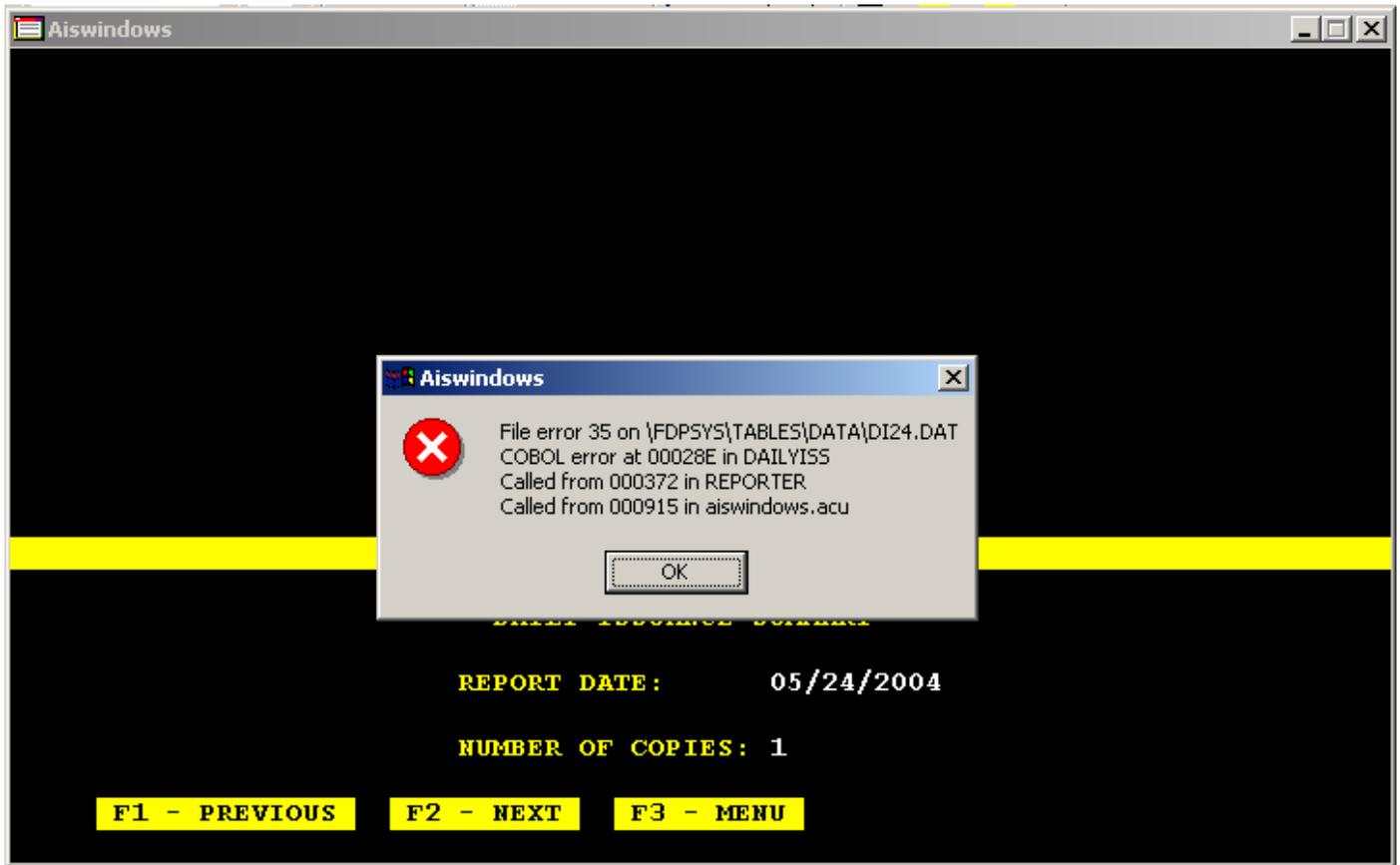


AIS Windows Error Handling

AIS operating in the Windows version will display error messages and immediately terminate. The error messages can be caused by a variety of reasons. As the occurrences of these errors are identified, revisions where applicable are being made to eliminate as much as possible the termination of AIS.

