKE AN OFF LINE BACKUP OF THE SYSTEM. For more information on the backup procedure, consult the SYSTEM OPERATOR'S manual, Volume 2, AMOS Software Documentation Library.
2. From the T/M Main Options screen, exit to AMOS. A "." should be in the leftmost column of the screen. One or more of the following commands should be executed:

COMMAND	RESULT
ERASE ALL:*.PRT	Erases all reports in the T/M module
ERASE ALL:*.OLD	Erase all files saved when an Expand/Reduce the Size of Data Files was executed.

For more information on the ERASE command, see the SYSTEMS COMMANDS REFERENCE manual, Volume 2, AMOS Software Documentation Library.

3. Re-try the option that was running when the **DEVICE FULL** message was displayed. If the error message occurs again, consult a systems operator or your software support organization before attempting the steps listed below.

A.

1 SYSTEM OPERATOR NOTES - DEVICE FULL

If the steps suggested above do not clear the DEVICE FULL condition, try the following:

1. Erase all reports (*.PRT) and all expansion archive files (*.OLD) from all of the accounting modules:


```
LOG OPR:
ERASE ALL:*.PRT[]
ERASE ALL:*.OLD[]
```
2. Erase all *.BAK files from the system. .BAK files are created when programmers edit files and when word processing operators edit documents. Use the AMOS DIR command to determine if any of these files exist on the system. For more information about the DIR command, consult the SYSTEMS COMMAND REFERENCE MANUAL, Volume 2, AMOS Software Documentation Library.

The following commands will erase all .BAK files from the system:

```
LOG OPR:
```

ERASE ALL:*.BAK[]

Variations of the ERASE command can be used to erase **.BAK** files in selected PPNs. Consult the documentation for the ERASE command, Systems Commands Reference Manual, Volume 2, AMOS Software Documentation Library.

The ERASE command also can be used to delete backup work files in the Tentmaker module. Since the names for the backup files are assigned by the operator at the time the backup is made, no specific directions for the ERASE of these files can be given here. In general, the DIR command will display all files in the Tentmaker module. The ERASE command can be used to erase a group of backup files or to erase a single backup file.

3. If the **DEVICE FULL** message is occurring when a file is being expanded, it is an indication that there is insufficient contiguous free space on the disk. Data files must be created in unused disk blocks that are adjacent. To create a data file of 127 blocks, the disk must have 127 contiguous free blocks.

The AMOS **DSKPAK** utility can be used to consolidate free disk space. Before using the DSKPAK command, read the **DSKPAK** documentation, Systems Commands Reference Manual, Volume 2, AMOS Software Documentation Library. A complete system backup is advisable before using the **DSKPAK** command.

4. If the **DEVICE FULL** message is occurring on a particular disk, it may be time to re-distribute the Tentmaker files. The T/M Systems Management option **#27. Define Disk Locations...** allows for the Tentmaker files to be put on several logical disks on the computer system. The AMOS COPY command can be used to move the Tentmaker files to different disks. Information on the COPY command can be found in the Systems Commands Reference Manual, Volume 2, AMOS Software Documentation Library. Remember to change the DSK locations in the DEFINE SYSTEMS PARAMETERS option after the files have been copied to the new disk locations. You also will have to update the LOKSER database (OPR:LOKGEN.DAT) to reflect the new disk locations.
5. Repeated occurrences of the **DEVICE FULL** message may be an indication that the system's disk storage is filled to capacity. You may need to consider purchasing additional disk storage. Your hardware support organization can assist you in determining your disk needs.

A.**11Reports are not printing after processing**

CAUSE #1: You have selected option **#5. Print report later** on the printer selection screen.

SOLUTION #1:

1. From the T/M Main Options screen, choose **#13. Display/Print LAST COPY of T/M Reports.**
2. Select the report you just processed.
3. Select a printer from the printer selection menu.

4. The report should print on the selected printer.

CAUSE #2: There is no information to print on the report. This usually happens when the Tentmaker module is new. For example, if the show master file is empty, a show master file listing report will not print.

