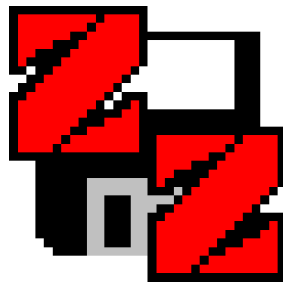


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*ZipZap
Problem Solver*

we Only Provide



Solutions!

SUBJECT: Loading ParcelTrak updates when MANAGER password is not known.

1. Enter first screen by entering name.
2. Go onto option which states USER FUNCTIONS
3. Go onto the option which states RUN O.S.
At the DOS prompt type CD\SVNPROGS.
4. Type \SOVREIGN\FOURGL\RTOLOD
You will get the normal import screen.
5. Accept defaults and let the update load.
6. When finished it may ask about REBUILDING THE DATA DICTIONARY.
Accept any defaults. Let the rebuild finish.
7. Press ESCAPE until you get to a DOS prompt.
8. Type EXIT. You will be back into the normal screen.
9. Go back into ParcelTrak.
10. If anything fails to work first time contact ZipZap.

SUBJECT: Importing data into ParcelTrak from customer site computers

This is done by a straight import of a data file from disk or via modem.

To import data into ParcelTrak as an ASCII file it needs to be fed a comma delimited ASCII one (quote enclosed comma delimited ASCII is best).

This is a very common format and easy to produce.

The fields should be:-

1. Con note number (up to 6 characters) (see note below - not compulsory)
2. Order number (up to 16 characters and can be blank)
3. Company name (up to 20 characters)
4. Address 1 (up to 40 characters)
5. Address 2 (up to 40 characters)
6. Address 3 (up to 40 characters)
7. Town (up to 20 characters)
8. Postcode (up to 8 but truncated after main block) (i.e. LN6 7PW truncated to LN6)
9. No. of items (up to 4 characters)
10. Weight (up to 5 characters)
11. Service (A next day, B two day, C three day)
12. Surcharge code (up to 4 characters and can be blank)

This format will import into ParcelTrak without any changes.

There is an alternative format where you miss off the consignment number and ParcelTrak will issue one automatically. The other fields should be the same as above.

SUBJECT: Correct Surcharges not exporting to relevant parcel system.

In order to 'send' the correct surcharge codes through the parcel system you are in, the surcharge screen in the pricing menu and parameters screen in Utilities need amending to show their recognised codes.

PARCELTRAK U2.07 ZIPZAP - 01522 526964/0374 675625 27 Jun 96

Zipzap Computer Consultants Maintain Surcharges

S U R C H A R G E S										
Code	Description/Valid	Customer	Hub	Delivery	Nvd	Tim	Day	Time	Sec	
<input checked="" type="checkbox"/> 9AM	Pre 9.00am Delivery	15.00	0.00	8.00	BC	Y	0	09:00	No	
AM	AM DELIVERY	6.00	0.00	3.00	BC	Y	0	12:30	No	
SAM	SAT AM DELIVERY	30.00	0.00	23.00	BC	Y	6	12:00	No	
STAM	Saturday Pre 10.30	35.00	0.00	25.50	BC	Y	6	10:30	No	
TAM	Pre 10.30am Delivery	10.00	0.00	5.50	BC	Y	0	10:30	No	

Press Enter to Amend, Escape to Exit. YYYNNNNNNNNNNN

Above is illustrated the Surcharge screen. Use the help tips in the bottom left hand corner of the screen to guide you.

SUBJECT: Invoicing Procedures - ParcelTrak

It is of vital importance that care is taken over the proper procedures within ParcelTrak when invoicing.