Important to identifying errors and the resolution of the problem is the error message itself. As indicated in the example below and error has occurred:



The error message contains the error code, what file the error was encountered on, and the program that the error occurred in. Using the following format, this is how the error message in the above example is identified:

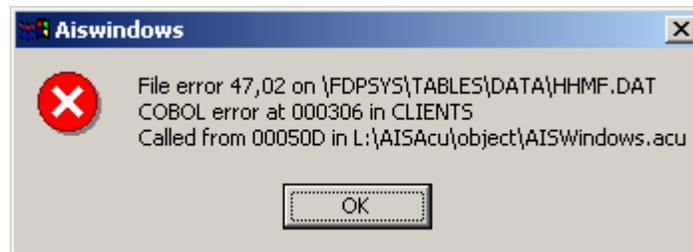
ERROR CODE: 35
FILE: \FDPSYS\TABLES\DATA\DI24.DAT
PROGRAM: DAILYSS

If this error were to be called in to the AIS Technical Assistance help desk, the information as described above would be requested. This makes it very important to note the error message or to do a print screen and past it to a Word document and print it prior to clicking OK.

Some errors may be resolved by using the attached error code table.

Table of Error Codes

Error codes range from 02 to 99 with some variations. The codes listed on this table are the most likely codes to ever occur. Most of these codes will probably not ever occur. The specific codes that would be the most common are noted in bold. Most actions will require programmer intervention. Solutions are listed under the action item as applicable. **Any error received not addressed with a solution will require a call to AIS Technical Assisatance Help Desk.** All calls require a specific description of the events when the error occurred. This includes the wording on the error message. In the example below the file error code is the number immediately following the words "file error". The next portion of the first line indicates the location of the error. The second line indicates which program the error occurred in. This third line, if shown, indicates which program called the offending program. The first two lines are key to the assistance call. Once the user clicks the OK button AIS will terminate.



Code	Condition	Action
14	A program is trying to read a file and cannot.	Call for AIS Technical Assistance.
21	A program is trying to write to a file and cannot.	Call AIS Technical Assistance.
22	There is a duplicate value in this file.	Note the ID number of the record being processed and call AIS Technical Assistance. This may require retrieval of the file.
23	An attempt to retrieve a record from a file failed.	Call AIS Technical Assistance.
24	The disk is full and no more data can be stored.	Clean other files off of the computer. Review the capacity of the hard drive for a potential upgrade or computer replacement.
30, xx	Permanent error.	The most likely cause for this error is the use of a 3.5" diskette on a tailgate load or return procedure. If this error occurs obtain a new diskette and restart the procedure previously attempted. If the condition persists it may mean a hardware problem with the 3.5" drive. Any other condition will require a call to AIS Technical Assistance.
34	The disk is full and no more data can be stored.	Clean other files off of the computer. Review the capacity of the hard drive for a potential upgrade or computer replacement.
35	File not found.	Determine if the file can be replaced from the most recent backup to the location as described in the error message. If there is a doubt as to replacing the file contact AIS Technical Assistance. This may also be a programmed file status check that with revision will not display the error and automatically handle the request.
37, xx	A potential permissions problem or other corruption with the operating system.	Code 37, 07 is a permissions problem and will most likely occur with Windows 2000 or Windows XP Professional if a user account is setup and not permitted to access the entire folder structure for AIS with full rights. Any other variation of code 37 will require a call to AIS Technical Assistance with a complete description of events.
38	File previously closed with LOCK.	See the Rebuilding Index Files section. If this