CONFIRMATION #2:

5. Choose to print the report again. Watch the printer carefully.
2. If the printer form feeds a sheet of paper but nothing is printed, there is no information for the report.

SOLUTION #2:

Enter information before requesting the report.

CAUSE #3: The printer has failed.

CONFIRMATION #3:

3. From the T/M Main Options screen, press **[ESC]** to exit to AMOS. A "." should be in the leftmost column of the screen.
2. Try to print from AMOS level. For example, type:

```
PRINT DSK0:AMOSL.INI[1,4]
```

3. If this fails, check the following:
 - Is the printer turned on?
 - Is the printer ON LINE?
 - Is there sufficient paper loaded in the printer?
 - Is there sufficient ribbon in the printer?
 - Are the cables to the printer connected to both the printer and to the computer?
 - Are the cables connected to the correct port on the printer?

SOLUTION #3:

4. If the answers to the above questions indicate that the printer is not functioning properly, contact your hardware support organization.
2. If the answers to the above questions indicate that the printer is functioning properly, try resetting the computer and printing from AMOS level again. Then try to print the report from the T/M Main Options screen.

CAUSE #4: The printer has received so many print requests that the available queue blocks for print requests have been exhausted. In this case, the message **Insufficient queue blocks for print request** will flash across the screen.

CONFIRMATION #4:

3. From the T/M Main Options screen, press **[ESC]** to exit to AMOS. A "." should be in the leftmost column of the screen. Type:

QUEUE

If the system responds with less than 15 queue blocks available, the print request will be ignored.

2. To see the reports that are queued up for printing, type:

PRINT

The system will respond with a listing of all reports being sent to the printer.

SOLUTION #4:

3. Wait until some of the print requests have been processed. Request the report again.
2. If this occurs frequently, request that the System Operator increase the number of queue blocks allocated in the system startup procedure (AMOSL.INI).

A.

12ERROR CODE 1 (Operator Interrupt)

CAUSE: This error message indicates that the Operator has pressed CONTROL-C or the CANCL key on the terminal. These keys cause the immediate interruption of a program.

THIS METHOD FOR STOPPING A PROGRAM IS NOT RECOMMENDED.

If posting from a work file to a permanent file is interrupted in this manner, the entries in the permanent file may be damaged.

CONFIRMATION:

Ask the Operator to verify that CONTROL-C or the CANCL key was pressed.

SOLUTION:

1. In all options except the transaction posting to the permanent file, restart the program from the T/M Main Options screen. If problems occur, contact a systems operator or your software support organization.
2. If the posting stream has been interrupted by a CONTROL-C or a CANCL, check the message in the top left corner of the screen. Proceed as follows:

=====

TOP LEFT CORNER MESSAGE

ACTION TO TAKE

=====

At the time of this printing, the ERROR codes are:

CODE	EXPLANATION	CLASSIFICATION - ACTION TO TAKE
1	Control-C Interrupt	Operator Initiated - See this appendix
2	System Error	Possible hardware failure - call support
3	Out of Memory	Configuration problem - systems operator
4	Out of data	Software problem - call s/w support
5	NEXT without FOR	Software problem - call s/w support
6	RETURN without GOSUB	Software problem - call s/w support
7	RESUME without ERROR	Software problem - call s/w support
8	Subscript out of range	Software problem - call s/w support
9	Floating point overflow	Software problem - call s/w support
10	Divide by zero	Software problem - call s/w support
11	Illegal function value	Software problem - call s/w support
12	XCALL subroutine not found	Configuration problem - systems operator
13	File already open	Software problem - call s/w support
14	IO to unopened file	Software problem - call s/w support
15	Record size overflow	Software problem - call s/w support
16	File specification error	Configuration problem - systems operator
17	File not found	Configuration problem - systems operator
18	Device not ready	System not ready - systems operator
19	Device full	No room - see this appendix
20	Device error	Disk problem - systems operator
21	Device in use	Configuration problem - systems operator
22	Illegal user code	Configuration problem - systems operator
23	Protection violation	Configuration problem - systems operator
24	Write protected	Disk is protected - systems operator
25	File type mismatch	Software problem - call s/w support
26	Device does not exist	Configuration problem - systems operator
27	Bitmap kaput	EMERGENCY - call systems operator
28	Disk not mounted	Configuration problem - systems operator
29	File already exists	Software problem - call s/w support
30	Redimensioned array	Software problem - call s/w support
31	Illegal record number	Software problem - call s/w support
32	Invalid filename	Configuration problem - systems operator
33	Stack overflow	Software problem - call s/w support
34	Invalid syntax code	Software problem - call s/w support
35	Unsupported function	Software problem - call s/w support
36	Invalid subroutine version	Configuration problem - systems operator
37	File in Use	LOKSER error - systems operator
38	Record in Use	LOKSER error - systems operator
39	Deadly embrace	Software problem - call s/w support
40	File cannot be deleted	Configuration problem - systems operator
41	File cannot be renamed	Configuration problem - systems operator
42	Record not locked	Software problem - call s/w support
43	Multiple link translation	Configuration problem - systems operator
44	LOKSER queue is full	Configuration problem - systems operator
45	Disk is not file structured	Hardware problem - call h/w support
46	Illegal ISAM sequence	Software problem - call s/w support

A.

14Multi-user (LOKSER) Messages

LOKSER is the multi-user file locking system supplied by Alpha Micro.

LOKSER acts as a clearing center for all requests for data. The Tentmaker module returns the following messages when users access information.

For more information about LOKSER, see the "LOKSER User's Guide" in the Alpha Micro Documentation Library.

A.

1 XXXX file is in use - Will you wait [Y]

CAUSE: You have requested a file that is opened for exclusive use by another operator.

SOLUTION: Y or **[ENTER]** will wait for the file to be made available.

N will exit from the program. You still will have to wait until the file is available.

A.

2 XXXX record is in use - Will you wait [Y]

CAUSE: You have requested a record that is being used by another operator.

SOLUTION: Y or **[ENTER]** will wait for the record to be released.

N will return to the program so you can do something else.

A.

3 Waiting for use of XXXXX file

CAUSE: The program has requested a file that is being used by another operator. This message usually appears in a posting stream. The program will be halted until the file is released by LOKSER.

SOLUTION: You do not have the option of waiting. The fastest way to solve this problem is to find the person that is using the file and to ask them to release it soon.

A.

4 Waiting for use of XXXXXX record

CAUSE: The program has requested a data record that is being used by another operator. This message usually appears in a posting stream. The program will be halted until the record is released by LOKSER.

SOLUTION: You do not have the option of waiting. The fastest way to solve this problem is to find the person that is using the file and to ask them to release it soon.

A.

5 LOKSER Error Codes

LOKSER may return errors that are not trapped by the Tentmaker programs. The LOKSER error messages #37-46 can be found in the preceding section: **ERROR XXXX IN LINE XXXX**.

A.**15 Alphabetical List of Messages**

The following alphabetical list of error messages contains the most frequently encountered errors in the Tentmaker module.

