

Medical Office System

Appendix B: Troubleshooting

Introduction

This appendix describes the nature of each Medical Office System error message and typical reasons for its appearance. Errors specific to multi-user systems are given at the end.

How to Troubleshoot

Use the Manual

The chapter describing the operation with which you're having difficulties may have the answer. Check both the creation and runtime program instructions.

Try it Again

If possible, do the operation a different way -- for instance, if you're having problems finding a record via an index, see if you can find it via the scan option.

Think

Did it work last time? If so, what's changed since then?

Did it ever not work before? If so, look in your daily or troubleshooting log for help.

Could it be the drive or diskette? Try the operation with a backup or from a different drive.

Are you in the correct directory or path? Return to the command line and change the directory to root; try the operation again.

Look

Is everything turned on, on-line and plugged in? Check your spelling carefully.

If there are supposed to be blanks, did you leave blanks? If there is punctuation, did you use the right punctuation?

Write it Down

What is your immediate diagnosis? What are your tests? What are the results of the tests?

Taking careful notes of what you're doing to analyze and solve the problem may not help immediately, but it will help later. If you keep your notes and the problem reoccurs, you won't have to go through the entire test process again to find the answer.

How to Use Error Messages

The Medical Office System was written using the filePro application development package. Occasionally, an error message will appear under the heading "A filePro Error Has Occurred." We have listed all of the filePro errors you might encounter on the next few pages. If you get a message not in this appendix, report it immediately to customer service.

To make a hardcopy of the error message, press **H** when the message "Press H For Hardcopy..." appears. The date and the program name will appear on the print-out.

Depending on the kind of problem, you are given one of two options. If the operation cannot be continued, a prompt at the bottom of the screen tells you to press **ENTER** to exit from the program. You're returned to the menu from which you came.

If the operation can be continued, the prompt at the bottom of the screen says that you can press either **X** to exit or **ENTER** to return to the operation. If, after pressing **ENTER**, you find you cannot correct the error and the message reoccurs, press **X** to return to the menu.

Note: *If the error-message file itself cannot be read, the program gives only the number of the error. See the list of errors in numeric order at the end of this appendix.*

General Errors

Incomplete File.

A disk-drive error may have occurred while you were changing and/or recording a file. Have you had recent hardware problems? You may have to rewrite or re-record the file or formats. (#36)

Incorrect Password.

You've typed a password incorrectly for the third time. When you press **ENTER**, you're returned to the menu from which you came. (#22)

No Map Or Invalid Map.

A disk drive error occurred while the program was reading or recording the map file. You may have to rewrite or re-record the file using Define Files. (#2)

Invalid Index.

Run Index Maintenance to rebuild the index. Be sure the file is not in use by any other user and then on multi-user systems you will need to unlock the file before building the index.

Something is called "index.n" but is not a valid Medical Office System index. This can be a misleading error, call MOS support.
(#19)

Segmentation Violation

This error is a strange error and is usually the result of some other strange occurrence. Report this error to Medical Office System support. This could indicate a violated process table or output table. These tables can always be restored by re-installing the last set of diskettes received from MOS support.

Read Node Error

Any error that has this phrase is an index error. When entries are made to the index, a problem was noted by the program. This is usually not fatal, but the index indicated should be rebuilt as soon as possible. The message indicates a minor flaw was noticed in the index. If this happens with any regularity, MOS support should be notified. An upgrade in the Runtime used should correct the problem.

File not Available. Somebody else is modifying the file (#41)

A message like this indicates that the system thinks that another user is currently using the file in a way that would conflict with your request. Do not assume that there is a problem, this is a protection for your data integrity. However, if you have verified that no other users are accessing this file, then you can unlock the files from the System Configuration Menu. Be sure to check for minimized windows on each computer in a Windows system. On Unix, check for processes running by pressing "w" at a # or \$ prompt. This error can be caused when users exit the MOS incorrectly, cancelling reports with BREAK, power outages that disconnect you from the computer, Windows

lock ups where you need to End the Task or Reboot. Eliminate these problems as much as possible and this error will also occur less often. It is often a training issue or a hardware issue that should be addressed as the primary cause.