Many depots keep a book of runs/dates to ensure that problems do not occur. This should not be necessary if you adhere to basic rules. In particular the following matters should be kept in mind:-

1. The Invoice summary DATE and PERIOD must be IDENTICAL to the last invoice run.
2. You should NOT post invoices through the sales ledger between running the invoices and invoice summary as this may affect the numbering.
3. Reversing an invoice summary is a LAST RESORT procedure and should normally ONLY be done immediately after the invoice run. Where errors are detected after the invoice summary they should be corrected by issuing further invoices or by issuing credit notes.
4. You should only ever reverse the LAST invoice summary as reversing an earlier one WILL affect the NEXT invoice number. This may lead to duplication of invoice numbers and cause other problems.
5. You should run the CLEAR CONSIGNMENTS option on the UTILITY menu prior to invoicing to alleviate any problems with duplicate consignment numbers. The process will NOT clear non-invoiced consignments.
6. If you set INVOICE to NO on the main CUSTOMER SCREEN and later change it to YES then these items will then appear on the next invoice run for the invoice period set on their screen.
7. You should CHECK the VAT amount on the invoice against the TOTAL to ensure that they roughly co-incide. If the VAT amount is too low then it may be set wrong in PARAMETERS. You should correct any problems at this point and not when told by your customer.
8. It is WISE to perform a BACKUP of your data BEFORE an INVOICE SUMMARY. Restoring a backup is a much faster procedure than reversing the summary.
9. If you are having data problems (indicated by CHKSUM errors) then it is wise to resolve any problems prior to performing the invoice summary. Problems may be compounded otherwise.

Indications of problems

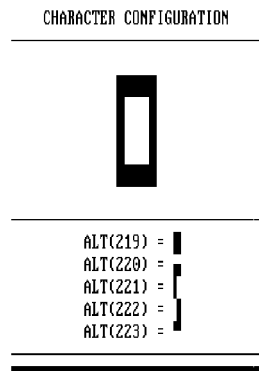
1. When VIEWING an invoice it relates to the WRONG customer. This is caused by either running the invoice print and the invoice summary to different dates/ periods OR creating invoices in the SALES LEDGER between invoicing and the invoice summary.
2. Items appearing on an invoice which were in a previous invoice run means that the INVOICE SUMMARY was not run for the first set of invoices.
3. VAT wrong on invoices. This indicates that you are sending items to a PRICING AREA when there is NO FULL TARIFF rate set OR the VAT applicable field is BLANK.

SUBJECT: Creating and Using Big Characters - Stage 1

Stage One

Select Utilities and Mod Chars. You will be presented with a screen as below:

Down the left hand side you will see a list box containing the number characters 0 - 9 and letters A - Z. Select a number to start with by putting the cursor next to it and pressing enter. You will now have a flashing cursor in the Blue box. You may move the cursor along using the space bar. When you want to 'build' the character use the codes as illustrated. Eg., holding down the ALT key and typing 219 will reveal a rectangle. You will need to release the ALT key for it to appear. Continue to build the character until you have a ZERO as illustrated below:



Once completed move on to the number 1, 2, etc etc.

SUBJECT: Creating and Using Big Characters - Stage 2

Stage Two

Select Utilities and Mod Notes.

Select **Header - Label**. You will be presented with a screen asking you for the size of your labels.

Set them using your template as a guide. You can normally leave the lines at top and bottom as zero.

Once you have entered through this screen you will have a menu at the bottom showing:

Blank, Move Fields, Field Names, Controls, Next, Previous, Test Print, Exit.

Select **Field Names**.

Look down the list for Character Fields 1/1, 1/2 etc

Press Enter twice with the cursor next to the character field 1/1.

You will be presented with a characteristics box. Change **No Print Field** to **Yes**. Press enter through Field Type, Length, Upper Case and Lower Case. Repeat this process for character fields 1/2, 1/3, 1/4, 1/5, 2/1, 2/2, 2/3, 2/4 and 2/5 etc as necessary Press ESC.

Work out the coordinates of where you want all the fields on your labels using the template we provided.

Select Move Fields off the bottom menu.