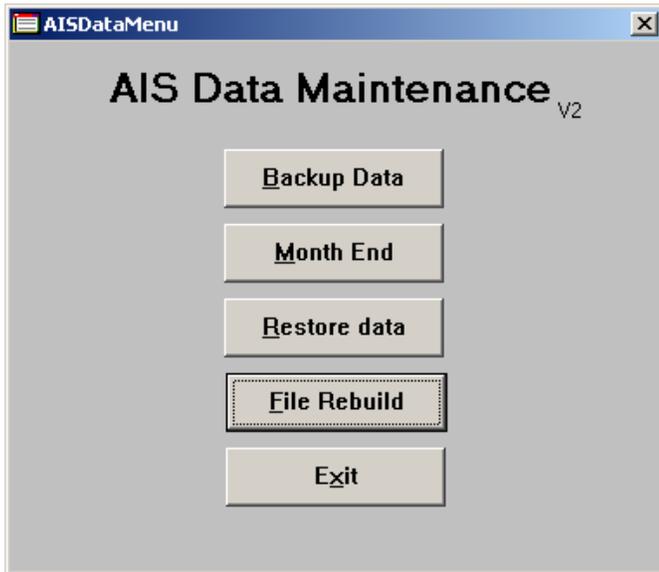
		does not resolve the problem call AIS Technical Assistance.
39, xx	Existing file conflicts with the programmed description of the file.	This should only occur under these circumstances: 1. An error in an update. 2. Files loaded from a previous backup are not compatible with AIS Windows. This is a call AIS Technical Assistance error.
41	File already open.	Close all open AIS Windows and retry. Obtain a complete description of events and inform AIS Technical Assistance. This should not occur unless there is a programming error or a programming allowance needs to be added to the system.
42	File not open.	Close all open AIS Windows and retry. Obtain a complete description of events and inform AIS Technical Assistance. This should not occur unless there is a programming error or a programming allowance needs to be added to the system.
44	Error writing to a file.	Obtain a description and Call AIS Technical Assistance.
47, 02	File not open.	The offending file is most likely an index file that needs to be rebuilt. Closing AIS during an update operation on a network usually causes the error. See the Rebuilding Index Files section.
48, xx	File not open.	Obtain a description and Call AIS Technical Assistance.
49, xx	File not open.	Obtain a description and Call AIS Technical Assistance.
93	File locked by another user.	Another computer on the network is blocking access to the data. Close all open AIS Windows and if necessary restart each computer. See error code 38 action and attempt that if closing and restarting do not work.
94, xx	Too many files open by the current process.	This may be a system configuration problem or else the user has all kinds of other applications open. Close all applications including AIS Windows and restart the computer. If not result get a description and call AIS Technical Assistance.
98, xx	Corrupted Index file	See the Rebuilding Index Files section. If this does not resolve the problem call AIS Technical Assistance.
99	Record locked by another user.	Another computer on the network is blocking access to the data. Close the record that the other computer has opened. If no results, close all open AIS Windows and restart each computer. See error code 38 action and attempt that if closing and restarting do not work.
9D, xx	Potential hardware or configuration problem.	Call AIS Technical Assistance.

Rebuilding Index Files

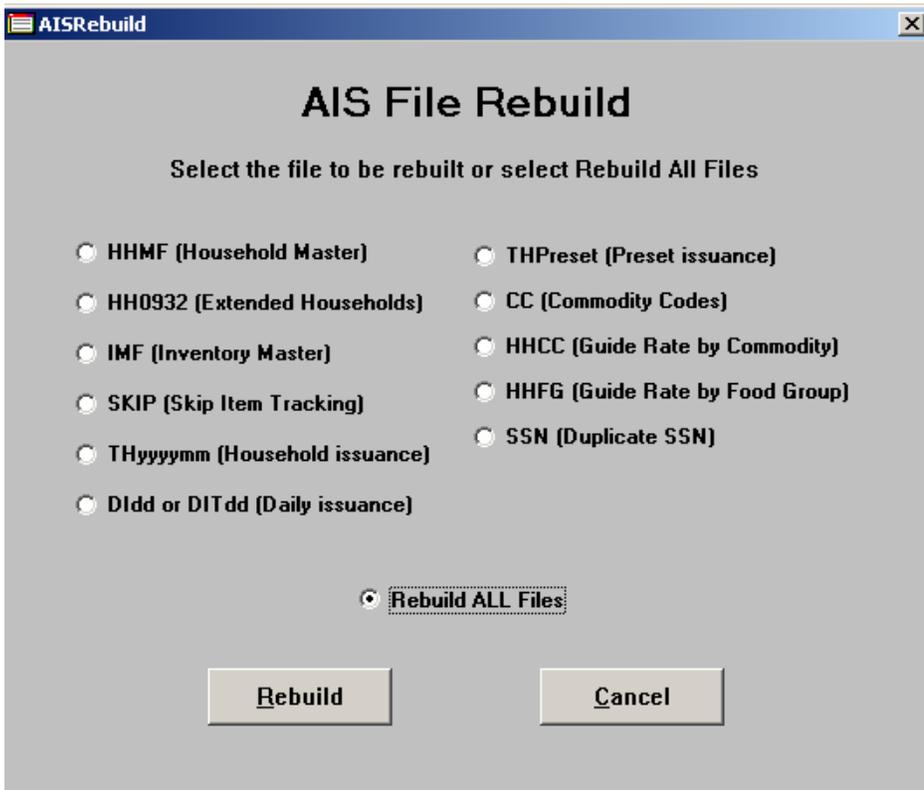
File rebuilding procedures have been added to the AIS Data Maintenance System. File rebuilding may become necessary when files are corrupted due to power loss or closing AIS during a file update procedure. The most common run time errors that will require a rebuild procedure to correct are:

- 38 – File Locked
- 47,xx – File not open
- 98,xx – Index file corrupt

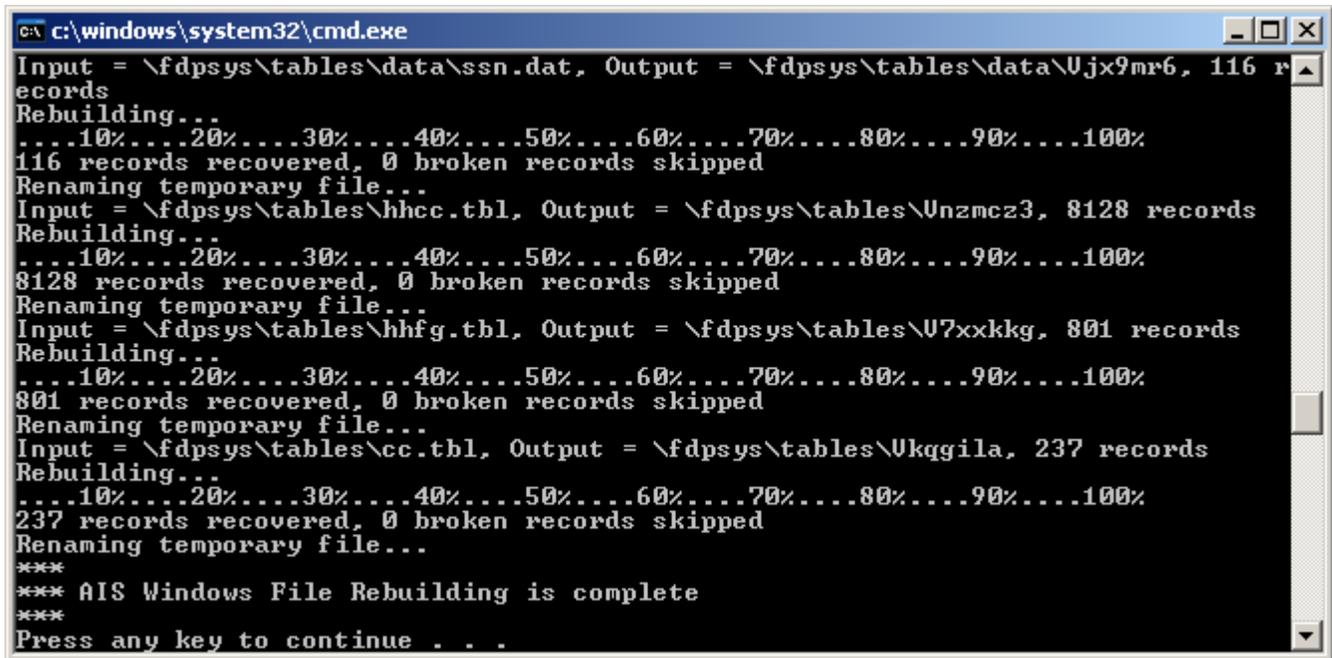
To rebuild a file that has been corrupted, start the AIS Data Maintenance System and click on File Rebuild:



Select either an individual file that matches the file displayed in the run time error message or use the default "all" files option. Make sure that all users are out of AIS before rebuilding any files.