A.**1 Messages that begin with A**

`````` aborted. Returning to main menu.

If this occurs, there is an error in the program.

To recover:

Contact your System Operator.

**Adjustment History File (ADJHST) is FULL. Expand it and post again.**

You were posting Inventory Adjustments and there is not enough space for them all in the history file.

To recover:

Press **[ENTER]**.

Return to the Tentmaker Main Options menu.

Go into Systems Management Functions.

Press **[ENTER]** alone to go to System Operator Functions.

Choose **#29. Expand/Reduce Data File Sizes**.

Choose to work on **1. Tentmaker Data Files**.

Choose **#16. Adjustments Trx History** to expand.

When finished, go back to Systems Management option **#7. Inventory**

**LOSSES/ADDS/CNGS**. Post the adjustments again. Don't worry about double posting -- this is prevented by the program.

**Adjustments work file is FULL. Expand before continuing.**

You are entering inventory adjustments and have run out of space for them in the file.

To recover:

Press **[ENTER]**.

Return to the Tentmaker Main Options menu.

Go into Systems Management Functions.

Press **[ENTER]** alone to go to System Operator Functions.

Choose **#29. Expand/Reduce Data File Sizes**.  
 Choose to work on **1. Tentmaker Data Files**.  
 Choose **#15. Adjustment Transactions** to expand.  
 When finished, resume entering adjustments.

**After expanding the file, start the invoicing process again. CR TO RECOVER.**

You ran out of space in the history files during the invoicing process.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental main menu.  
 Determine which history files need to be expanded (**HSTHDR** or **HSTITM**).  
 Go into System Management and expand the appropriate files.  
 Start the invoicing process again.

**A.**

**2 Messages that begin with C**

**Call your system support to fix problems.**

This message is never seen alone. It always will be preceded by a more detailed error message.

To recover:

Write down what you were doing when the message appeared.  
 Write down all other messages that accompanied the situation.  
 (If possible) leave the workstation sit in its current state.  
 Contact your System Support person or source.

**Cannot cancel now. Must REORGANIZE (name) file first CR TO CONTINUE**

The mentioned file(s) need to be reorganized before you can cancel any more records. This message can apply to nearly all of the Tentmaker data files -- estimates, work orders, assemblies, etc.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental Main Options menu.  
 Go into the System Management Functions, and on to the System Operator Functions menu.  
 Choose the **Reorganize** option that pertains to the data file named in the error message (#30, #31, #32, #33, #34, #38, or #41).  
 Return to where you were before the error.

**CANNOT DO ORDER TOTALS - CAN'T LOCATE PROPER COMMON MESSAGE. TYPE [ENTER]**  
**CANNOT DO ORDER TOTALS - CAN'T LOCATE COMMON MESSAGE. TYPE [ENTER]**

## Appendix A - Common Problems and Solutions

Sometimes one program will need to communicate with another program. They do this by putting messages in a part of your memory partition which is called the "common area". For some reason the messages were lost.

To recover:

Press **[ENTER]**.  
 Get everyone off the system and reboot.  
 Load any necessary subroutines.  
 Try it again.

**Can't delete this item. \ \ \ \ \ index is kaput. CR TO RECOVER**

The indexes to the Rental Master inventory are messed up. The Rental Master file needs to be reorganized before you can delete this item.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental main menu.  
 Go into the System Management functions.  
 Go to the System Operator Functions.  
 Choose **#30. Reorganize Rental Master File/Indexes**.  
 Return to where you were and try to delete the item again.

**Can't find tax set (name) in A/R TAXSET.  
 Can't find tax table (name) in A/R TXTABL.**

You are trying to reference either a Tax Set or Tax Table that has not been defined in A/R, or is called by a different name.

To recover:

Exit the function you are doing.  
 Enter the Accounts Receivable module.  
 Choose **#14. Go to A/R System Operator Functions**.  
 Choose **#1. Work on Sales Tax Files**.  
 Choose to print the Tax Tables or Tax Sets as appropriate.  
 Check for the Table/Set name you were trying to use. If not found, you may need to enter a new Table/Set now.  
 Return to the operation you were doing when the problem occurred.

**Can't use memos until Memo File created.**

You tried to create a memo, but the file for storing that kind of memo either does not exist or is not located where the computer expects it to be.

To recover:

Save the record in which you were trying to create the memo.  
 Go into Systems Management Functions and press **[ENTER]** for System Operator Functions.  
 Choose **#28. Create Tentmaker Data Files**.

Choose **#3. INITIAL CREATION of MEMO files.**

For the type of memo you were trying to create, enter a non-zero file size.

