



Version 3

Trouble Shooting & Solutions



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1 Troubleshooting & Solutions

This chapter has been added to the system guide in an effort to help **entrée** system users identify problems and error codes they may encounter while using **entrée**. Included are some of the more common solutions for these problems that you can try before making a call to your NECS Technical Support contact.

When you call with a system problem please be prepared to provide NECS Technical Support with error code details, screen prints and any files related to your specific problem.



- Please visit our website at necs.com to learn about our other add-on modules, products and services.
- If you would like more information about **entrée.PEN**, the Anoto Digital Pen interface, please contact NECS Sales by emailing Anoto@necs.com.
- Contact our **NECS Sales Department** at sales@necs.com for more information.
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1.1 Error -20

Description: Error Creating File

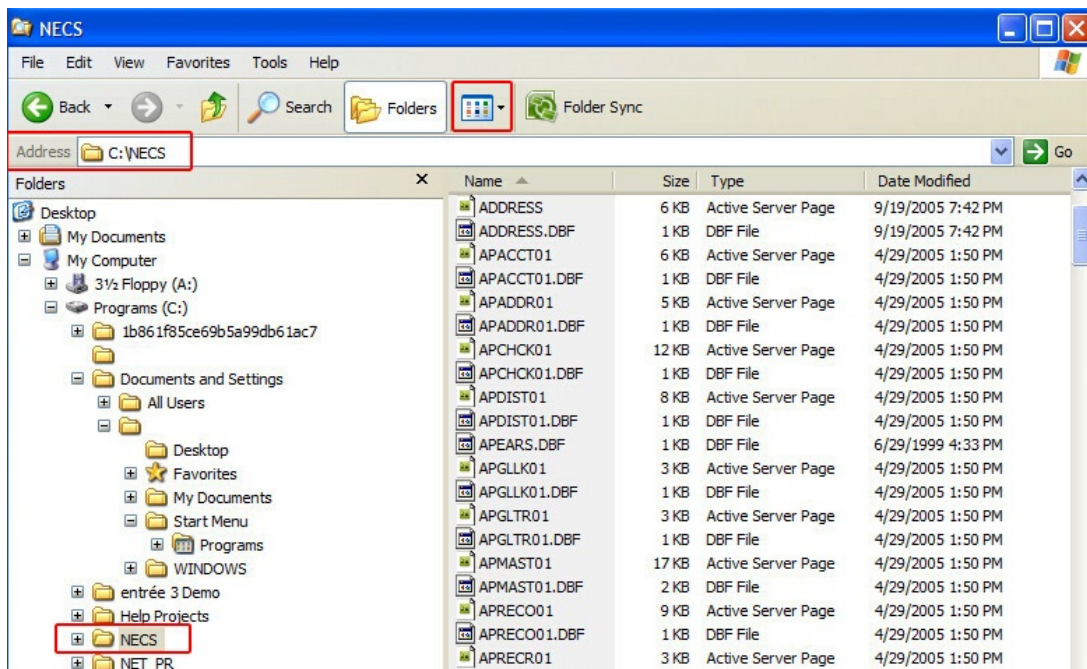
This error could be caused by an illegal file name, attempting to create a file which is open, having a full directory, or by having a disk problem. This error could also result when the operating system doesn't have enough file handles.

Solution: Sometimes deleting the index file indicated in the error message then reindexing that file will fix this error.

First Delete the Index File (This must be done prior to reindexing).

Very Important: Do **NOT** delete the file with the **".dbf"** or **"DBF"** file extension.

1. Right click the Windows **Start** button then select **Explore** to open the **Windows Explorer**.
2. Go to **C:\NECS** or your custom location for your entrée system files.
3. Double click to open the **NECS** folder and scroll down to locate the file name displayed in the **Error -20** message.
4. To insure you select the correct file in the **Windows Explorer** tool bar click **Views > Details** and you will see the file extensions.



