

Error Messages and Troubleshooting

General FAQ's

Recreating indexes for the data files seems to lockup the computer

Reason: Recreating the indexes varies depending on the speed of the computer and the size of the data files. The first three steps of the rebuild process are quick, but the fourth step may take more time.

Solution: Do nothing. Do not interfere with process. Do not shut down during process. Do not hit escape during process.

NOTE: Never do a Select All to Recreate Indexes. This causes unnecessary hashing of good data files. Highlight only the file or files that are causing an error.

The picture in the manual shows the Paradox LANGDRIVER set as a "Paradox 'ASCII'", but mine is set as "'ASCII' ANSI"

Reason: This discrepancy is due to changes to the Borland Database Engine (BDE) by Borland. Paradox ASCII and ASCII ANSI are essentially the same.

Solution: This is OK. Leave as is.

Installation FAQ's

Error Message: When program is running, says missing VCL40.bpl

Reason: This usually indicates a lockup in Windows. If this is not the case, it may be missing sequential updates.

Solution: Restart the computer. If it is a lockup in Windows this will solve the problem. If this does not work, backup your data files. Uninstall the program from your computer. Do a full, new install of the complete Youth Enrollment system from the current Installation CD (version 2.2).

Problems loading update, just getting flash screen and never getting far enough to put in access codes

Reason: Two or more sessions could be loaded in various places on the computer and confusing the bde.

-OR- the upgrade was not installed properly.

-OR- the full install was loaded over the program instead of the upgrade.

Solution: Reinstall program.

-Backup data files.

-Remove all WinYouth.exe programs, by going to Start | Settings | Control Panel | Add\Remove Programs.

-Also remove extra programs by going to Start | Find | Files or Folders and in Named type in: winyouth.exe and Look in: My Computer

-Remove all programs (by deleting these programs)

- Do a Full Reinstall.
- Then if needed - Restore your backup files by copying and pasting them back into the Windows Youth Enrollment Data folder.

The buttons on the installation do not work

Reason: Depending on your computer settings it might not automatically run the Setup.exe.

-OR-

CD-ROM might be older version and it will not automatically run.

Solution: Use Windows Explorer to browse the CD and run the Setup.exe (double-click and

this will take you to contents of the main menu.)

Printer FAQ's

Need Barcodes to print on Mailing Labels

NOTE: each time you load the program on a new/different computer you need to put this font on that PC.

Reason: Special font needed for barcodes.

Solution: Load fonts from CD.

-Open CD

-Go to Extras folder in Browse CD Contents

-Open fonts.exe, it will copy the fonts to the Windows | Temp folder

-You must load fonts in Fonts folder: Go to Start | Settings | Control Panel

-Select Fonts folder

-Go to File | Install new fonts

-Select the following font from the Windows | Temp folder: 3of9.ttf (barcode font)

-Click OK

-Then you can delete these files from your Temp folder

Dot-Matrix special sized forms do not print or line up correctly

Reason: Cannot read different size formats, usually problems with index cards, labels or checks, etc.

Solution: Set the printer page size to Custom. (This option might not be available on

WINNT - See below.)

-Click Start | Settings | Printers

-Right-click on the dot-matrix printer

-Click on Properties

-Click on the Paper tab, or look for a tab that allows the page settings to be changed from Letter to Custom.

-Click OK (don't set any parameters).

-Also make sure your dot-matrix printer is set as the default printer.

-OR-

IF Win2000 or NT4

-Go to Start | Settings | Printers

-Click on File | Server Properties

-Click on Create new form under Forms tab

-NOTE: a new form for each form must be created - different than 8 ½ x 11 - i.e. checks, labels, etc. IF your print driver doesn't have a "Custom" setting you either need to install an older driver, check for an NT solution, or use a different printer.

Dot-Matrix printing slowly

Reason: The Windows print drivers print in graphics mode which gives the printer more capabilities, but prints slower than in text mode.