Lookup failed. Correct the key field(s) and try again.

This error is almost always an error of data. Look closely at the information and it will tell you the file you are in, the record you are on, the index being referenced and most important the key data it is using to find the data. The situation must be one where the programming did not anticipate the possibility that the lookup would fail. If the clues presented do not help you, call MOS support for help.

Printer not Ready. Try again

This error is appearing more and more on Network installations. MOS will try to access the printer for only a few seconds before it will give up and present this message. The printers often go to sleep to save power and adding the sluggish nature of a network to the wake up time, the time is not long enough. Add a PFPTO=15 to the configuration list to increase the time to 15 seconds or make the number higher if that doesn't work.

Selection Errors

Group Not Found In Selection Set.

You mistyped a group or set name, or listed a group or set that was never defined. (#4)


Invalid Selection Set.

You've somehow named a set incorrectly or, on a command line, have typed an output format name, for example, instead of a selection set name. (#7)

Selection Contains Self-Reference.

In the selection sentence, you've typed the name of the set you're currently redefining. (#8)

Selection Sentence Contains Syntax Error at Cursor Position.

This message appears when you press  to record a selection set containing a syntax error. Fix the problem at the specified point. (#37)

Selection Sentence Too Complex.

There are too many groups and sets involved. Simplify the sentence. (#5)

Sentence Contains Too Many Selection Sets. > Maximum is 5.

You can reference no more than five sets in any one selection sentence. Rewrite the sentence. (#3)

System Errors

Read Error 0 This error always means that a file is in use and you are attempting to access it for writing again. On a Windows system with a single user version of the MOS, it happens that a session becomes minimized. We usually find this happens when you walk away from your computer and the screen saver starts. It will drop your MOS window to the START line. When you return to work on your computer, the MOS is gone so you start it again and try to access the Daily Input. A read error immediately appears. Exit this window and open the one that is on your task bar.

Checksum Error: Format Has Been Illegally Modified.

Someone has tried to change the format from outside the Medical Office System. Re-record the format using the relevant Medical Office System creation program.
(#21)

Out Of Memory.

The central processing unit (CPU) doesn't have enough room to handle your output format. Either revise the format to take up less room or add more memory -- i.e., upgrade your computer from 256K to 512K or 768K. (This is not the same as running out of disk space.) (#14)

Disk Error.

This error indicates a hardware problem. Refer to your computer's operations manual. (#18)

Error In Termcap File. > Alert your system administrator.

On multi-user and generic versions of the Medical Office System 16: The termcap file (the file that contains information on the types and configurations of the terminals attached to the system) has an error in it. You will have to correct the problem. (#9)

Required Terminal Feature Not Available. Alert your system administrator.

Either there is a feature missing from the terminal -- a hardware instruction that clears the screen, for example -- or certain crucial configuration information -- i.e., how to position the cursor -- is missing. You will have to correct the problem. (#11)

Terminal Type Not Found. Alert your system administrator.

On multi-user and generic the Medical Office System 16 systems, the termcap (terminal capabilities) file may be missing an entry for your computer type. You must add it. (#10)

Single-User Operating System Errors

The following errors are MS-DOS error messages that may be accessed by the Medical Office System if something has gone wrong at the operating-system level. If you get one of these messages, you'll see the standard error message screen, but the heading at the top will say "A System Error Has Occurred" instead of "A filePro Error Has Occurred."

System error has occurred -- System Error 0

Something is wrong but the system can't tell what, exactly. You may be out of disk space, the program or operating system may have been overwritten in memory, you may have a bad copy of a program, and so on. Reboot the system and try the operation again; if that doesn't work, copy the program(s) you were using from the installation diskette and try it again. This error sometimes occurs when there are too many open files -- see error 4 below.

Bad function number.

An internal and uncommon error. Follow the instructions for system error 0. (#1)

File not found.

The operating system can't find a file. If the files does exist, follow the instructions for system error 0. This will occur if the environment is not correctly defined. The mos.bat file on MSDOS contains the start up environment variables. See Appendix D for more information on the files and environment. (#2)

No such path.

The operating system can't find a directory. Follow the instructions for system error 0. (#3)

Too many open files.

You have reached the operating system's limit for open files. Change the file number setting in the config.sys file to a greater number between 20 and 100. The higher the number the more overhead RAM you are using. Start with small increases. You must reboot to incorporate the change. (#4)

Access denied.

On a network system, you have been denied access to a particular file. Review your network access and permission design and be sure the MOS users have access to add/edit and delete information in the \md directory and on the hard drive it is installed on. The file could be set as read-only, also. This might also happen when using a single user version of MOS and trying to open more than one session or window with the MOS running.(#5)

Invalid handle.

An internal and uncommon error. Follow the instructions for system error 0. (#6)

Memory control blocks destroyed.

An internal and uncommon error. Follow the instructions for system error 0. (#7)

Not enough memory.

You don't have enough RAM. There are two solutions, depending on what seems to have caused the error. You can either change the number of buffers in your config.sys file to a smaller number or add more memory. Your MOS system requires a big chunk of the lower 640K RAM. Moving other programs such as the mouse driver, MSDOS, etc., to HIGH Memory will free additional memory for MOS. (#8)

Invalid memory block address.

Part of a program may have been overwritten. Follow the instructions for system error 0. (#9)

Invalid environment.

An internal and uncommon error. Follow the instructions for system error 0. (#10)

Error Reading Message File.

The foreign-language version of the Medical Office System has a message file containing all prompts and messages. If this error message appears, it indicates that the file is damaged or installed incorrectly. Consult the manual accompanying the foreign language version. (#49)

Segment Lengths Do Not Match.

Key and data segments contain differing number of records. If you're restoring a copy of the Medical Office System, you may be using the wrong set of diskettes, or a mixed set -- a current key-segment diskette with an old data-segment diskette.

Multi-User System Errors

File Not Available.

Somebody else is modifying the file; try again later.

You cannot run the requested program while someone else is modifying the file.

This error may also occur if the system, for some reason, had to be reset while files were open (in use). To correct the problem, unlock the file. See the instructions in Chapter 17. (#41)

Not Available.

Someone else is using it; try again later.

You're trying to modify a format while someone else is using it, or someone is modifying the format you want to use.

This error may also occur if the system, for some reason, had to be reset while files were open (in use). To correct the problem, unlock the file. See the instructions in Chapter 17. (#33)

Record Is Being Updated -- Access Denied.

The Medical Office System features record lock-out in daily input and other update operations. In other words, if you try to update a record that someone has in update mode already, this message appears at the bottom of your screen.

Wait for the first user to save the record; you can access it after he or she is finished. If you notice a report that looks stuck, it might also be waiting for a record to be unlocked.

Standard I/O Has Been Redirected.

On the command line, you redirected input or output inappropriately. The Medical Office System cannot run the program. Return to the command line and start over. (#12)

Background Problems

If an error occurs while an operation is running in background, the message relating to the particular error appears at the cursor position, with this addendum:

Error While Running the Medical Office System In Background.

The message is also "mailed" to you for later reference (see the "mail" command in your operating system manual).

You don't have to break out of the program you're using -- the background program will wait -- but the message may be in an odd place on your screen. To clear up the screen, use the "redraw" key.

Error Messages in Numerical Order

The following is a list of all filePro errors.

1. File Not Found.
2. No Map Or Invalid Map.
3. Sentence Contains Too Many Selection Sets. Maximum is 5.
4. Group Not Found In Selection Set.
5. Selection Sentence Too Complex.
6. Process Contains a Syntax Error at Position Indicated.
7. Invalid Selection Set.
8. Selection Contains Self-Reference.
9. Error In Termcap File. Alert your system administrator.
10. Terminal Type Not Found. Alert your system administrator.
11. Required Terminal Feature Not Available. Alert your system administrator.
12. Standard I/O Has Been Redirected.
13. Too Many filePro Files Open At Once. Maximum is 10.
14. Out Of Memory.
15. Processing Element Too Complex.
16. Too Many Lookups. Maximum is 32 per processing set.
17. Automatic Index Too Unbalanced. Run Index Maintenance to rebuild the index.
18. Disk Error.
19. Invalid Index. Run Index Maintenance to rebuild the index.
20. Lookup Failed. Correct the key field(s) and try again.
21. Checksum Error: Format Has Been Illegally Modified.
22. Incorrect Password.
23. Can't Do This In Automatic Processing. Operation at position indicated is allowed in Input Processing only.
24. Bad Assignment In Processing At Position Indicated.
25. Invalid Screen Format.
26. Math Overflow. (Note: Does not appear on screen.)
27. Bad Argument on Command Line.
28. Invalid Field In Processing Set. The field being used for a lookup doesn't exist.
29. Invalid Index in Processing Set. The index being used for a lookup doesn't exist.
30. Lookup Without a Field. The lookup has been defined without specifying the field to be used.
31. Required Index Hasn't Been Specified.
32. Goto Destination Not Found.
33. Not Available. Someone else is using it; try again later.
34. User Edit Too Complex.
35. Edit Name Not Found.
36. Incomplete File.
37. Selection Sentence Contains Syntax Error at Cursor Position.
38. Not a Menu.
39. Field Not Found. Lookup has not been performed.
40. Edit Type Not Found.
41. File Not Available. Somebody else is modifying the file; try again later.
42. Invalid Parameter. A parameter to TOT, MIN, MAX, AVG or MID is bad.
43. Merge Name Incompatibility. Word-processor or spreadsheet merge has been given two different names.
44. RETURN without a GOSUB.
45. Too Many Nested GOSUBs.
46. Edit Failed.
47. Invalid Data-Capture Format.
48. Error Reading Text Index.
49. Error Reading Message File.
50. Segment Lengths Do Not Match. Key and data segments contain differing number of records.

- 51. Bad Import Format. Not a valid DIF file.
- 52. Merge Conflict. Cannot import and export same file.
- 53. Attempt To Read Past End of Merge File.
- 54. Function Not Available for this File Type.
- 55. Unknown Alien File Type.
- 56. The Tokenization Table is Too Small. Use "-t biggersize" to make it bigger.
- 57. Wrong Index Type. Re-build the index with the correct Index Maintenance.
- 58. The Processing Table is Not Encoded. Use Define Processing to encode the processing table before using.
- 59. Too Many Blocks.
- 60. Duplicate Files Found While Scanning Drives.
- 61. Can't find the Printer.
- 62. Reference to a field that doesn't exist.
- 63. Invalid runtime format. Use correct version of 'rcabe' to recompile processing table.
- 64. Index is too big. Rebuild the index using a smaller key.
- 65. Too Many Users. The maximum number of users licensed to use this version of filePro has been exceeded.
- 69. Cannot nest CALL's
- 70. Tok table exceeds 64K (only for 16-bit systems).
- 71. Invalid key-map table. (PFKEYTAB)
- 72. Invalid language (sort/collate) table. (PFLANG)
- 73. Exceeded demo version limits.
- 74. Cannot establish connection to license server.
- 75. License error: No Licenses registered.
- 76. lm error: License expired.
- 77. lm error: No Licenses found for this product.
- 78. lm error: Unkown reply from License Manager.

ERROR MESSAGES

Specific to WINDOWS Systems

- 001 Bad function number.
- 002 File not found.
- 003 No such path.
- 004 Too many open files.
- 005 Access denied.
- 006 Invalid handle.
- 007 Memory control blocks destroyed.
- 008 Not enough memory.
- 009 Invalid memory block address.
- 010 Invalid Environment.

Access Denied Error - This error is a sharing or network error. If you are using a single user version, this could mean the file is already open. Look at your system tray for another session. If this is a network version, this may mean the connection to the server is broken or the share on the server has been lost. Make sure the server is running and the data files are shared.