**WARNING: For all others, enter ZERO so the present file will not be destroyed.**

Return to the operation and record you were using when the error message appeared and try to do the Memo again.

**CHANGE Estimate dates to reflect work order changes.**

You have made date changes in a Work Order. Those changes cause disagreement between the Work Order reservation period and the Contract/Estimate period. Work Orders do NOT automatically pass such changes back to Contracts.

To recover:

Make note of the Contract/Estimate Number corresponding to the Work Order you have been changing.

Go into T/M Main Option **#2. Prepare Contracts/Estimates.**

Choose **#2. CHANGE Contracts.**

Call up the Contract/Estimate in question.

Enter the date changes you just made to the corresponding Work Order.

**COMMON area not found in CONINQ. Returning to main menu. CR TO RECOVER**

Sometimes one program will need to communicate with another program. They do this by putting messages in a part of your memory partition which is called the "common area". For some reason the messages were lost.

To recover:

Press **[ENTER]**.

Get everyone off the system and reboot.

Load any necessary subroutines.

Try it again.

**COMMON area was not found for NEWCUS CR TO RECOVER**

Sometimes one program will need to communicate with another program. They do this by putting messages in a part of your memory partition which is called the "common area". For some reason the messages were lost.

To recover:

Press **[ENTER]**.

Get everyone off the system and reboot.

Load any necessary subroutines.

Try it again.

**Customer Master File is full CR TO RECOVER**

The Customer Master file in A/R is full and needs to be expanded.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental main menu and exit.  
 Go into the Accounts Receivable module.  
 Go into the System Management functions and expand the Customer Master files.  
 Exit from the Accounts Receivable module.  
 Go into the Tent Rental module and repeat what you were doing.

**Customer No. ```` not found CR TO RECOVER**

You tried to post a cash transaction to a non-existent customer number.

To recover:

Press **[ENTER]**.  
 When the posting process is finished, return to the Tent Rental main menu.  
 Exit from the Tent Rental module.  
 Go into the Accounts Receivable module.  
 Manually enter the cash transaction for the correct customer number.  
 Exit from the Accounts Receivable module.  
 Return to the Tent Rental module.

**A.**

### **3 Messages that begin with E**

#### **End date must be greater than start date.**

You are entering dates, and you have an Ending date that precedes the corresponding Start date.

To recover:

Carefully check and re-enter the dates involved when this message appeared.

**`` Error encountered in line # `` in ``````**

This error can be caused by a number of things. In all cases, write down the complete message including what is written in each ````.

To recover:

Check the following list of error numbers. If the error is in the list, you may be able to solve the problem.

|    |                       |
|----|-----------------------|
| 1  | control-C             |
| 18 | device not ready      |
| 19 | device full           |
| 24 | drive write protected |
| 28 | device not mounted    |

If the error number was not in the above list, contact your System Operator.

**Estimate file (ESTHDR) almost FULL. EXPAND before adding to it - TYPE <CR>**

The Estimate Header file (**ESTHDR**) is almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as convenient, go into Systems Management Functions and expand data file Estimate Header (**ESTHDR**).

**Estimate file (ESTHDR) COMPLETELY FULL. Cannot add new record - TYPE <CR>  
Estimate Header file is full. File MUST be EXPANDED. CR TO RECOVER**

The Estimate Header file (**ESTHDR**) is full and MUST be expanded.

To recover:

Press **[ENTER]**.  
Return to the Tent Rental main menu.  
Go into the System Management functions.  
Expand the Estimate Header data file (**ESTHDR**).  
Return to where you were before the error.

**Estimate files are almost full. Expand them SOON. CR TO CONTINUE**

The Estimate files are almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. Exit to the Tentmaker Main Options menu. Consult the FILE INFORMATION table on the left portion of the screen. For data files **ESTHDR** and **ESTLIN**, the number(s) in the **LEFT** column are getting low. Expand the one(s) showing this condition.

**Estimate Items file is full. File MUST be EXPANDED. CR TO RECOVER**

The Estimate Items file (**ESTITM**) is full and MUST be expanded.

To recover:

Press **[ENTER]**.  
Return to the Tent Rental main menu.  
Go into the System Management functions.  
Expand the Estimate Item data file (**ESTITM**).  
Return to where you were before the error.

**Expand Rental Master File - Only ```` Records Remaining**

The Rental Master file is almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **RNTMAS**.

**A.**

**4 Messages that begin with F**

**File ESTITM almost FULL. EXPAND before adding more items - Hit <CR>**

The Estimate Items file (**ESTITM**) is almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **ESTITM**.