Solution: Go to the Printer Control Panel; select the Properties option for the Dot-matrix Printer by right clicking on the printer icon. On the Graphics tab in printer properties, set the resolution to no higher than 180x120 or 180x180 dpi.

EDB Engine error when trying to print...

Reason: Downloaded new printer or downloaded new Corel product. Has old version of BDE and isn't compatible with program.

Solution: Go to www.borland.com website and download version 5.01 BDE Administrator

My report works under WIN95 but not under WINNT

Reason: When the report crashes at 25 to 50 pages and the operating system is NT, then the problem is usually permission based. The Youth Enrollment System's report engine renders the report to a temporary file on your hard drive if it can't render the report in the computer's memory. If the user doesn't have sufficient access to create a temp file, then an error will occur.

Solution: Make sure you have a temp folder in the Youth Enrollment Folder.

Printing reports produces an all black page -OR- Printing only on the right side of the sheet, but preview shows all the information.

Reason: Print driver isn't compatible with various products.

Solution: Change to a standard print driver - Use HP LaserJet III print driver.

-Click Start | Settings | Printers

- Double-click on Add | Printers

-When it asks for the vendor and model, choose HP LaserJet III

-Set this as the default printer

-Exit the Youth program if it is running BEFORE attempting to print using the new driver. This will reset the driver.

Printouts cut off the bottom of some lines.

Reason: Fonts are set to large and printing outside the printable area. This is cutting off parts of the letters.

Solution: Change the Display Properties on your computer from Large to Small fonts.

-Right-click on the desktop and click Properties.

-OR-

-Go to Start | Settings | Control Panel | Display. Right-click on the icon, and then click on Properties.

Click on the Settings tab and change the font size to Small font.

Screen captions are too big and are getting cut off.

Reason: fonts are set to large and printing outside the printable area, cutting off parts of the letters.

Solution: Change the Display Properties on your computer from Large to Small fonts.

-Right-click on the desktop and click Properties. Or go to Start | Settings | Control Panel | Display (and right-click on icon to then click on Properties)

-Click on the Settings tab and change the font size to Small font.

Run Time Errors FAQ's

Miscellaneous BDE error during installation or running the program

Merging configuration file failed

File: C:\Program Files | Borland | Common Files | BDE IDAPI.1CF

-OR-

Cannot load an IDAPI Service Library

-OR -

Exception EDB Engine Error in module WinYouth...Unable to initialize the BDE

Reason: Insufficient disk space on the hard drive to run the BDE.

Solution: Free up some space on your computer and try again.

Access Violation

Reason: Windows error -OR- can be caused by Hot Key usage in older PCs.

If it CANNOT be duplicated, it is an odd Windows occurrence.

Solution: Restart the computer. If it CAN be duplicated try matching it to other access violations in the FAQs, or document it for review.

Backup Utility is not found

Reason: Utility is either not installed

-OR-

You have a different operating system.

Note: If operating system other than Win95, Backup feature won't work in the WinYouth program. This was not taken out as some people still have Win95.

Solution: If Win95 or Win98, install the backup program (this will require the Win95 CD or diskettes).

- Click on Start | Settings | Control Panel
- Double-click on Add/Remove programs
- Click on the Windows Setup tab
- Click on the box next to Disk Tools, to "check" the box.
- Click OK. This will prompt you for the disk.
- OR-

If running Windows 2000/NT, Windows XP, or Millenium Operating System, use an alternate backup source.

-OR-

One alternate backup source is the WinZip product (shareware and available on your CD or can visit the www.winzip.com website).

-OR-

You can backup on a Zip Drive.

Cannot restore a backup from a different computer

Reason: Incompatible WIN95 Backup and WIN98 Backup. Can only backup from same operating system.

Solution: Use another form of backup, either Zip disk, or other backup program. Could use WinZip (alternate backup program).

EDBEngine error at...various odd errors...

Possible **Reason:** If Win2000 operating system, BDE version is incompatible.

Solution: Need version 5.1 or higher. To check version, go to Start | Programs | Youth Enrollment | BDE Administrator. Click on the Configuration tab and go Object | Version Information. The first record is probably Idapi32.dll – version should say 5.1.1.1, date 11-12-99, time 5:11:00 a.m. Go to www.borland.com website and download more current BDE.

EDBEngine error at --- Invalid File name

Reason: This could be caused if the user is on a peer-to-peer network, but is not currently logged in, or the drive is not mapped.

Solution: You can go into the BDE Administrator to check both the Net Dir path and the WinFair path, and then go into Windows Explorer to try and find that drive and directory.

-OR-

Reason: Another reason could be if the paths specify a network directory using long file names.

Solution: Shorten the directory names to 8 or less characters.

Error message: “Corrupt table other than header”.

Reason: Serious error, throwing off your indexes; possibly lost indexes.

Solution: Restore the most recent back up of all files... *.db, *.px, *.?g?

Error message: “Index is out of date”.

Reason: Possibly only copied in .db files.

Solution: If the files were sent to you by someone else, have them send ALL related files to you, not just the *.db files. Such as: *.px and/or *.?g?

-OR-

Reason: Indexes became unsynchronized.

Solution: Recreate indexes on certain files. Depending on which file you received this error message on.

-Click on Utilities | File Utilities

-Click on Youth2A.db (if message was received going into Member screen)

-Click File | Recreate indexes.

-Possibly recreate the indexes on the Youth2D.db, Youth2F.db, Youth2H.db, and Youth2XL.db, also...

Error message: “Key Violation” or “Duplicate Record” error message.

Reason: Has a duplicate record i.e. Member number. Or Parent number.

Solution: Click OK to this error. Then either change the primary field (Member number/parent number) to a value that is unique, or click cancel.

Error message: No more users allowed

Reason: Program thinks there are more than 4, number of users in program currently.

Solution: Delete BRWYNet1.NAF from the data directory (c:\Program Files\Youth Enrollment\Data). This will force the program to recreate the file with the correct number of access slots.

To delete this file:

-Run the Windows Explorer (Start | Programs | Windows Explorer.)

-Look in the directory that contains the data files.

-Click on the file BRWYNet1.NAF.

-Press Delete on your keyboard.

-It will ask, "Are you sure?"

-Click Yes.

Error messages: “Operation not applicable, and/or this performed an illegal operation...”

Reason: Windows standard error, could be telling you various things i.e. indexes are out of sync, not enough room (RAM) on your computer, something is conflicting with operating system.

Solution: Shut down normally, turn computer off, then restart computer.

- OR- free up disk space on your hard drive.
- OR- recreate indexes on the specific files you were using at the time of the error.
- OR- if persists contact MarTech Systems, could be something else.

Exception EDBEngine Error in module WinYouth...File or Directory does not exist. File Youth2I.db

Reason: Lost connection or never had BDE files.

Solution: Find the data files and change the WinYouth path. If the program has been installed as an upgrade, it should have been installed as a new installation. Run the installation over the top of the upgrade, and then run the Update diskette.

Exception EDBEngine Error in module WinYouth...File or Directory does not exist.

Reason: Corel products installed on computer.

Solution: Check the BDE Administrator. It may be necessary to update the version.

Go to Start | Programs | Youth Enrollment | BDE Administrator

-Click on Help | About - if the version is less than 5.01 need to update the BDE administrator.

-Go to www.borland.com website and download 5.01 version under dephi. System should put update in proper folder.

Exception EDBEngine Error in module WinYouth...File or Directory does not exist -OR- Path not found

Reason: path is not correct or lost.

Solution: Find the data files -

-Click on Run | Find | Files or Folders

-Type Youth2i.db in the "Named:" box

-Change the "Look In:" box to My Computer.

-Press Find Now.

-If no files are found, run the installation, to install the data files.

If the file is found, lengthen the "In Folder" column to show the correct location of the data files.

-After the data files have been located, run the BDE administrator.

-Change the WinYouth path to the correct location.

Exception EDBEngine Error in module WinYouth...Path Controlled by another NET file.

Reason: BDE path is not connected, or lost connection.

Solution: On each computer do the following:

-Run the BDE Admin (Start | Programs | Youth Enrollment | BDE Administrator)

-Click on the Configuration tab

-Select Configuration | Drivers | Native | PARADOX

-Change the PARADOX "Net Dir" to the network drive (This could be set to the directory that contains the data files.)

Exception EDBEngine Error in module WinYouth...Unknown database -OR- Screen flashes and never opens WinYouth program

Reason: Your database alias in the BDE is not installed.

Solution: Do the following to manually install the alias.

Run the BDE administrator (Start | Programs | Youth Enrollment | BDE Administrator.)

-Click on the Databases tab.

-Click on Object | New. (A screen appears with "Standard".)

-Click OK.

-"STANDARD1" text will be highlighted.

-Type WinFair. This will replace the word Standard1 with WinYouth.

-On the right half of the screen, click on Path. This should be set to the path where the data files are.

-Click on the ellipsis (three dots to the right of path line).

-A Select dir box comes up - Find path

-Make sure correct drive shown (probably C:)

-Under Directories, double-click on Program Files

-Double-click on Youth Enrollment

-Double-click on Data

-Click OK.

-Close the BDE Administrator, and save the changes.

Lock file has grown too large.

Reason: File locks up to protect the tables and data.

Solution: Delete lock files.

-Click on Start | Find | Files or Folders

-Search for: p*.lck

-Look in: My computer

-Click on Find/Find Now

-Delete any files it finds...(Delete Paradox.lck files first, then delete Pdxusrs.lck files.)

Locks up with a Duplicate Record Error.

Solution: Use the Cancel button to undo a duplicate record.

Record locked by another user.

Reason: Either the same computer or another computer is editing the same record.

Solution: Restarting the computer may solve this.

-OR-

Check the Net Dir.

-Go to Start | Programs | Youth Enrollment | BDE Administrator.

- Click on the Configuration tab
- Select - Configuration | Drivers | Native | PARADOX
- Make sure the PARADOX "Net Dir" to the network drive (This should be set to the directory that contains the data files.)

Setting up network Peer-to-Peer. Having problems, invalid file name and database setup problems -OR- Various EDB Engine Errors

NOTE: Peer-to-Peer networking not recommended for data entry. Only recommended for viewing and printer sharing.

Reason: Various reasons - network mapping not set up properly.

Solution: Make sure mapping done correctly.

- In Windows Explorer go to Network Neighborhood
- Right-click on PC who has data files.
- Map Network Drive - give it an alpha character - that is not used as a designated drive already. Click OK or Apply.

NOTE: If this pc has data files on (acting as server PC make sure the C drive is sharing).

-OR-

Reason: BDE paths not set up properly.

Solution: Make sure BDE Administrator is set up properly.

- Go to Start | Programs | Youth Enrollment | BDE Administrator
- Check Databases tab.
- Make sure WinYouth is listed as a Database, if not add by going to Object | New, Standard is listed in box, Click OK.
- Change the name - Standard1 to WinYouth
- Click on the path to find the data files.
- Click on Object | Apply.
- Check Configuration tab.
- Make sure Configuration | Drivers | Native | PARADOX has a Net Dir - set to the same directory the data files are on; usually at the Drive level i.e. J if files on J drive (could vary depending how mapping drive was done).
- Also Check Configuration | System | INIT. S
- Set Local Share to TRUE

-OR-

Reason: Faulty cable or bad connection with server pc.

Solution: Have network administrator check cables, network card, and connections to make sure all is working properly.

The program will not run. It keeps asking for access codes.

Reason: Incorrect codes.

Solution: Get the User Code, User Name, and a fax number so we can send new codes.

-OR-

Need to register for a new program, license has expired.