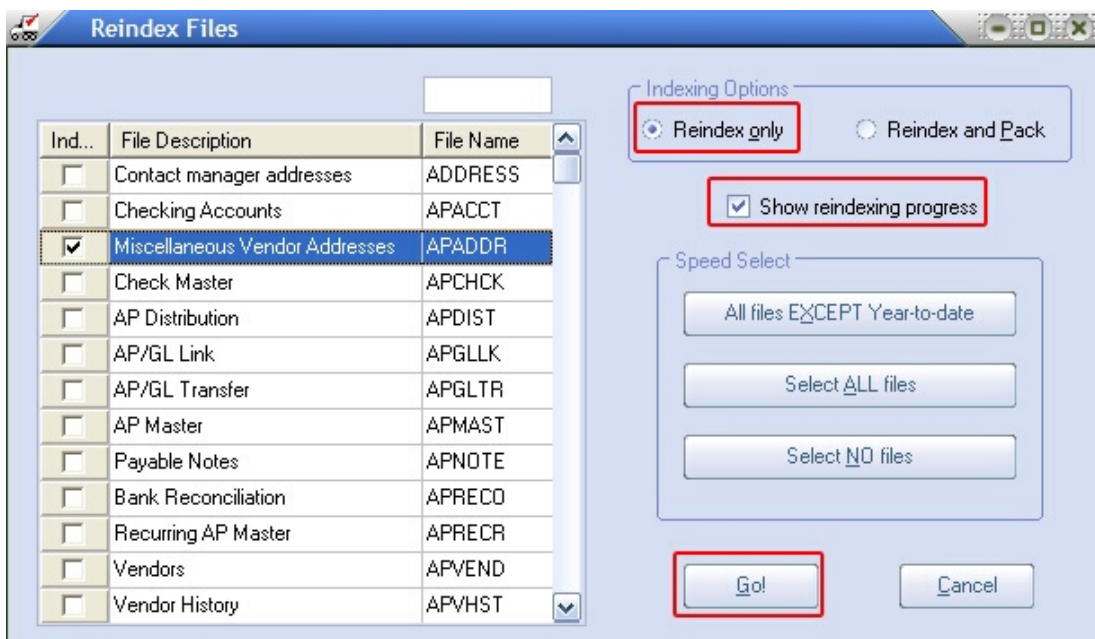
5. Click on the file name in the list. This file will have a **".CDX"** file extension.
6. Hit the **Delete** key on your computer keyboard.

Second Reindex the Files

Please review the entrée System Guide chapter Using the System Menu section Reindex Files for detailed information.

Caution Before you begin reindexing be sure everyone is logged out of the entrée system.

1. Log into your entrée system.
2. Use menu path: **System > Reindex Files**.
3. For Indexing Options check **Reindex only**.
4. Check **Show reindexing progress**.



5. Check the **Ind...** box next to the file name indicated in the **Error -20** message. (This file should have already been deleted by you.)
6. Click the **Go** button.

1.2 Error -30

Description: Error Determining File Length

Solution: Large file support needs to be enabled in your version of **entrée**.

Please contact NECS **Technical Support** for more information about enabling large file support.

1.3 Error -61

Description: Permission Error Opening File

Permission to open the specified file was denied.

1. Another user may have the file opened exclusively. This means that someone else is in the file when exclusive access is required. You will typically get this error during a reindex, or when updating the system files or when closing the month.
2. When logging in after a new install of **entrée**.

Solution 1

1. Check to make sure all users exit the **entrée** system.
2. Once all the users are logged off **entrée** restart the update, reindex or month closing procedure.

Solution 2

1. Have all users exit the **entrée** system.
2. Reboot your **entrée File Server** and try again.

For "ARDATA" -61 errors use this solution:

Check the user's permissions on that computer in Windows. You might need to be logged on as an Administrator or a member of the Administrator's group in order to perform some tasks. To open Local Users and Groups and check permissions follow these steps:

1. Click on the **Start** icon on the Windows Taskbar.
 2. Click **Control Panel**
 3. Double-click **Administrative Tools**
 4. Double-click **Computer Management**
 5. Click the **+** to expand the list for **Local Users and Groups**.
 6. Double-click the **Groups** folder.
 7. Double-click the **Administrators** name in the list displayed on the right.
 8. The Administrators Properties dialog box will display. This will show you the list of users in the Administrator group that have administrator permissions on the computer.
 9. If the user logged on the computer does not have administrator permissions, have a user with those permissions log into the computer and try opening the file again.
-

1.4 Error -64

Description: File Find Error Opening File

File was not found as specified. Typically this indicates that you have incorrect path information.