~~~~~ file is in use - Will you wait? (Y/N)

Someone is using the file mentioned. You will have to wait to access the file.

To recover:

Answer Y if you will wait to access the file.  
Answer N if you wish to exit and try again later.

**File RENTED almost FULL. EXPAND before adding more items - Hit <CR>**

The Rented Items file (**RENTED**) is almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **RENTED**.

**File WRKITM almost FULL. EXPAND before adding more items - Hit <CR>**

The Work Order Items file (**WRKITM**) is almost full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **WRKITM**.

**A.**

**5 Messages that begin with I**

**ID # ~~~~~ Not in Rental Item File CR TO CONTINUE**

You entered an ID # for an item which is not in the Rental Master inventory file.

To recover:

Press **[ENTER]**.  
Re-enter the ID #.

**Item # \ \ \ \ \ in Estimate # \ \ \ \ \ not found in Rental Master File      CR TO CONTINUE**

An item on the estimate is not in the Rental Master inventory file. This is usually caused by deleting an item from the Rental Master inventory file while the item is still listed on some estimates and work orders. Or, it could be caused by a typographical error in entering the Item #. This message is for your information only.

To recover:

Press **[ENTER]**. Consult the Rental Master file for the item with that number or for the correct number.

**Item # \ \ \ \ \ not found in Rental Master File      CR TO CONTINUE**

An item on a work order is not found in the Rental Master inventory file. This is usually caused by deleting an item from the Rental Master inventory file while the item is still listed on some estimates and work orders. This message is for your information only.

To recover:

Press **[ENTER]**.

**Item # \ \ \ \ \ not found in Rental Master file.  
Conflicts will appear on the rented schedules.      CR TO CONTINUE**

An item on the estimate being copied is no longer in the Rental Master inventory file. Conflicts may result from this condition. This message is for your information only.

To recover:

Press **[ENTER]**.

**ITEMS file (ESTITM) COMPLETELY FULL. Cannot add new record - TYPE <CR>**

The Estimate Items file (**ESTITM**) is full and **MUST** be expanded.

To recover:

Press **[ENTER]**.  
Return to the Tent Rental main menu.  
Go into the System Management functions.  
Expand the Estimate Items data file (**ESTITM**).

Return to where you were before the error.

**ITEMS file (RENTED) COMPLETELY FULL. Cannot add new record - TYPE <CR>**

The Rented Items file (**RENTED**) is full and MUST be expanded.

To recover:

Press **[ENTER]**.  
Return to the Tent Rental main menu.  
Go into the System Management functions.  
Expand the Rented Items data file (**RENTED**).  
Return to where you were before the error.

**ITEMS file (WRKITM) COMPLETELY FULL. Cannot add new record - TYPE <CR>**

The Work Order Items file (**WRKITM**) is full and MUST be expanded.

To recover:

Press **[ENTER]**.  
Return to the Tent Rental main menu.  
Go into the System Management functions.  
Expand the Work Order Items data file (**WRKITM**).  
Return to where you were before the error.

**A.**

**6 Messages that begin with M**

**MUST BE NUMERIC CR TO RECOVER**

You tried to enter letters or punctuation into a numeric field. Don't enter decimal points.

To recover:

Press **[ENTER]**. Check the data you were entering.  
Enter the correct information.

**A.**

**7 Messages that begin with N**

**NEGATIVE NOT ALLOWED CR TO RECOVER**

You tried to enter a negative number.

To recover:

Press **[ENTER]**.

Enter the correct information.

**(filename) not found**

You tried to access a file that the computer does not find.

To recover:

Write down the filename given, and a description of what you were doing when the error message appeared. Consult a System Operator.

**A.**

**8 Messages that begin with P**

**### page display limit exceeded. Display will be aborted.**

When displaying screens full of data (e.g., inventory items, estimate line items, etc) there is a capacity limit on the amount of information the Tentmaker system can handle in any one list or search. This capacity limit is VERY large, but still it is there. It would take a very large estimate/work order, or a very large number of records of one type to exceed this limit.

To recover:

You are given choices to exit the program or to return to the search key fields that initiated the capacity exceeding search to narrow your search parameters.

Enter search parameters that will select fewer records (i.e., avoid use of ALL).

**A.**

**9 Messages that begin with R**

~~~~~ record is in use - Will you wait? (Y/N)

Someone is using the record in the file mentioned. You will have to wait to access the record.

To recover:

Answer Y if you will wait to access the record.  
Answer N if you wish to exit and try again later.

**Rename was not completed. CR TO CONTINUE**

Something went wrong in expanding or reducing the file.

To recover:

Press **[ENTER]**.

Contact your System Operator.

**Rental File is Full - Expand File Before Adding More Items CR TO CONTINUE**

The Rental Master file (**RNTMAS**) is full and MUST be expanded.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental main menu.  
 Go into the System Management functions.  
 Expand the Rental Master data file (**RNTMAS**).  
 Return to where you were before the error.

**RENTAL File Needs to be Reorganized By Management. CR TO CONTINUE**

The Rental Master inventory file needs to be reorganized.

To recover:

Press **[ENTER]**.  
 Return to the Tent Rental main menu.  
 Go into the System Management functions.  
 Choose to reorganize the Rental Master file.  
 Return to where you were before the error.

**Report this to your System Support.**

This message is never seen alone. It always will be preceded by a more detailed error message.

To recover:

Write down what you were doing when the message appeared.  
 Write down all other messages that accompanied the situation.  
 (If possible) leave the workstation sit in its current state.  
 Contact your System Support person or source.

**A.**

**10 Messages that begin with T**

**TOO LONG CR TO RECOVER**

You tried to enter too many characters for the field or space currently in use.

To recover:

Press **[ENTER]**.  
 Change your entry if necessary.

**TOO SHORT      CR TO RECOVER**

You didn't enter enough characters.

To recover:

Press **[ENTER]**.  
Change your entry.

**A.****11      Messages that begin with U****UNLESS YOU KNOW EXACTLY WHAT YOU ARE DOING,      STOP**

You are about to start an option that has the unprotected potential to destroy data.

To recover:

If not experienced with the chosen option, exit immediately (usually by pressing **[ESC]**).  
Before you continue, make sure you have a current back-up of your data files in case you need to reverse your actions.

**USE FORMAT MMDDYY      CR TO RECOVER**

You didn't enter the date in the correct format.

To recover:

Press **[ENTER]**.  
Enter the correct information.

**A.****12      Messages that begin with W****Waiting for use of      file.**

Your program is currently waiting to access the mentioned file. This message is for your information only.

**Waiting for use of      record.**

Your program is currently waiting to access a record in the mentioned file. This message is for your information only.

**WARNING: Estimate header file (ESTHDR) is nearly FULL. TYPE <CR>**

The Estimate Header file (**ESTHDR**) is nearly full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **ESTHDR**.

**WARNING: Estimate Items file (ESTITM) is nearly FULL. TYPE <CR>**

The Estimate Items file (**ESTITM**) is nearly full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **ESTITM**.

**WARNING: Rented items file (RENTED) is nearly FULL. TYPE <CR>**

The Rented Items file (**RENTED**) is nearly full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **RENTED**.

**WARNING: Work Order Items file (WRKITM) is nearly FULL. TYPE <CR>**

The Work Order Items file (**WRKITM**) is nearly full and should be expanded SOON.

To recover:

Press **[ENTER]**. As soon as possible, expand the data file **WRKITM**.