-OR-

Didn't enter in access codes correctly, retry entering codes and name exactly as on sheet.

This program has performed has performed an illegal operation, and it will be shut down. If this persists, contact the program vendor. Invalid page fault.

Reason: All-purpose Windows error.

Solution: Restart computer. If the error CAN be duplicated consistently, it is a problem with the software.

-OR-

There could be a problem with the printer or the print driver is not current.

-OR-

The computer lost its connection - just shut down normally, turn off computer; and start over.

Unable to backup BRWFNet1.NAF

Reason: BRWFNet1.NAF is a system file used to control the number of users accessing the files and is recreated on entry into the program. This file doesn't need to be backed up.

Solution: Uncheck (deselect) the BRWFNet1.NAF file when performing the backup.

-OR-

Exit program and run through the Windows program -

-Go to Start | Programs | Accessories | System Tools | Backup

Unable to change the path for WinYouth in the BDE Administrator

Reason: BDE database is open.

Solution: In the BDE administrator:

-Right-click on the WinYouth alias (to access a pop-up menu)

-Click on Close (the green box will disappear)

-Modify the WinYouth path.

Update FAQ's

Data from last year is gone

Reason: If you had the Windows version last year, someone could have installed the upgrade

as a new installation, and overwritten their data files with blank ones.

Solution: Restore latest backup.

-OR-

See if the network files were untouched and copy them to the data directory (if on a network).

Trying to merge WinYouth data from one machine to another, but it doesn't appear to be working.

Reason: You are trying to copy the files into the same folder.

Solution: Make sure you are changing the default and finding your files that you want to merge. The path needs to be different than what your data path in your program says. Example: My data path is C:\Program Files\Youth Enrollment\Data. The files I want to merge are in a temporary folder I created - C:\Happy. Find C:\Happy and merge those files.

-OR-

Reason: You are trying to merge from the A drive and there isn't enough space to expand and read the files on the A drive so it doesn't always work.

Solution: Create a new folder on your hard drive (C:) and copy and paste all your files in the newly created folder. Then go into the program and merge. (Refer to Youth Enrollment Manual, Chapter 7, for more information on merging.)

NOTE: When merging data make sure that each computer has the same updates on. To verify go into the program under Help | About to check the last update date.

Data Folder

“How do I find out where my data folder is being stored on the computer system?”

Reason: Needed to save files or merge, etc.

Solution: Go *Start|Programs|Youth Enrollment|BDE Administrator*. In the BDE Administrator, click on Databases. Select WinYouth. The right side of the screen will display the path the youth enrollment program is using to access the datafiles.

Key Violation

You are trying to insert a duplicate record into the database. Each record must have a unique ID code to allow for searching.

The following is a list of files, and the field or combination of fields that must be unique.

 Youth 2A Member Code

Youth2B Parent Code
Youth2BL Member Code, Parent Code
Youth2C Project Code
Youth2D Member Code, Project Code, Club Code, Project Year
Youth2E Award Code
Youth2F Member Code, Award Code
Youth2G Activity Code
Youth2H Member Code, Activity Code
Youth2J Initiative Code
* Youth2L TransNum
* Youth2M TransNum
* Youth2N TransNum
Youth2X Club Code
Youth2XL Member Code, Club Code

* The files that have TransNum use an automatic increment number as the ID code. Occasionally this number will try to use a number that has already been used. Click on the file that is causing the key violation. Click on File | Fix Key Violation. If this does not correct the error, call Technical Support.

Missing clubs, projects, activities or awards on reports.

There are incorrect or missing Club descriptions, Project Descriptions, Activity Descriptions or Award descriptions in the those files. If a description for a club or project is missing, the club or project will not print on the report. This is different than the MS-DOS Youth system which would inform you that a club code or project code was not found. (Also check for Zeros vs. "Oh"s.)

Member Listing report does not print any members, but they are in the file. Most likely, the Members are all inactive. A list of inactive members can be printed