The cursor will highlight the first group of **X**'s. At the top of the screen you will be told the name of the field you are on. Move the field by using the cursor keys and drop it in position using the Enter Key. The next one will be highlighted and you just repeat the process.

When you get to the Character fields you use the same principle but you will need to line them up in blocks.

Once all the fields are in place you may find you are either missing some or need some more.

These can be turned on or off by going in to field names as we did with the characters initially.

SUBJECT: Print Spooling in ParcelTrak

At any time if you do not wish to print an entire report on paper, you may 'print it to the spooler'. This basically prints it to the hard disk of your computer. You may then view the report on screen and print out the pages you require. This function is particularly useful for invoicing purposes in case of paper jams etc.

To turn the spooler on (you can do this at any time) Press **ALT** and **P** at the same time. A menu will appear. Select **Turn Spooler On** and press enter. The menu will disappear and it will say **PRINT SPOOLING** in the bottom right hand corner of the screen. You may then print a report as usual. To view the report select **ALT** and **P** again. Select **SINGLE FILES** go down to the bottom of the list where you will find the last report, press **ENTER** and select **SCREEN** to view the report. You may also select **PRINT** if you wish to print the entire document. If you wish to just print certain pages then select **REPRINT** and enter the required page numbers.

If you then want to turn the spooler off (again, you can do this at any time) so you may print direct to the printer the select **ALT** and **P** again. Choose **ON LINE PRINT. PRINT SPOOLING** will not go off the screen until it has been refreshed.

SUBJECT: PARCELTRAK - OUT OF ENVIRONMENT SPACE

The environment space allocated by DOS is too small and the Sage Sovereign needs more to work in.

Examine the CONFIG.SYS file using EDIT or text editor. Look for a line like this:-

```
SHELL=C:\DOS\COMMAND.COM/P
```

Alter the line to this:-

```
SHELL=C:\DOS\COMMAND.COM/P/E:2048
```

If the line does not exist at all then add it. Make sure there is a copy of COMMAND.COM in the DOS sub-directory.

Sage Sovereign may not be the only program that runs out of environment space.

Another message that you may get if you do not have this line on occasions is:-

Unable to load COMMAND.COM System halted.

(At this point you have to re-boot)

SUBJECT: PARCELTRAK - CHECKSUM ERROR

This is usually caused by network or hardware failure.

A Checksum is written to the end of each new record. When a record is read, the field information comprising of that checksum is validated. A discrepancy will result in the message 'CHECKSUM ERROR'.

The offending record number will be displayed when the error is reported.

Minor errors can be corrected using the Retrieve 4GL programming language.

It is important that the source of the error is located and corrected.

Areas to look at are:-

Windows installation and setup parameters including trying to run Windows as a single user on a network.

Program conflicts especially mouse drivers/fax software drivers/resident programs.

Hardware failure eg., network card. On Novell check the ERROR LOG on the server.

Note: if you start getting CHECKSUM ERRORS it is advisable to run the data validation process within Sovereign to find and repair file before they get seriously damaged. When fixed - perform a backup.

SUBJECT: PARCELTRAK -FILE TABLE CORRUPTED OR NOT OPEN

This indicates a memory or disk read failure. It is usually a hardware problem but on rare occasions can be caused by conflicting programs which give a similar response.

It is possible to have a software problem which sometimes produce messages such as the DOS one:-

General failure (A)bort (R)etry (F)ail

Check your hardware first as this is the most likely cause.

If you have no success look for programs which are being loaded in the CONFIG.SYS and AUTOEXEC.BAT files. In particular, look for any programs which are TSR types ie., fax/modem, SMARTDRV or similar.

It is unlikely that problems of this type will just manifest themselves in ParcelTrak. If any other programs are not working properly then locate and remove the source.

SUBJECT: ParcelTrak - WAITING displayed on the bottom right of the screen

ParcelTrak is written in the Retrieve 4GL programming language which only puts a lock on a record for the instant that it is writing to it. This technique is called FLASH LOCKING. At this point it notifies anyone else trying to use the record by putting the message 'WAITING' in the bottom right hand corner.

ParcelTrak normally only locks an individual record but when major changes are taking place there may be instances when it needs to lock an entire file.

On single user systems the word WAITING indicates one of two things:-

1. Check that no other user is in a critical area.
2. Check that there are no other users shown on the system who have switched off their machine in a critical area. Use ALT and U. If so log them off as MANAGER.
3. Check for any changes in the network software that have taken place. Peer to Peer networks use DOS3LOCKS as does Novell 3.12 while Novell 3.11 uses NOVELL locks. Look at the batch file that loads ParcelTrak, one line will read like this:-

```
SVNMOS LOCKS:NOVELL FILES:15 COLOUR:DROPSHADOW:ALL:NOSWAP  
KEYBUF:500
```

The actual locking technique on Novell may depend upon which network driver is being used. VLM's use DOS3PLUS while DOSODI/IPX uses NOVELL locks.

SUBJECT: ACCESS DENIED - message in ParcelTrak

This message only normally appears on networks and means that the user does not have the rights to use the files concerned.

On Novell Netware increase the rights of the user using SYSCON for the network drive concerned. Check whether the user has rights to CREATE, MODIFY and ERASE.

It can also sometimes occur if the file is locked for some reason and the lock has not been released.

It is worth checking that the ATTRIBUTES of the files are suitable within DOS. Check your DOS manual on how to do this. If the file is set to READ ONLY then you won't be able to write to it.

SUBJECT: Novell Netware 3.12 & 4 - file locking with ParcelTrak

In general, Novell Netware uses a particular record locking technique of its own. Record locking is an important feature of a multi-user operation and allows multiple users of the software at the same time.

Novell Netware up to version 3.11 uses the Novell method of locking. This is implemented in ParcelTrak in the batch files which load the system, one line will contain the following:-

```
SVNMOS LOCKS:NOVELL FILES:15 COLOUR:DROPSHADOW:ALL:NOSWAP  
KEYBUF:500
```

Novell changed the locking technique on versions 3.12 & 4 to allow for the normal DOS based version of record locking. The method of locking on these versions depends on whether VLM or DOSODI/IPX based drivers are being used.

DOSODI/IPX drivers should continue to use the above line, but VLM based drivers should have the line changed to:-

```
SVNMOS LOCKS:DOS3PLUS FILES:50 COLOUR:DROPSHADOW:ALL:NOSWAP  
KEYBUF:500
```

You should consult your installer and ask which system is being used. If you make any changes to Novell drivers you should also keep this in mind.

SUBJECT: ParcelTrak - Subscript out of range when altering Hub/Delivery

This is caused by a non numeric pricing area being allocated to the contract rate.

Print out the contract rates using the option on the pricing menu. (You can SPOOL this print to save paper). Check for values other than 0 to 9 in the FROM or TO area.

The commonist mistake is to hit the 'A' key on the field.

Find the incorrect contract and delete it using the appropriate option on the pricing menu.

SUBJECT: Network Error B on Sage Mainlan Network

This message may appear at any point on the Network when a transmission of data has been corrupted.

The usual cause will be a faulty network card, but it may be due on occasions to a cable fault or conflicting software. (These are unlikely).

You should use the DIAGNOSTIC test programs within Mainlan to trace the faulty component. These are run without the network software being loaded and you should consult your manual for a full explanation.

Network Error B will stop the program that was running and it will not be possible to continue past that point without Rebooting.

SUBJECT: Network Error (A)abort (R)etry on Novell Netware

This indicates that there has been a transmission fault between the computer concerned and the server. This is a physical problem and may be due to:-

1. The cable has become disconnected or is not properly connected.
2. The network card is faulty in either the slave or the server.
3. The cable is damaged or has something resting on it.
4. The cable is picking up interference from a strong electrical source.

The only way to continue is to Reboot the computer concerned and find the fault.

You can inspect the ERROR LOG on the SERVER and see if it has a fault logged. The log can be inspected by looking at the file called VOL\$LOG.ERR in the root directory of the network drive.

SUBJECT: ParcelTrak - TOO MANY OPEN FILES MESSAGE

PARCELTRAK is trying to run more files at once than which is stated in your CONFIG.SYS file. This problem may be reported in other programs as well.

Use the DOS EDIT or EDLIN commands to alter FILES statement in CONFIG.SYS to read:-

```
FILES=100
```

If you are running on a Novell Network you may need to change the values in your NET.CFG file as well - see your SYSTEM ADMINISTRATOR.

You should make these changes only on the computer reporting the problem.

You can also get the error message if you are running Novell 3.12 under the wrong type of file locking system.

On Novell 3.11 or 3.12 using IPX drivers the batch file that loads ParcelTrak should read:-

```
SVNMOS LOCKS:NOVELL FILES:15 COLOUR:DROPSHADOW:ALL:NOSWAP  
KEYBUF:500
```

On Novell 3.12 using VLM drivers it should read:-

```
SVNMOS LOCKS:DOS3PLUS FILES:50 COLOURDROPSHADOW:ALL:NOSWAP  
KEYBUF:500
```

SUBJECT: SAGE MAINLAN NETWORKS - HOUSEKEEPING

It is important that you periodically perform the following procedure on Sage Mainlan.

Boot the server with a bootable floppy disk, so that it ends at an A: prompt.

Type PATH C:\DOS

Type SCANDISK (on DOS 5.00 or earlier run CHKDSK)

Let the program correct any error it finds. Usually LOST CLUSTERS.

You cannot run SCANDISK or CHKDSK with the network loaded.

Typical effects of LOST CLUSTERS will be general slowing down of the system and errors being reported within programs.

SUBJECT: WINDOWS 3.11 NETWORKS - HOUSEKEEPING

It is important that you periodically perform the following procedure on Windows 3.11.

Boot the server with a bootable floppy disk, so that it ends at an A: prompt.

Type PATH C:\DOS

Type SCANDISK (on DOS 5.00 or earlier run CHKDSK)

Let the program correct any error it finds. Usually LOST CLUSTERS.

You cannot run SCANDISK or CHKDSK with the network loaded.

Typical effects of LOST CLUSTERS will be general slowing down of the system and errors being reported within programs.

SUBJECT: ParcelTrak for Windows '95 - Not Pricing Consignments

If the program prices some consignments but not others there is an easy explanation.

YOU ARE TRYING TO SEND A CONSIGNMENT TO A PRICING AREA WHICH HAS ZERO VALUES SET.

Either you have set the customer rate to zero OR the full tariff rate is set to zero.

Check the Gazetteer entry for the postcode that you are trying to send to. Check that it is set to a valid pricing region which actually holds non zero prices.

Always ensure that every postcode is set to be covered by a valid depot.

Always ensure that every postcode is set to a valid pricing region.

Work in a logical fashion as explained in the HELP files and ensure all required data is completed. The computer will always price at zero if the rates are set to zero OR you have told it that there are zero consignments OR that the consignment has a zero weight.

To the computer, zero values are valid options as you may be sending a consignment FOC.

SUBJECT: ParcelTrak - wrong VAT on invoice

The reason for this is very simple, either:-

1. The VAT rate is wrongly set in the PARAMETERS screen.
2. Either the start or end pricing region does not have a corresponding entry in the STANDARD TARIFF rates. See top of screen for entry which says 'is this pricing region vatable?' It should be either Y or N. A blank entry will cause strange and unpredictable results.

Even if you do not use them try creating regions as follows:-

1 to 1, 1 to 2, 1 to 3, 1 to 4, 1 to 5, 1 to 6, 1 to 7, 1 to 8, 1 to 9, 1 to 10, 1 to 11, 1 to 12, 1 to 13, 1 to 14, 1 to 15, 2 to 2, 15 to 1, 14 to 1, 13 to 1, 12 to 1, 11 to 1, 10 to 1, 9 to 1, 8 to 1, 7 to 1, 6 to 1, 5 to 1, 4 to 1, 3 to 1 and 2 to 1. Remember to check the B and C service screens as well.

A warning that something is wrong will be indicated by a message that 'this service does not go to this region' or this depot does not exist in the depot file.'

A blank entry on the standard tariff screen will produce results like pence in the VAT field on consignment entry when it should be a factor 10 times higher.

SUBJECT: This contract does not belong to this customer or go to this zone.....

When this message comes up on consignment entry you will need to check the following.

1. Full Tarriff Prices - Check that prices are set for the following regions:-

1 to 1, 1 to 2, 1 to 3, 1 to 4, 1 to 5, 1 to 6, 1 to 7, 1 to 8, 1 to 9, 1 to 10, 1 to 11, 1 to 12, 1 to 13, 1 to 14, 1 to 15, 2 to 2, 15 to 1, 14 to 1, 13 to 1, 12 to 1, 11 to 1, 10 to 1, 9 to 1, 8 to 1, 7 to 1, 6 to 1, 5 to 1, 4 to 1, 3 to 1 and 2 to 1.

Remember to check the B and C service screens as well.

2. Contract Prices - Check that the contract rate you are trying to use has regions set as required. Eg., If it is a contract for a parcel going to Scotland make sure that the Scottish region (usually 3) is priced for this customers contract.

3. Check Gazetteer entries for the from and to address make sure they are set to existing pricing zones.

4. Check the depot screen for yourself and the delivering depot. Your depot should be set to region 1. The delivering depot should be set to a valid pricing zone, usually 2 for the bulk of England & Wales.

ParcelTrak Error Messages

SUBJECT: Application out of date - Please recompile

Application was generated on an earlier version of Retrieve 4GL programming language and needs recompiling.

SUBJECT: Arithmetic Overflow*

Stored field is not big enough for result of arithmetic operation. Programming problem.

SUBJECT: Bad Record Number*

Is trying to read a file where the record does not exist. Probably due to a bad index through a hardware or network fault.

Re-index file after finding cause.

SUBJECT: Cannot Create File

Probable hard disk full. Check with CHKDSK.

SUBJECT: Cannot open file - xxx

This program asked DOS to open a file. DOS is unable to do so. The file may be locked by another application or may be protected.

SUBJECT: File Full - will be extended

Re-sizing needed of data file. Informative message only.

SUBJECT: File not positioned at record*

Trying to read a record after a FIND statement which did not locate the desired record.

Programming problem.

SUBJECT: File operation sequence error*

Duplicate ACQUIRE and SAVE commands where nothing has been done with the first record.
Programming problem.

SUBJECT: File position error - xxx

Probable hardware fault.

SUBJECT: File read/write error

Hardware or Network error.

SUBJECT: File table already open

Should never occur except as a result of an earlier reported error. Note that any error may be reported several times.

SUBJECT: File table corrupted or not open

Memory or disk read failure.

SUBJECT: GOTO 'VALUE' out of range*

Wrong label in DEPENDING ON value. Programming problem.

SUBJECT: Header file not positioned at record*

Trying to read transaction file without reading header first. Programming problem.

SUBJECT: Header file not locked*

Trying to DELETE without SECURE READ. Programming problem.

SUBJECT: Index has not been created

Using a temporary index without it having any entries.

SUBJECT: Index key not deleted

Corrupt index. Re-index. Find cause of corruption

SUBJECT: Index key not found*

Using READ FROM without FIND. Programming problem.

SUBJECT: Insufficient memory in file buffer

No more available memory. Free memory. Use MAXMEM command.

SUBJECT: Insufficient memory for program*

No more available memory. Make application smaller or free memory.

SUBJECT: Program position lost

Memory error. Hardware or DOS/Windows software problem.

SUBJECT: Reading past end of file

The index file is corrupt. Re-index. Usually has been flagged by an earlier message which was ignored.

SUBJECT: Run token not recognised*

Using new commands on an old compiler. Needs recompiling. Minor problem.

SUBJECT: Short record read

Hardware failure. Resolve problem.

SUBJECT: Short record write

Out of disk space. Clear space and re-index files.

SUBJECT: Path 0 has not been set*

Pathing wrong using CREATE or EXTEND file. Programming problem.

SUBJECT: Subfield out of range*

Subfield parameters out of range. Programming problem.

SUBJECT: Subscript value out of range *

Subscript is zero or greater than maximum entries.

SUBJECT: Text too long*

TEXT-TO-NO limits to 16 characters. Has exceeded. Programming problem.

SUBJECT: Text field for ASCII file name must have trailing space*

No trailing space after ASCII FILENAME command. Programming problem.

SUBJECT: Wrong file type for function*

Trying to use non SOVEREIGN file.

SUBJECT: Zero length key for first index*

Key field must be at least 1 character long. Programming problem.

SUBJECT: Zero length read/write*

Probably out of disk space. Free space and re-index files.

Other Errors

SUBJECT: ACCESS DENIED message

The user does not have sufficient rights for the file to be created/altered/deleted. On Novell Netware increase the user rights from within SYSCON. Check also that the file is not write protected within DOS using the ATTRIB command. (See DOS manual for explanation).

SUBJECT: Unable to create file message

The program is trying to create a file with an invalid name or it is trying to create it in a sub directory or disk drive that does not exist.

SUBJECT: Programs locking

Check the locking method used to load ParcelTrak, this is a batch file called PARCEL or SOVEREIGN - one line begins with SVN MOS, check this.

On Novell Netware (802.3 standard protocol using DOS/ODI drivers) the line should contain the following:-

LOCKS: NOVELL FILES: 15

On Peer to Peer networks or Novell Netware using VLM drivers (usually 802.2 protocol) it should be:-

LOCKS: DOS3PLUS FILES:50

Note: SHARE must be loaded (See DOS manual). We have found that even on VLM drivers the NOVELL locks seem to work better.

If you have just performed an upgrade and the manifesting screen stops just before saving then you may have failed to go into UTILITIES and run MOD NOTE and MOD LABEL.

If you go into the manifesting screen and it locks at the top of the screen then you have a missing value in PREFIX CODE, NEXT SEQUENTIAL NOTE NUMBER or REDUCED CARTON RATE field in PARAMETERS.

SUBJECT: Too many open files message

The FILES statement in the CONFIG.SYS file has too low a value. Increase files statement to 100.

SUBJECT: Waiting in the bottom corner of the screen

Some programs within the system do require other users to wait a short time while they process important information and place the message 'WAITING' on the other screens. It should only ever be for a short time.

On single user systems the word 'WAITING' indicates that there is still a user logged in due to resetting the computer while logged in. Enter the system as MANAGER and CLEAR ACTIVE USERS. This can occur on multi-user systems as well if the user was in a critical area at the time of rebooting.

'WAITING' on multi user systems can indicate the wrong file locking method is being used.

SUBJECT: USER ALREADY LOGGED IN message

The user previously terminated the programs by resetting the computer. Log on as MANAGER and CLEAR ACTIVE USER concerned. Do NOT clear off active users in the system who are working normally.

SUBJECT: General failure reading Drive A:

The floppy disk in drive A is not formatted.

SUBJECT: Data error reading drive A:

The floppy disk in the A: drive is faulty.

SUBJECT: Network Error B (Sage Mainlan) or Network Error (Novell)

Data transmission error on the network which usually indicates a faulty network card or broken cable. The usual result of this is that the network drive will usually become instantly inaccessible. Other computers may also suffer the same problem in turn.

Trace the problem. Check the loading technique being used. Rebooting may restore the connection

SUBJECT: Out of environment space

Add the following line in the CONFIG.SYS or amend the line if found:-

```
SHELL=C:\DOS\COMMAND.COM /E:2048
```

If the problem still persists then it may be due to the computer not using high memory (use MEMMAKER to cure) or the wrong locking technique may be in operation (see above).

SUBJECT: Sector not found reading Drive C:

The hard disk has a fault which needs immediate attention.

SUBJECT: Transaction blocked for wrong header (within ParcelTrak)

Data corruption of a main data file. It is easier to restore the last backup than repair it.

SUBJECT: Subscript out of range error when altering Hub/Delivery portions of contacts

This only occurs if the depot is running multi networks and exceeds 200 stored depots. Ask ZipZap to amend the amount of depots set.

SUBJECT: 'User already logged in' message

The user trying to log in did not log off properly before either the computer crashed or was switched off. Log in as **MANAGER**. Go to **NAME TABLE** the **CLEAR ACTIVE USERS**. Log the user off. Do not log off other people who are correctly using the system.

SUBJECT: Printer not printing

Does **PRINT SPOOLING** appear in the bottom right hand corner of the screen? If so press and hold the **ALT** key, then hit **P**. Go down to **ON LINE PRINT** and hit **ENTER**

SUBJECT: 'Unable to create file' message in INVOICE SUMMARY

Check the **PARAMETERS SCREEN** on the **UTILITIES MENU**. At the bottom it says 'use **SAGE accounts Y/N**'. If set to **Y** then the destination drive/path/file must read something like:-

SUBJECT: Too many open files in Windows ME

Click on **START**, go upto **Run**. Type command and click **OK**.

You should be at a DOS prompt **C:\windows\desktop>**

Type **cd..** and press enter you should now have **C:\windows>**

Type **EDIT SYSTEM.INI** and press enter.

You should now be in a blue screen with white writing on it.

Look down the list for a section called **[386 Enh]**

At the bottom of this section type **PerVMFiles=255**

Hold down the **Alt** key on your keyboard and press **F** move down to **Exit**. Save the changes when it asks you.

Type **Exit** to go back into Windows.

Reboot the computer.

Index

Access Denied	14, 30
Application out of date	25
Arithmetic Overflow	25
Bad Record Number	25
Big Characters	7, 8
Cannot Create File	25
Cannot open file	25
Checksum Error	11
Contract does not belong to this customer	24
Correct Surcharges not exporting	5
Data error	31
Environment Space	10, 32
File Full	25
File not positioned at record	26, 27
File operation sequence error	26
File position error	26
File table already open	26
File table corrupted	12, 26
General Failure	12, 31
GOTO 'VALUE' out of range	26
Header file not locked	27
Header file not positioned at record	27
Importing Data	4
Index has not been created	27
Index key not deleted	27
Index key not found	27
Insufficient memory for program	27
Insufficient memory in file buffer	27
Invoicing	6, 9
Loading ParcelTrak updates	3
Network Error	17, 18, 26, 32
Network Error B	17, 32
Novell Netware	14, 15, 18, 30
Out of environment space	10, 32
ParcelTrak for Windows '95	22
Path 0 has not been set	28
Printer not printing	33
Program position lost	28
Programs locking	30
Read/write error	26
Reading past end of file	28
Run token not recognised	28

Sage Mainlan Networks	20
Sector not found	32
Short record read	28
Short record write	28
Spooling	9, 33
Subfield out of range	28
Subscript out of range	16, 32
Subscript value out of range	29
Text field for ASCII file name must have trailing space	29
Text too long	29
Too Many Open Files	19, 31
Too Many Open Files in Windows ME	33
Transaction blocked	32
Unable to create file	30
User already logged in	31
VAT	6, 23
Waiting	13, 31
Windows 3.11 Networks	21
Wrong file type for function	29
Zero length key for first index	29
Zero length read/write	29