

## **IMPORTANT PROCESSING NOTES FROM THE ATTCOM SUPPORT DESK**

### **WHAT TO DO IF YOU GET AN ERROR MESSAGE WHILE IN ATTACHE**

**Error:** A big blue screen with the following pops up while processing in Attache – “An error has occurred accessing your data base. An error of this type should not normally occur.....”

This error is Attaches way of telling you that it has detected corrupt data or an unaccessable file.

**Action:** Record the Error number and File number.

If there is no file number ie Error=30 or Error=38 and no file number next to it, this means that there has been a conflict between your computer and Attache. Simply press <F9> to continue, escape out of the screen you were in **but do not accept** the transaction you are entering, logout of Attache, quit all other applications, and SHUT DOWN your computer (resetting your computer is not sufficient).

If there is a file number ie Error=36 File=62, press <F9> to continue, escape out of the screen you were in **but do not accept** the transaction you are entering.

You now need to log all users out of Attache and perform a File Integrity Check.

If all files show a status of ‘OK’ then it is okay to continue. If you get ‘Access Denied’ on any files, it is recommended that you reboot you server and repeat the File Integrity Check. If you are on a large network and it is not practical to reboot the server, call Attcom.

If you get an ‘Errors Found’ or ‘Wrong Counts’ message, **DO NOT CONTINUE!** Call Attcom immediately. If the paging service answers, leave an “Urgent. Problem with File Integrity Check” message and we will call you back as soon as we can.

**Error:** Spool32/Illegal Operation

This error usually occurs when you are printing a document. This message is a Windows message and is common to Windows 95 and 98. It usually results from a conflict with your operating software or hardware environment.

**Action:** When the error message pops up, choose to continue. This should return you to Attache. Logout of Attache, quit all other applications, and SHUT DOWN your computer (resetting your computer is not sufficient).

This error should not corrupt your Attache data but it is recommended that you perform a file integrity check after you have rebooted your computer.

## Important Notes:

1. If corrupt data is detected on your system, either by a File Integrity Check or Error message, do not take a back up. ie. If you File Integrity Check at the end of day and detect corrupt data and you do not want to address the error until first thing the next day, do not take your end of day backup. If you do, you will backup with the corrupt data and overwrite the data on that disk/tape.
2. A common question after getting an error message in “How/Why do they occur?”. These error messages are not uncommon on networks (but quite rare on single user systems). When entering transactions in Attache, up to a dozen files may be open between a workstation and the server. If there is a break/spike in this connection, however brief, any of the open files can become corrupted.

An analogy is two people talking to each other by mobile phone. If they get a brief dropout they can recommence their conversation from where they were. On a computer network, if a workstation has a brief dropout from the server, Attache can not recommence from where it was hence causing the corrupt data.

3. Do not panic. These error messages can be intimidating, but following the above steps will ensure the problem is resolved correctly.
4. Do not ignore error messages. Sometimes users can be in a hurry and think they do not have time to address an error message so they just continue. If you do this you may end up having to re-key the work you do after the error message anyway.
5. Compressing/Rebuilding Files should only be performed after consulting someone from Attcom. Although it can be beneficial in rare situations, this procedure does not fix corrupt data.

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6. Do not forget to File Integrity Check regularly. We recommend File Integrity Checks daily. If you are on larger networks then twice a week (Monday and Thursday or Tuesday and Friday) is recommended. The longer an error goes without being detected, the more painful is the solution to fix it!

A File Integrity Check should be performed **before** backing up. Go to *Tools/Company/Data Checks/File Integrity Check*. When in the File Integrity Check Screen, press <F5> then <F9>.

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7. <Ctrl><Alt><Del> is an absolute last resort and should not be done until you have spoken to someone from Attcom.