



PD² Errors
Reference Guide
September 14, 2001

1. PD² Errors Reference Guide Overview

1.1 Purpose

The purpose of this document is to:

- List the OLE, PD², and other common errors users receive while working in PD².
- Explain why the errors occur.
- Provide solutions to solve the problems and prevent errors from displaying again.

This document contains hyperlinks. To use this document, click the category of error, then find the displayed error message. The error messages are organized numerically, and alphabetically as applicable. Once an error message is chosen, a detailed description of the problem and a resolution is provided.

1.2 Intended Audience

This document is primarily intended as a resource for site System Administrators to use when approached with an issue. Some of the resolutions are technical in nature and require someone who is knowledgeable in Sybase or NT. If the System Administrator feels uncomfortable executing the recommended solution or needs further classification on any of the steps, it is recommended that the System Administrator call the SPS Help Desk.

1.3 Document Information

This document is organized as follows:

- [Section 1: PD² Errors](#)
These errors generally are related to a processing problem within the database and/or Sybase.
- [Section 2: Client Errors](#)
These errors relate to problems on the client machine during installation and logging into PD².
- [Section 3: COGNOS Impromptu/PowerPlay Errors](#)
These errors relate to problems encountered while using COGNOS Impromptu and PowerPlay.
- [Section 4: Database Errors](#)
These errors relate to problems that occur while working with the database (e.g. installation, back-up, adding new users, generating and saving documents, etc.).
- [Section 5: Printing and Generation Errors](#)
These errors relate to problems with the way the document displays when it is printed.
- [Section 6: SmartText Errors](#)
These errors relate to the use of the SmartText Reference Library.

- [Section 7: OLE Errors](#)

These errors relate to Object Linking Embedding (OLE) application conflicts with PD². Some examples of OLE applications include MS Word and MS Excel. The errors are presented in numeric order.

- [Section 8: SPS-IM](#)

These errors relate to configuration conflicts with SPS-IM.

- [Section 9: SPS Metrics Tool](#)

These errors relate to problems with the SPS Metrics Tool.

The following pages identify the majority of common errors encountered in PD². Users should not be intimidated by error messages. Many of the messages listed in this document are either configuration issues or warning messages intended to inform the user of unique situation. If a message is not included in this guide please take note of the error message and the steps performed by the user just before the error displayed, and have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.

2. Section 1: PD² Errors

Select the appropriate error messages. Messages are organized alphabetically.

Error 1: Unable to determine source database.
Error 100: No data was found.
Error 1000: Unable to connect to master database.
Error 105: Setup is unable to find installation languages in e:\application server\setup.lid file.
Error 11: Unable to connect to Audit Database. Details follow: "+String(itrans_audit.SQLDBCode) +"" + itrans_audit.SQLErrText).
Error 115: Error 115 component: cognos windows system files file group: cognos windows system file. File: C:\windows\system\mfc42.dll.
Error 16: Unable to initialize client library context.
Error 2: Null object reference occurred in object u_dsk_ole_object during uf_close on line 13.
Error 23: Cannot assign objec of type w_dsk_folder to variable of typ e w_dsk_wkld_fdr Occurred in object w_dsk_desktop during wf_dsk_findopenobject on lin 61.
Error 3: Array boundary exceeded occurred in object u_edi_base_li during ue_rec_46 on line 42.
Error 3: Unable to connect to Source Database. Details follow: "+String(itrans_source.SQLDBCode) + "" + itrans_source.SQLErrText.
Error 3: Array boundary exceed. Occurred in object u_dsk_route_sql during uf_set received on line 41.
Error 35: Error calling external object function file page set up occurred in object u_ole_msword_class during uf_set_paper_size on line 3.
Error 35: Error calling external object function opencatalog. Occurred in object w_adhoc_report_select during wf_init_old_app on line 40.
Error 35: Error calling external object function detformresult\$ occured in object u_edi_common_sql during uf_det_fillins on line 10.
Error 35: Error calling external object function file page set up occurred in object u_ole_msword_class during uf_set_paper_size on line 3.
Error 35: Error calling external object function item occurred in object u_ole_msword8_class during uf_edit_bookmark on line 7.
Error 39: Accessing external object property application occurred in object u_ole_msword_class during uf_goto_page on line 1.
Error 39: Accessing external object property application. Occurred in object u_ole_msword8_class During