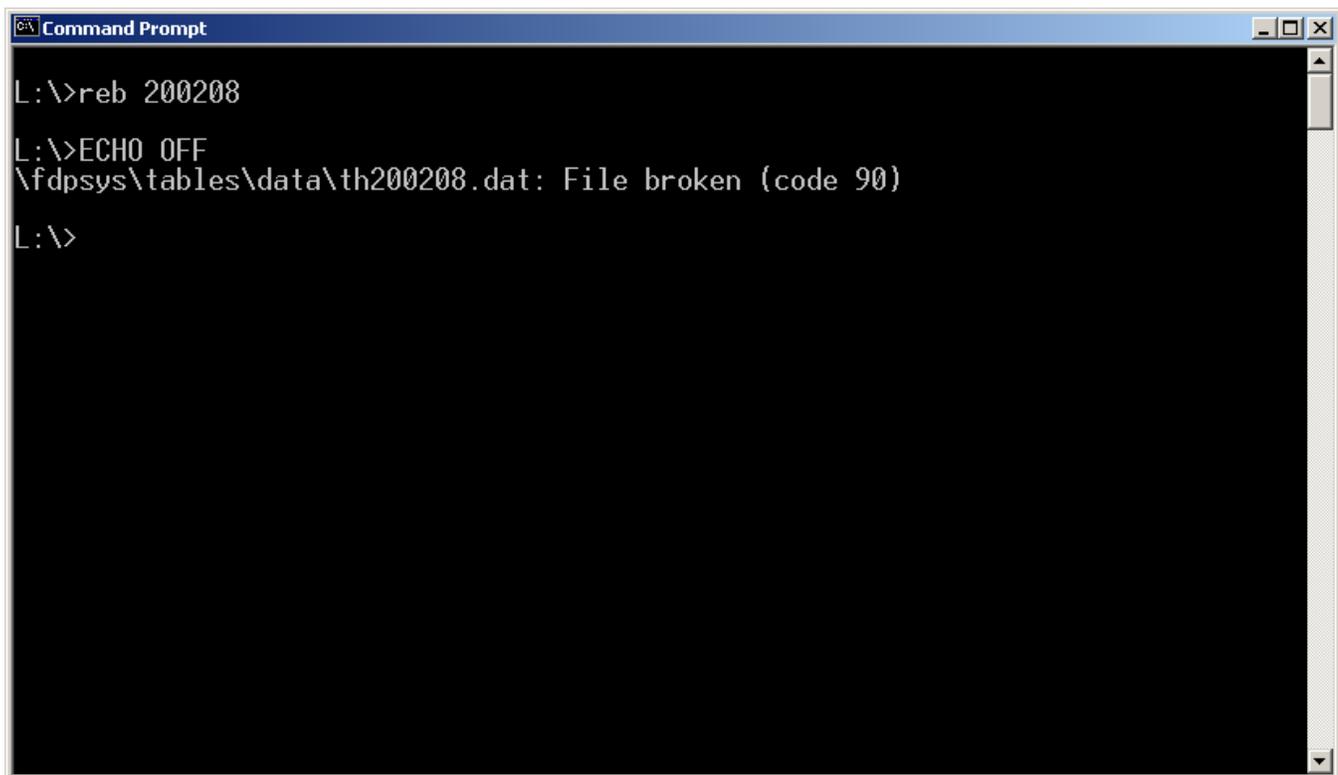


After selecting the rebuild process to be completed and click on the Rebuild button, this is the normal display when completed:



```
c:\windows\system32\cmd.exe
Input = \fdpsys\tables\data\ssn.dat, Output = \fdpsys\tables\data\Ujx9mr6, 116 records
Rebuilding...
...10%...20%...30%...40%...50%...60%...70%...80%...90%...100%
116 records recovered, 0 broken records skipped
Renaming temporary file...
Input = \fdpsys\tables\hhcc.tbl, Output = \fdpsys\tables\Unzmcz3, 8128 records
Rebuilding...
...10%...20%...30%...40%...50%...60%...70%...80%...90%...100%
8128 records recovered, 0 broken records skipped
Renaming temporary file...
Input = \fdpsys\tables\hhfg.tbl, Output = \fdpsys\tables\U7xxkkg, 801 records
Rebuilding...
...10%...20%...30%...40%...50%...60%...70%...80%...90%...100%
801 records recovered, 0 broken records skipped
Renaming temporary file...
Input = \fdpsys\tables\cc.tbl, Output = \fdpsys\tables\Ukqgila, 237 records
Rebuilding...
...10%...20%...30%...40%...50%...60%...70%...80%...90%...100%
237 records recovered, 0 broken records skipped
Renaming temporary file...
***
*** AIS Windows File Rebuilding is complete
***
Press any key to continue . . .
```

This is an example of an error message on a rebuild:



```
Command Prompt
L:\>reb 200208
L:\>ECHO OFF
\fdpsys\tables\data\th200208.dat: File broken (code 90)
L:\>
```

All error codes that indicate a file problem will require that the file be replaced from a backup or potentially some other action. This is a call AIS Technical Support for assistance scenario.

Printing a screen

1. Make sure that the item to be printed is the active window displayed on the desktop.
2. Press the ALT Key and then the Print Screen key.
3. Start a copy of Word, WordPad or any other word processor.
4. Either select Edit then Paste or right click and then select Paste.
5. Check the format of the page to determine if you need to change the page setup to Landscape.
6. Print the document containing the print screen image.
7. Close your document and do not save unless you really want to save it.

Example using WordPad:

