

## CAFAM - TECH NOTES NO 21

28 Feb 2007 (REV JAN 2014)

### VARIOUS ISSUES RUNNING CAFAM

#### 1. WARNING "NOT A SIGNED PROGRAM"

To Overcome Error Warning "Not a Signed Program"

1. Click Start Run
2. Type GPEDIT.MSC
3. Then go to
  - User Configuration
  - Administrative Templates
  - Windows Components
  - Attachment Manager
  - Inclusion List for Low file types
  - Click Enable

Type to add in CAFAMW.EXE

Click OK

#### 2. TAKES TOO LONG TO PRINT/PREVIEW ON SOME NETWORKS

Fault : Takes too long to print on some printers over a Network

Reason : Delay in find the Printer IP address of the Printer

Fix : Install the Printer as a "Share" on the FileServer -

1. Install the Printer on the FileServer
2. Make the Printer device here a "Share" on the Server
3. Then use this Shared Printer for the PC's to print through, and not directly to the printer

This way you are using the File Server to act a Print Server for the PC W/stations. Thus the W/stations never see the Printer "directly".

#### 3. "IN-SUFFICIENT MEMORY ERROR" ON NETWORK INSTALLATIONS

This problem is most certainly down to a Network traffic issues. Something is causing a bottleneck possibly:

- faulty connection
- hub/switch
- network card
- firewall wall block
- recent upgrades in Security causing network blocks
- an over-aggressive Ant-Virus checking all data traffic

The "Insufficient Memory" error is a false message. It is only because the Data Engine reports it this way. In every case we have seen this elsewhere, the issue came down to a Network traffic flow fault – usually with an over-active anti-virus program or firewall. Other messages you get for the same reasons are "File Read Error", "Illegal Off-Set Error" or "FATAL ERROR: Exception Code = 0000006" or just general unstable operations

#### 4. SOME-ONE HAS DATA FILE IN USE

This error usually occurs at print report time on Windows Networked computers. It also only happens to a specific User login.. The reason for this is because the Server has locked a TMP file that CAFAM is trying to over-write. During the reporting, CAFAM creates a TMP\_Xnnn data print buffer file where "nnn" represents the Users initials. These Tmp files are constantly overwritten and are safe to delete. Occasionally the Operating system in a

Server “overlooks” the file and leaves it locked. The result is next time a report is being generated, the locked file prevents the new one being created. The proof is that another User with different login The fix is to either close the file(s) from “Computer Management” under “Shares” or to re-set the Server so that the file is released, a rather drastic action but we have found no other work around. A temporary workaround would be to re-create the User with different login initials

## **5. FILE-READ ERROR**

This one usually is because someone on the Network is opening the data files in some other program – usually Excel. The live CAFAM data files must under no circumstances be opened in these third party programs. Doing so is courting data disaster. If you must open the file, then make a copy somewhere else and use the copy. Do not open CAFAM data files in any other program other than CAFAM

## **6. UN-EXPLAINED NON-SPECIFIC ISSUES**

Try deleting the FoxPro data engine resource file called FOXUSER.DBF and FOXUSER.FPT located in the CAFAM folder. You will need every out of CAFAM to do this. When launched again, CAFAM will re-create these as new files with no loss or problems. The Resource file holds information specific to Foxpro workings and has no impact on the data tables. If all else fails, try resetting the entire system starting with the File Server

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