uf_hide_app on line 1.
Error 39: Access external object property application occurred in object u_ole_msword_class during uf_repagination on line 1.
Error 4002: Invalid login. Details follow: Error #? + String(itrans_dest.SQLDBCode) +? + itrans_dest.SQLErrText.
Error 5: Error retrieving source views.
Error 5832: Error creating device sps_training_db with command disk init name = 'sps_training_db': physname = <blank> path sybase\install\sps_training_db_dat VDEVNO=6 size 102400 Error =0.
Error 6: Invalid DataWindow row/column specified Occurred in object dw_tab during ue_retrieve_dws on line 25.
Error 6: Invalid data window row/column specified, occurred in object w_vmaint_tab_dialog during wf_address_change on line 66.
Error 6: Invalid DataWindow row column specified Occurred in object u_doc_complete during uf_line_item_fund-tab on line 201.
Error 7: Ct_connect network packet layer internal net library error; net-library operation terminated due to disconnect.
Error 7: Unresolvable external w_dsk_sys_adm_tab when linking reference Occurred in object u_dsk_approval_tab_during uf_open_task on line 18.
Error 7: Unresolved external str_dsk_rename when linking reference occurred in object u_dsk_broker during constructor on line 7.
Error 8: Unable to connect to Destination Database. Details follow: "+&String(itrans_blobdest.SQLDBCode) +?"+itrans_blobdest.DQLErrText.
Error 911: Attempt to locate entry as sysadatabases for "... " by name failed. No entry found under that name make sure the name is entered properly.
Error 926: Database SPS cannot be opened. An earlier attempt at recovery marked it suspect. Check the SQL server error log for information as to the cause.
Error 940: (Displays in the Sybase error log).
Error 999: Could not find Library Context.
Error 999: DBMS "... " is not supported.
Uf_constraint_msg unable to determine conformed clin id.
Validation Error: The CLIN quantity total has exceeded the CLIN maximum constraint. Total (<quantity>) > Maximum line item constraint (<quantity>). Revise quantity to be less than or equal to the specified maximum constraint.

3. Section 2: Client Errors

Select the appropriate error messages or problem. Messages are organized alphabetically.

A required DDL olepro32.dll was not found.
Configuration error 7.12 contact your system administrator.
Error 100: No data was found.
Error 3: Ct_connect(): directory service layer: internal directory control layer error: Requested server name not found
Error 4: Ct_connect(): network packet layer: internal net library error: net-lib protocol driver call to connect two end points failed.
Error 5: Network packet internal net lib driver. Connected to endpoints failed.
Error 7: Unresolved external str_dsk_rename when linking reference occured in object u_dsk_broker during constructor on line 7.
Error 911: Attempt to locate entry as sysadabases for "...” by name failed. No entry found under that name make sure the name is entered properly.
Error 999: Could not find Library Context.
Error 999: DBMS "...” is not supported.
General Transfer Error -42.
Invalid License.
Invalid Menu Configuration at 3.xxxxxxx. Please contact your system Administrator.
Missing Icons.
Open client error:ct_connect(): network packet layer: internal net library error: Specified server name attribute could not be found.
Out of Environment Space.
Select error: ct_cmd_alloc(): user api layer: external error. The connection has been marked dead.
Sql State = IM002.
System hangs when connecting to the database.
The user name is not currently enabled. Please contact your system administrator for assistance.

[Unable to find Sybase INI file. Please Ensure that 16 bit client software is installed.](#)

4. Section 3: Cognos Impromptu/PowerPlay Errors

Select the appropriate error messages or problem. Messages are organized alphabetically.

[A fatal Scheduler error has occurred. C:\PD2\BI97\User Workspce\schedule.mdb. Unable to open or create the Scheduler database. Contact your administrator. 'C:\PD2\BI97\User Workspce\schedule.mdb' isn't a valid path \(3044\).](#)

[DMS-E-RBI_TABLE, The table or view T1 was not found in dictionary.](#)

[Error 3: Array boundary exceeded. Occurred in object w_adhock_report_select during ue_run on line 40](#)

[Error 35: Error calling external object function opencatalog. Occurred in object w_adhoc_report_select during wf_init_ole_app on line 40.](#)

[Invalid File Name.](#)

[No data returned in query. No error message and the fish is not swimming.](#)

[Query Server Error](#)

[Error 3989587: DMS-E-GENERAL, a general exception has occurred during operation 'prepare request'. DMS-E-SECURITY, an operation was attempted without appropriate permission during operation 'analyze'. {SQL server} dbo.requirements_pr_to_awd3 not found. Specify owner.object name or use sp_help to check whether the object exists.](#)

[This report results in a 'cross' product query. This User Profile prevents the use of 'cross product' reports.](#)

5. Section 4: Database Errors

Select the appropriate error messages. Messages are organized alphabetically.

Database Error on d_fv_line_item_concurrent_mods, Unable to Update Changes
Cannot allocate space for object “...” in database “...” because the 'default' segment is full installed.
Cannot open c:\clin.rft.
Creating SPS_N62678_TRAIN_DB with disk init name = 'sps_n62678_train_db', physical name = '/sps_data/sps_n62678_train_db.dat', ect.
Error 100: No data was found.
Error 1000: Unable to connect to master database.
Error 1105: Can't allocate space for object 'syslogs' in database '<database_name>' because the 'logsegment' segment is full. If you ran out of space in syslogs, dump the transaction log. Otherwise, use ALTER DATABASE or sp_extendsegment to increase size of the segment.
Error 50: ct_cmd_alloc(): use api layer: external error: The connection has been marked dead
Error 911: Attempt to locate entry as sysadatabases for “...” by name failed. No entry found under that name make sure the name is entered properly.
Error 926: Database SPS cannot be opened. An earlier attempt at recovery marked it suspect. Check the Sql server error log for information as to the cause.
Error 999: Could not find Library Context
Not enough disk space available.
Object u_dsk_object_sql script uf_release locks 1 error. Warning fatal error 692 occurred. Err code 21
User name is not currently enabled. Please contact your system administrator for assistance.
Vol_Changed error.

6. Section 5: Printing and Generation Errors

Select the appropriate error message or problem. Messages are organized alphabetically.

Error 60: Invalid Row Range Occurred in object u_mod_funding_change during ue_get_funding_strip_detail on line 180.
Margins on printed documents are off.
Nothing prints.
Prints off the page or incompletely.

7. Section 6: SmartText Errors

Select the appropriate error messages. Messages are organized alphabetically.

[An error has occurred on you application. If you choose ignore, you should save your work in a new file. If you choose Close, your application will terminate.](#)

[Error 999 reference library.](#)

[Please insert CD ROM or DISK for D5_99a.po2 file.](#)

[SmarText Reference Library books have question marks \("?" \) on them.](#)

[The sub directory settings or pddod.bks cannot be found. Please try again.](#)

[This document source files have changed. You cannot display the document until it has been updated by the SmarText builder version.](#)

8. Section 7: OLE Errors

Select the appropriate error messages. Messages are organized alphabetically.

Error 21: Bad run time function reference occurred in object u_ole_ms8_class during uf_edit_bookmark on line 7.
Error 21: Bad run time function reference occurred in object msword8_class during uf_minimize on line 1.
Error 33: Invalid parameter type calling external object function insertafer Occurred in object u_ole_msword8_class during uf_inserttext on line 3.
Error 35: (While printing):
Error 35: Error calling external object function item occurred in object u_ole_msword8_class during uf_edit_bookmark on line 7.
Error 35: Error calling external object function filepagesetup occurred in object u_ole_msword_class during uf_set_paper_size on line3.
Error 39: Error accessing external object property application occurred in object u_ole_msword_class during uf_goto_page on line 1.
Error 39: Access external object property application occurred in object u_ole_msword_class during uf_repagination on line 1.
OLE Error 3.
OLE Error 9: PD² cannot access Microsoft Word. Word may have been improperly installed or is not responding to the PD² request.
OLE Error 9: Could not start OLE server application.
OLE Error 9: (When generating CLINS).
OLE Error 39: Error accessing external application at u_ole_msword8_class in uf_hide_app on line 1.

9. Section 8: SPS-IM Errors

Select the appropriate error messages. Messages are organized alphabetically.

[Predefined message: 'pfc_systemerror' not found.](#)

10. Section 9: SPS Metrics Tool Errors

Select the appropriate error messages. Messages are organized alphabetically.

[Failed to open file for write](#)

[Unable to connect to database. Login failed.](#)

11. Problem Analysis

Each analysis contains the resulting error, a definition of the problem, and a resolution. Analyses are organized alphabetically by error message/problem.

Error Message:	A fatal Scheduler error has occurred. C:\PD2\BI97\User Workspce\schedule.mdb. Unable to open or create the Scheduler database. Contact your system administrator. 'C:\PD2\BI97\User Workspce\schedule.mdb' isn't a valid path (3044)
Problem Description:	Invalid path name
Problem Resolution:	<ol style="list-style-type: none">1. Open the Cognos.ini file.2. Under the [Cognos Locations] header, find the line that reads: Scheduler Workspace=C:\PD2\BI97\User Workspce (bold print added in for example)3. Change the bolded word, "Workspce", to read "Workspace".4. Save and close the Cognos.ini file. <p><i>NOTE: There are two major notes when using COGNOS Scheduler.</i></p> <ol style="list-style-type: none">a) <i>It must be open to execute. This means that Scheduler must be left open on a running computer in order for overnight tasks to run.</i>b) <i>If no security information is established, a report won't retrieve any data. Thus either the report tasked under scheduler must not join the usr_security table (See Exceptions), or the Reports window in PD² must be left open so that the security information is not removed from the table.</i>
Error Message:	A required DDL olepro32.dll was not found
Problem Description:	The file 'olepro32.dll' was not found on the client.
Problem Resolution:	<p>The problem is primarily found for site using older versions of Microsoft Office. PD² needs this file to complete OLE calls to MS Word for generation of contract documents.</p> <p>Re-install MS Office 97 or 95. If the problem persists, have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453 for assistance.</p>

Error Message:	Cannot allocate space for object “...” in database “...” because the 'default' segment is full installed.
Problem Description:	The database has been completely filled
Problem Resolution:	The database size must be expanded. For instruction how to do this, please contact the SPS Help Desk at 1-800-234-7453 or refer to the following SPS Knowledge Base entry on growing databases: http://kb.ams.com/id/2599
Error Message:	Cannot open c:\clin.rtf
Problem Description:	PD ² builds a temporary file called clin.rtf during CLIN generation. PD ² builds this file in the path specified in the pddod.ini under the [External]PDTEMP=entry. If the entry is not present PD ² builds the temporary files in the root directory of the drive currently pathed to, however, when PD ² goes to retrieve these files it (without an [External] entry) defaults to c:\clin.rtf.
Problem Resolution:	Enter the following line in the pddod.ini file under the [External] section: PDTEMP=C:\PD2\TEMP
Error Message:	Configuration error 7.12 contact your system administrator
Problem Description:	This problem arises when the user’s client machines has a different version of PD ² than the server. For example, the client has v4.1c installed and the server has been upgraded to v4.1e.
Problem Resolution:	Upgrade the software on either the client machine or the server. If sites have any issues or questions with the upgrade or installation process, they should contact the SPS Help Desk at 1-800-234-7453 for assistance.
Error Message:	Creating SPS_N62678_TRAIN_DB with disk init name = ‘sps_n62678_train_db’, physical name = ‘/sps_data/sps_n62678_train_db.dat’, ect
Problem Description:	Error displays while loading a database. The error can result from the following: <ol style="list-style-type: none"> 1. The maximum number of database devices has been exceeded. The default is ten devices. 2. There is not enough room on the server. 3. The database name is already been used.
Problem Resolution:	<ol style="list-style-type: none"> 1. From SQL Central, right-click on the server. Select the Configure menu option. Under “number of devices”, set the number of devices to 25. The server must be restarted before the changes take effect. 2. Clear enough room on the server for the database and transaction log. 3. Use another name for database or drop database, devices and delete files for old database.

Error Message:	DMS-E-RBI_TABLE, The table or view T1 was not found in dictionary
Problem Description:	Impromptu cannot find the selected fields associated with a HotFile.
Problem Resolution:	Remove the HotFile fields and re-select them into the report. In many reports, HotFile fields are prefixed by a "HF".
Error Message:	Error 1: Unable to determine source database
Problem Description:	Error in the configuration file in the [Other] sourcedb setting. Occurs during installation.
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 2: Null object reference occurred in object u_dsk_ole_object during uf_close on line 13
Problem Description:	<p>If MS Word is closed before all processing is complete, this error displays. The user should always wait for the dialog box that indicates the document is finished processing.</p> <p>If the user is sure that MS Word completed processing, he/she may want to check with the system administrator to see if the problem occurs for others in the same group.</p> <p>This error also displays when printing documents. The document does not print until the problem is resolved.</p>
Problem Resolution:	<p>If this error occurs during the document generation process, exit out of PD² and login again. Open the affected document and re-generate the document. If the error displays again, reboot the client machine and repeat the process.</p> <p>If the error displays during the printing process, a problem occurred during the document generation process. Open the affected document and re-generate the document. Save and close the document. Print the document.</p>
Error Message:	Error 3: Array boundary exceeded occurred in object u_edi_base_li during ue_rec_46 on line 42
Problem Description:	The error may display during the EDI transmission process. The error results when users modify clauses (e.g., deleting bookmarks).
Problem Resolution:	Correct the clause(s) that are causing the problem. Check all clauses that were edited to determine the source of the problem.

Error Message:	Error 3: Unable to connect to Source Database. Details follow: “+String(itrans_source.SQLDBCode) + “ “ + itrans_source.SQLErrText
Problem Description:	There is a problem connecting to the database containing the source data.
Problem Resolution:	Please have the site’s authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	OLE Error 3
Problem Description:	The user has multiple version of MS Word installed on the machine which caused the error.
Problem Resolution:	If there is a new installation of PD ² being performed make sure that MS Office or MS Word is installed before PD ² .
Error Message:	Error 4: Ct_connect(): network packet layer: internal net library error: net-lib protocol driver call to connect two end points failed.
Problem Description:	The client is not able to find and connect to the database server.
Problem Resolution:	Verify the IP address is entered correctly. The SQL.ini file should reflect the following: [PD ² Sybase Database Server] master=NLWNSCK, <i>IP Number</i> , <i>Port</i> query=NLWNSCK, <i>IP Number</i> , <i>Port</i> Where the IP Number is that of the server and the port is the Sybase port (usually 5000).
Error Message:	Error 5: Network packet internal net lib driver. Connected to endpoints failed.
Problem Description:	The client is not able to find and connect to the database server.
Problem Resolution:	Verify the IP address is entered correctly. The SQL.ini file should reflect the following: [PD ² Sybase Database Server] master=NLWNSCK, <i>IP Number</i> , <i>Port</i> query=NLWNSCK, <i>IP Number</i> , <i>Port</i> Where the IP Number is that of the server and the port is the Sybase port (usually 5000).

Error Message:	Error 5: Error retrieving source views.
Problem Description:	Either no views were found in the source SQL Anywhere database for the specified database version, or there was a problem retrieving the view definitions from the database.
Problem Resolution:	If this message is received with a packaged version of the installer, have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453 and inform them of the error.
Error Message:	Error 6: Invalid DataWindow row/column specified Occurred in object dw_tab during ue_retrieve dws on line 25
Problem Description:	This error is caused by the following series of events: <ol style="list-style-type: none"> 1. The initial procurement profile is created, and on the first tab an address is chosen and the remainder of the procurement profile is completed. 2. In Org Maintenance, highlight the org from step 1, click the [Edit] button, click [OK] in the Edit Org window; then, for that same organization, <i>if changes are made to the address, address type, or contact</i>, error 6 displays when the user attempts to update the Procurement Profile. The user can see the procurement profile, but cannot edit it and the warrant information is missing.
Problem Resolution:	This error can be avoided by either adding addresses or editing an organization name one at a time. If this error is affecting numerous profiles, please contact the SPS Help Desk to request a security code to run the Restore Procurement Profiles script in Script-Aid.
Error Message:	Error 6: Invalid DataWindow row column specified Occurred in object u_doc_complete during uf_line_item_fund-tab on line 201.
Problem Description:	The user deleted funding strips on the conformed copy. The error displays when the Summary of Changes is generated.
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.