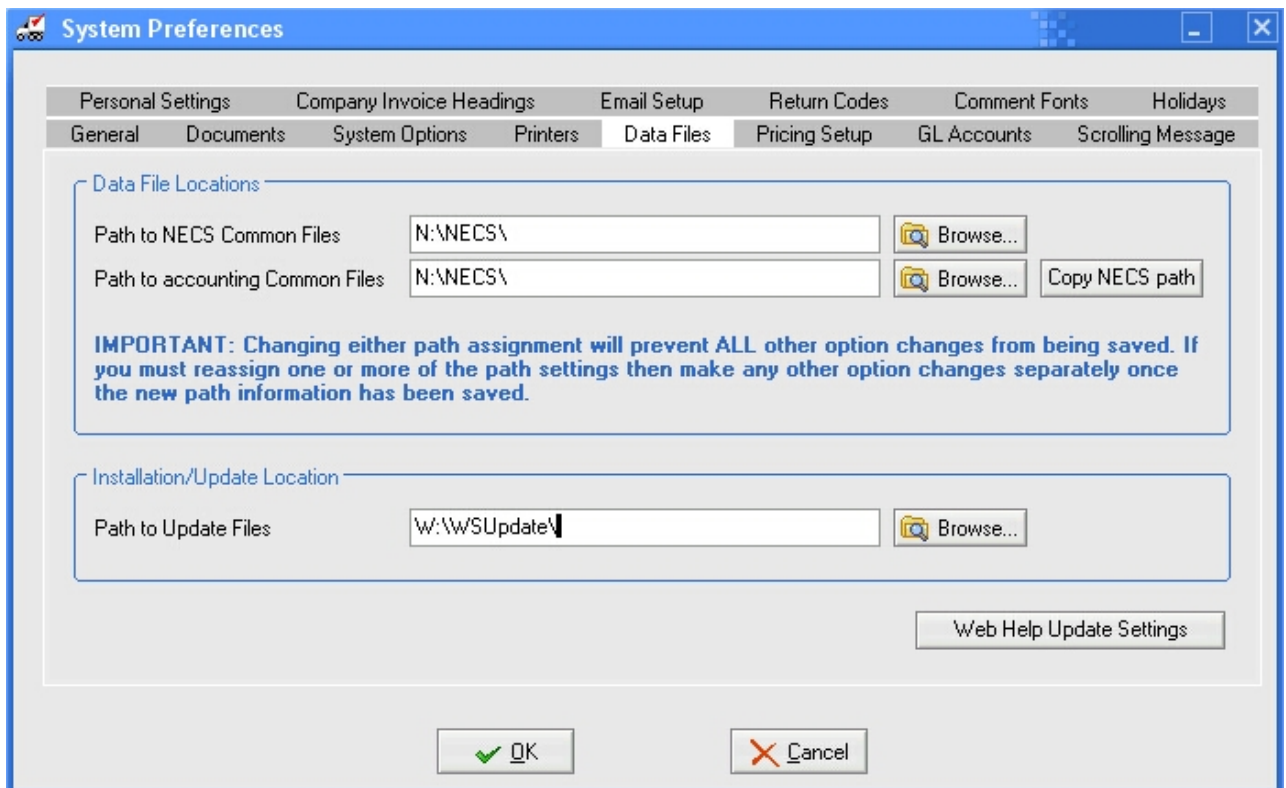
Solution:

1. In entrée use menu path: **System > Preferences > Data Files** tab.
 - a. If you have installed entrée as recommended you can use the images below to validate your data file paths.
 - b. If you have custom data file paths use the **Browse** button to locate your data file paths.

entrée Data File Path Information

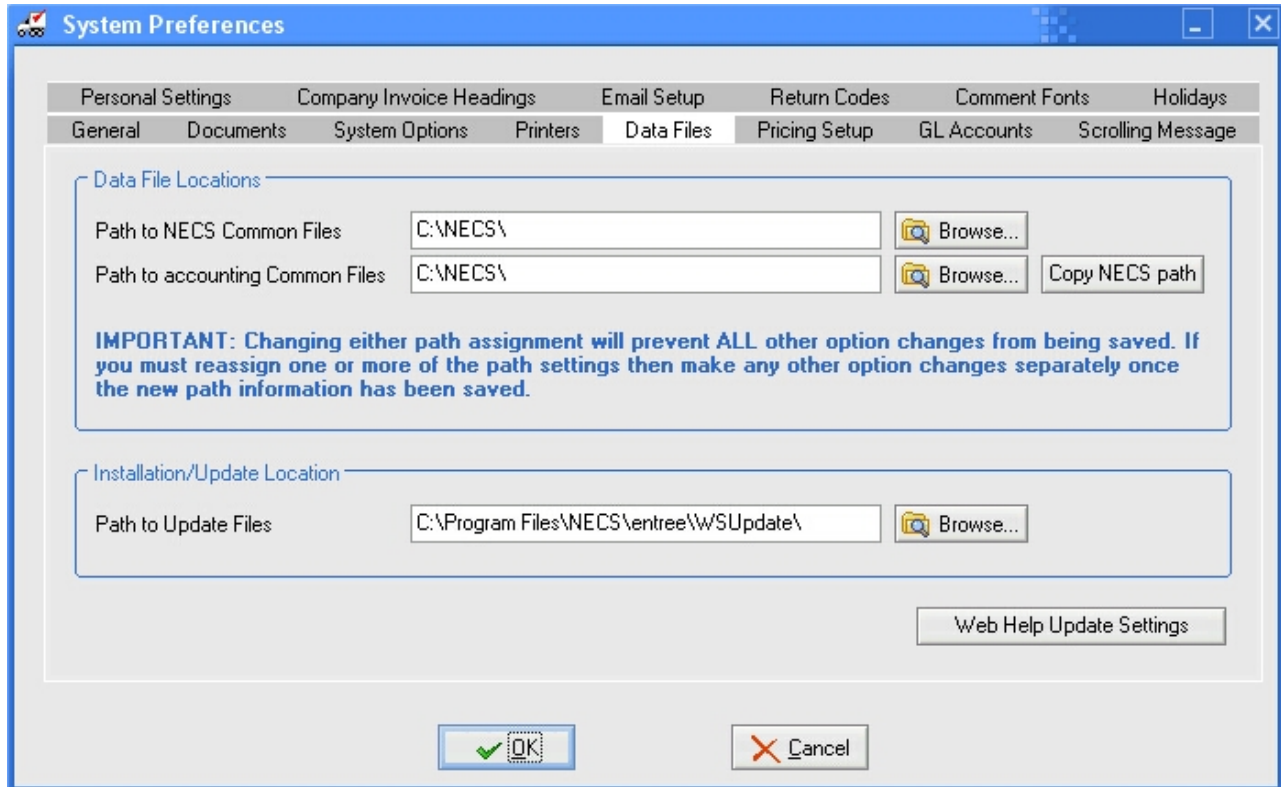
• Workstation Data File Path information

Refer to the Workstation Installation/Upgrade **Mapping the network drives** section in the entrée System Guide.



- **File Server Data File Path information**

Refer to **Creating the installation directories** and **Mapping the network drives** sections in the entrée System Guide.



1.5 Error -70

Description: Error Reading File.

An error occurred while reading a file. If this error is accompanied by a 'check flush' message it indicates a networking error. The most likely cause is a bad network card, cable or bad network port.

Solution:

1. Have all users shut down their **entrée** system.
2. Reboot your **entrée File Server** and try again.
3. If the error continues to occur the problem is related to your network.
4. Please contact your company's Network Technician or IT Support for assistance with this problem.

1.6 Error -200

Description: File is not a Data File

1. This error occurs when attempting to open a file as a **.DBF** data file when the file is not actually a true data file.
2. If the file is a data file, its header and possibly its data is corrupted.
3. It will also occur when creating a data file with an invalid field type.

Solution: The file is corrupt, please contact NECS **Technical Support** for assistance with resolving this error.

