

CAFAM - TECH NOTES NO 26

08 Mar 2012 – Applicable to Network Versions only

UNEXPLAINED “FILE COULD NOT BE ACCESSED ERROR”

1. INTRODUCTION

A known to be working program suddenly displays a “FILE COULD NOT BE ACCESSED” error message, despite being a Networked Version of CAFAM



This problem indicates that some processing on your file server has locked the "TMP" files for these Users that were created during the normal course of CAFAM operation. To verify this go to the CAFAM folder and see if you can delete all files starting with the letters "TMP_ xxxx.DBF" where the "xxxx" contains the Users login initials. You will probably find that you are being denied the deletion of some files. This is because they have locked up. One way to clear the problem is to go to the Server - ADMINISTRATION TOOLS > COMPUTER MANAGEMENT > SHARED FOLDER > OPEN FILES and identify these files. Right Click and see if you can delete them here. You will need “Administrator” privileges for this. Hopefully you can delete them and that should resolve the issue. If you can't delete them, then the only solution is to re-set and re-start the File Server.

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