1.7 Error -210

Description: Unrecognized Field Name

A field name was not present in the data file.

Solution: Normally running the **Update System Files** utility will fix this error. There are two ways to access and run this utility which are presented below.



Note

The **entrée File Update Utility** is only installed and run on the **entrée File Server**.



Caution

Before you begin be sure everyone is logged out of the entrée system.

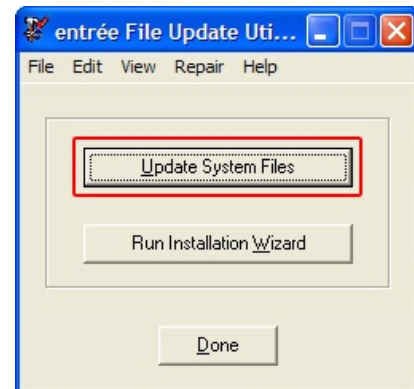
Option 1. Using the desktop icon to run the entrée Update Utility

1. Double click the **entrée Update Utility** icon on your computer desktop.

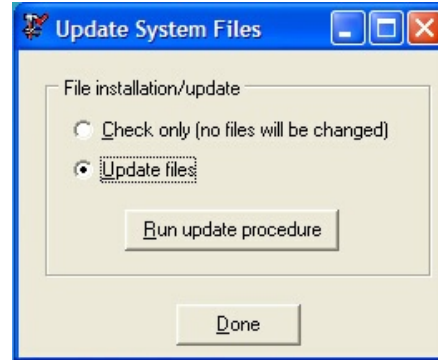


2. The **entrée File Update Utility** dialog box will display.

3. Click the **Update System Files** button.

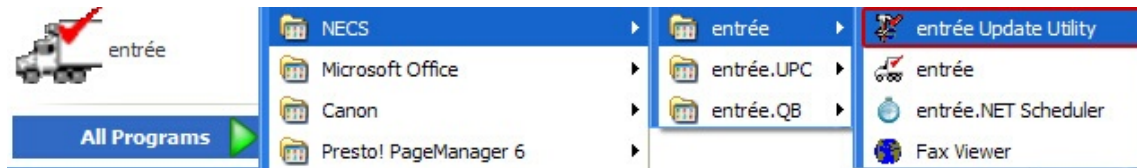


4. The **Update System Files** dialog box will display.
5. Click and select the **Update files** option.
6. Click the **Run update procedure** button.
7. The file update progress bar will display as the update runs. When the progress bar disappears the update has been completed.
8. Click **Done**.



Option 2. Start Menu Access to the entrée Update Utility

1. Click the Windows **Start** button.
2. Select the **All Programs > NECS > entrée** then click the **entrée Update Utility** program.



3. Now follow steps 2 - 8 in the procedure above.

1.8 Error -310

Description: Error Creating File

This error could be caused by an illegal file name, attempting to create a file which is open, having a full directory, or by having a disk problem. This error could also result when the operating system doesn't have enough file handles.

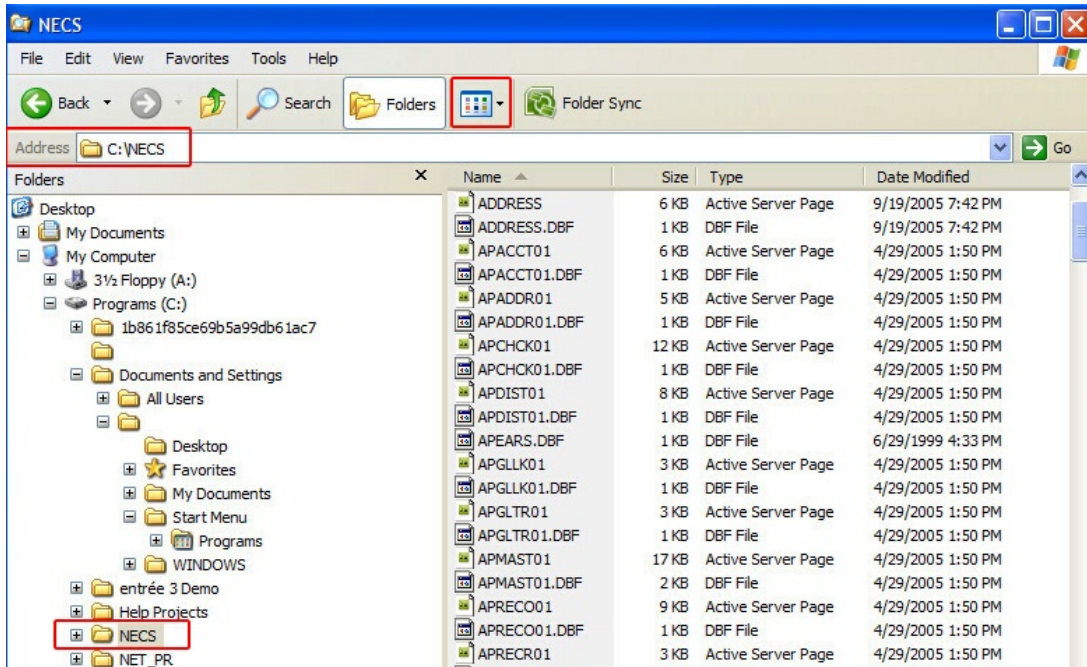
Solution: Sometimes deleting the index file indicated in the error message then reindexing that file will fix this error.

First Delete the Index File (This must be done prior to reindexing).

Very Important: Do **NOT** delete the file with the **".dbf"** or **"DBF"** file extension.

1. Right click the Windows **Start** button then select **Explore** to open the **Windows Explorer**.
2. Go to **C:\NECS** or your custom location for your entrée system files.
3. Double click to open the **NECS** folder and scroll down to locate the file name displayed in the **Error -20** message.

- To insure you select the correct file in the **Windows Explorer** tool bar click **Views > Details** and you will see the file extensions.



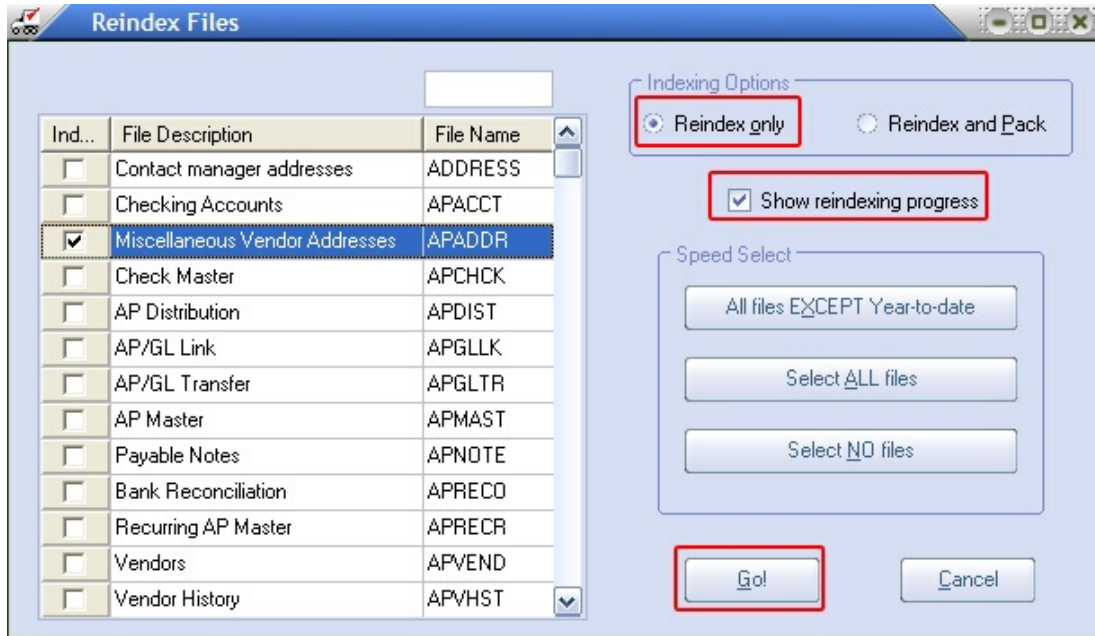
- Click on the file name in the list. This file will have a **".CDX"** file extension.
- Hit the **Delete** key on your computer keyboard.

Second Reindex the Files

 **Hot Tip!** Please review the entrée **System Guide** chapter **Using the System Menu** section **Reindex Files** for detailed information.

 **Caution** Before you begin reindexing be sure everyone is logged out of the entrée system.

- Log into your entrée system.
- Use menu path: **System > Reindex Files**.
- For Indexing Options check **Reindex only**.
- Check **Show reindexing progress**.



5. Check the **Ind...** box next to the file name indicated in the **Error -20** message. (This file should have already been deleted by you.)
6. Click the **Go** button.

1.9 Error -920

Description: Out of Memory

This usually occurs on a workstation during a database update process, which happens when a record is appended, written or flushed to disk.

To prevent this problem from occurring allocate the amount of memory required for the workstation before any updates are made. Memory requirements can be found in the **Getting Started** section of the **entrée V3 system guide**.

Solution:

1. Close all non-essential applications on your workstation like YouTube, Facebook, QuickBooks, music, games, media players, etc...
2. Once resources are freed up close **entrée**, reboot your workstation, restart **entrée** and try again.
3. If the problem persists more memory is needed for the workstation computer.

1.10 Error -930

Description: Unexpected Parameter

Solutions:

1. During **Report Printing**: It means there is a report configuration error. Check to see if the default printer in your report configuration:
 - a. Is it correctly identified?
 - b. Is the power turned on?
 - c. Is it still on your network?

2. During **Invoicing**:

- a. Close **entrée**.
- b. Reopen **entrée** and try again.

3. In **Search** screens:

- a. Contact NECS **Technical Support** for assistance with this error. Please provide NECS **Technical Support** with the error code information and any details specific to the problem including screen prints.

1.11 Large File Support in entrée

• How do you know when you need to enable large file support in entrée?

When any one of your entrée data files reaches over one million records in size you will need to enable large file support in entrée. Data files that will typically grow to the one million record ceiling are ARYTRAN.dbf file.

An indication that you may be having this file size problem occurs when you are running the entrée update utility. If the entrée update utility has trouble updating a particular data file that is an indicator that the file may now be over one million records. NECS Tech Support can check to see if large file support is enabled and check the size of the data file getting errors during updates. It can be difficult to detect this problem.

• How to enable large file support in entrée

There are two procedures that must be completed to enable large file support on the entrée file server. First you must find the directory where your data files are stored and the in the second procedure you will copy and rename the ARVERIFY.dat file to create the lg_26.dat file.

• First, you need to find out where your the entrée data files are located on your file server.

You need the directory information to proceed with enabling large file support. The recommended location for installation of data files is either **C:\NECS** or **F:\NECS**. Some companies will customize their directory setup and you should refer to your IT Support person for that information.

Use one of the following procedures to find the location of your data files on the file server:

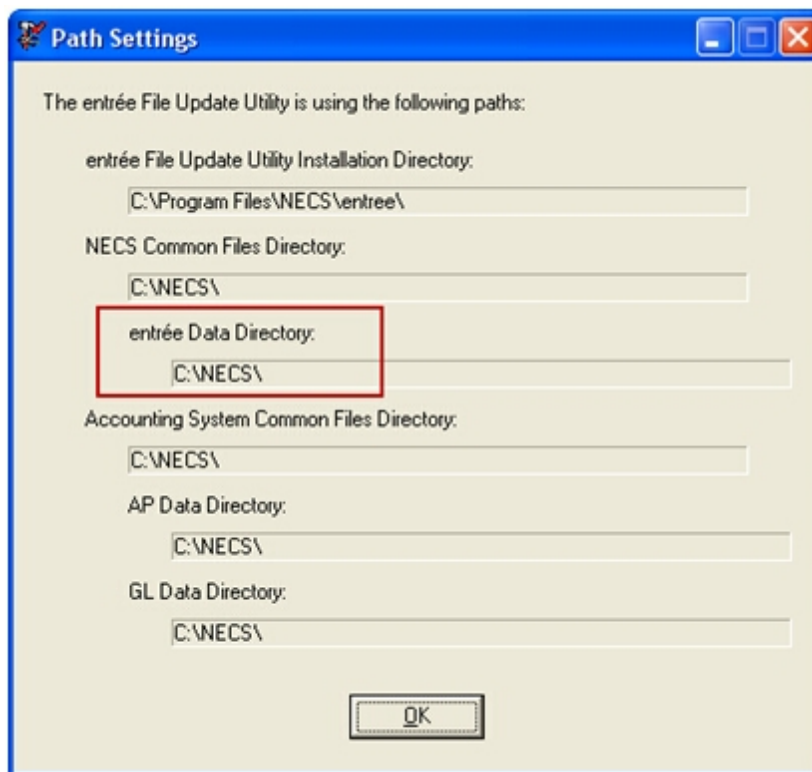
A. Find data files using entrée System Preferences:

- 1) Login to the entrée application on the file server.
- 2) Use menu path: **System > Preferences** > click the **Data Files** tab.
- 3) Go to the Data File Locations section and write down the directory information for the “**Path to NECS Common Files**” text box. You must write it down exactly as you see it.



B. Find data files using the entrée Update Utility:

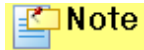
- 1) Look for the shortcut icon on the desktop of your computer. If you have the icon go to step 7.
- 2) If the shortcut icon is not on your desktop follow these steps 3 - 6.
- 3) On the Windows desktop of your file server computer click the **Start** button in the lower left corner.
- 4) In the menu displayed click **My Computer**.
- 5) Go to the program directory by double-clicking each folder listed between the \ in **C:\Program Files\NECS\entree**
- 6) Locate **FPUpdate** in the **entree** folder.
- 7) Double-click the either the icon or **FPUpdate** file to run the entrée Update Utility.
- 8) Click **View** then **Path Settings**
- 9) Write down the directory information in the “**entree Data Directory**” section.

**Note**

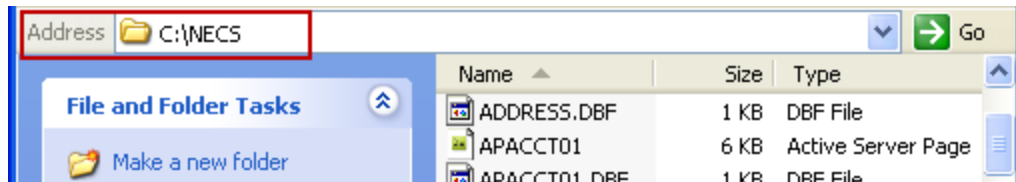
You must write down the directory information *exactly* as you see it displayed. In the examples shown here the data directory is: **C:\NECS** which is one of the recommended directories for the installation of entrée.

Second, perform the ARVERIFY.dat file copy and rename procedure.

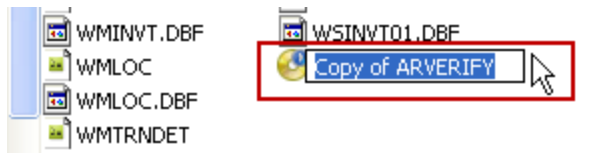
1. On the Windows desktop of your file server computer click the **Start** button in the lower left corner.
2. In the menu displayed click **My Computer**.
3. Go to your **C:\NECS** directory by double-clicking on the "**C:**" drive and then the **NECS** folder. Also use this method to go to your custom directory. You will see your entrée system data files listed as seen in the image below.



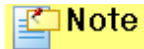
If your data is located in the **F:\NECS** directory, double-click on the "**F:**" drive and then the **NECS** folder.



4. The list of data files will be displayed. Locate the **ARVERIFY** file in the **C:\NECS** directory or your custom directory.
5. Right-click on the **ARVERIFY** file and select **Copy** in the menu.
6. Then right-click and **Paste** into the same directory.
7. At this point the new file's name is "**Copy of ARVERIFY**".
8. Right-click on the "**Copy of ARVERIFY**" file and select **Rename** in the menu.
9. A text box will be displayed around the file name.



10. Type the new file name into the text box: **lg_26**



Be sure to use an **underscore** and *not a hyphen* in the new file name.

11. Large file support has now been enabled. If you need help with this process or have questions please contact NECS Tech Support.