Error Message:	Error 6: Invalid data window row/column specified, occurred in object w_vmaint_tab_dialog during wf_address_change on line 66.
Problem Description:	When creating new addresses in Vendor Maintenance , dates may be entered, but when an attempt is made to update the vendor the user receives this message. The user is able to enter dates when adding a vendor but cannot change them once a vendor is created.
Problem Resolution:	This problem is scheduled to be fixed in an upcoming maintenance release. If the user requires that a date be changed, please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 7: Ct_connect network packet layer internal net library error; net-library operation terminated due to disconnect
Problem Description:	The server cannot handle the number of user connections (see error log). The error log clearly denoted this problem with the following entry: 00:1999/06/24 09:52:18.34 server There are not enough 'user connections' available to start a new process. Retry when there are fewer active users, or ask your System Administrator to reconfigure SQL Server with more user connections.
Problem Resolution:	The number of connections needs to be increased from 25 to 250. Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453 for assistance.
Error Message:	Error 7: Unresolvable external w_dsk_sys_adm_tab when linking reference Occurred in object u_dsk_approval_tab_during uf_open_task on line 18
Problem Description:	Problem occurred while a user was accessing a System Administration task. A missing PD ² .pbd file causes the error.
Problem Resolution:	Re-install PD ² on the client.
Error Message:	Error 7: Unresolved external str_dsk_rename when linking reference occurred in object u_dsk_broker during constructor on line 7
Problem Description:	Problem occurred during the installation of the software on the client.
Problem Resolution:	Re-install PD ² on the client.

Error Message:	Error 8: Unable to connect to Destination Database. Details follow: “+&String(itrans_blobdest.SQLDBCode) +””+itrans_blobdest.DQLErrText
Problem Description:	Generic error connecting to the destination database with the blob transaction object.
Problem Resolution:	Please have the site’s authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error –9
Problem Description:	This error occurs while generating a document when unexpected dialog boxes display (such as MS Word 's first time-user "Please enter your name and initials" dialog or Save dialog). The user does not see the message because it is hidden behind other applications, however, the dialog boxes prevent MS Word from responding to the OLE call.
Problem Resolution:	Click through the dialog boxes and regenerate.
Error Message:	OLE –9: PD ² cannot access Microsoft Word. MS Word may have been improperly installed or is not responding to the PD ² request
Problem Description:	PD ² cannot access Microsoft Word. Word may have been improperly installed or not responding to PD ² requests.
Problem Resolution:	<p><i>Long term solution:</i> Reinstall Microsoft Word</p> <p><i>Short term solution:</i> Open Microsoft Word just before document generation</p> <p><i>Other possible solutions:</i></p> <ol style="list-style-type: none"> 1. Check whether you can link and embed objects in MS Excel & MS Word. 2. Check the System Resources – reboot the machine and close all other applications, 3. This could be caused by time-outs on slow machines, where virtual memory swapping between PD² and MS Word takes so long that the OLE link gets broken. 4. May be caused by dialog boxes (such as MS Word 's first-time-user "Please enter your name and initials" dialog or Save dialog) that the user cannot see because they are hidden by another application - the dialog boxes prevent MS Word from responding to the OLE call.

Error Message:	OLE Error 9: Could not start OLE server application
Problem Description:	PD ² cannot find MS Word.
Problem Resolution:	Run through the following checklist: If working in an Office 95 environment: <ol style="list-style-type: none"> 1. Make sure that someone else in an MS Office 97 environment did not generate the document. A user in MS Office 95 cannot view the document correctly. 2. Check to see if an extraneous version of MS Word is running. Hit <Ctrl> + <Alt> + <Delete> (only once), a Close Program window opens. Highlight the program and click the [End Task] button. Repeat process until all extraneous versions of MS Word have been shut down. If working in a Windows NT environment: <ol style="list-style-type: none"> 1. Hit <Ctrl> + <Alt> + <Delete> (only once), then click the [Task Manager] button. 2. Select the first tab, check to see is an extraneous MS Word program is running. Highlight the program and click the [End Task] button. Repeat process until all extraneous versions of MS Word have been shut down. 3. Click the [Close] button to close Task Manager. If all else fails, save and reboot the computer.
Error Message:	Error 11: Unable to connect to Audit Database. Details follow: “+String(itrans_audit.SQLDBCode) +”” + itrans_audit.SQLErrMsgText)
Problem Description:	Generic error connecting to the database holding the PD ² audit tables (not to be confused with the Sybase audit database, sybsecurity--usually this is the same as the destination database) with the audit transaction object.
Problem Resolution:	Please have the site’s authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 16: Unable to initialize client library context
Problem Description:	This error often displays with PD ² installed on Windows 3.1 or Windows for Workgroups. In the autoexec.bat file, Windows is being called before the pdsetup.bat.
Problem Resolution:	Go to the DOS prompt and change directory to C:\. Then type EDIT AUTOEXEC.BAT. In the autoexec.bat file, cut and paste the <i>win</i> executable line to the very end of the file and then reboot the machine. This allows Sybase client to initialize itself before Windows starts..

Error Message:	Error 21: Bad run time function reference occurred in object u_ole_ms8_class during uf_edit_bookmark on line 7.
Problem Description:	Error displays when printing a document. The problem is caused when users delete section header bookmarks in the generated document.
Problem Resolution:	If users are going to edit documents via View Document , they should turn on View Bookmarks to ensure that they are not deleted while editing the documents. To View Bookmarks , open the document (in MS Word) and from the Menu line, Tools → Options . Check the block beside the "bookmarks" in the <i>View</i> tab.
Error Message:	Error 21: Bad run time function reference occurred in object msword8_class during uf_minimize on line 1
Problem Description:	The client machine did not have enough RAM available to generate documents.
Problem Resolution:	Install or add RAM to the hard drive on the user's computer.
Error Message:	Error 23: Cannot assign object of type w_dsk_folder to variable of type w_dsk_wkld_fdr Occurred in object w_dsk_desktop during wf_dsk_findopenobject on line 61.
Problem Description:	This error occurs on an SF 18 approval with a DD1155 template.
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 35
Problem Description:	Error occurs while printing a document from PD ² . Error results when the printer is not connected to the computer correctly.
Problem Resolution:	Check all the connection between the computer and printer. If necessary, delete and re-add the printer.

Error Message:	Error 35: Error calling external object function detformresult\$ occurred in object u_edi_common_sql during uf_det_fillins on line 10
Problem Description:	A fill-in in the released document was not completed correctly. Error displays during the EDI transmission process.
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 35: Error calling external object function filepagesetup occurred in object u_ole_msword_class during uf_set_paper_size on line3.
Problem Description:	This error occurs when a user attempts to create a write protected attachment and associate it to an award. PD ² will not handle the importation of protected documents.
Problem Resolution:	The site should unprotect the document and then should be able to create the attachment.
Error Message:	Error 35: Error calling external object function opencatalog. Occurred in object w_adhoc_report_select during wf_init_ole_app on line 40
Problem Description:	This message box displays when a user clicks either the [New] or [Run] buttons on the Reports menu, and Impromptu is open either to the Query window or to a Prompts window. The error may also display if the user does not have access to the drive where the catalog is stored.
Problem Resolution:	There are two different scenarios: <ol style="list-style-type: none"> 1. <i>Multiple reports open at the same time.</i> Do not have multiple sessions of Impromptu open. Close a report before running another one from the Reports window. The user may leave Impromptu open. To avoid this error, make sure that the Query or Prompts window is not open when clicking the [New] or [Run] buttons. 2. <i>Drive access</i> If the catalog is stored on a network drive, make sure that the client machine is mapped to that particular drive. Mapping can be performed through Windows Explorer's Tools menu.
Error Message:	Error 35: Error calling external object function file page set up occurred in object u_ole_msword_class during uf_set_paper_size on line 3
Problem Description:	The problem was that the attachment, which was an MS Word template, was password protected.
Problem Resolution:	The resolution is for the system administrator to go into the Attachments task and open the Template . Once open, use the MS Word functionality to remove the password protection.

Error Message:	Error 35: Error calling external object function item occurred in object u_ole_msword8_class during uf_edit_bookmark on line 7.
Problem Description:	Occasionally before releasing a bilateral mod for an SF26 the user is prompted: "you already have an official PIIN, do you want a new one?". If the user clicks the [Yes] button, he/she is prompted if they want a PCO or an ACO. At that point, PD ² hangs and the user receives an error.
Problem Resolution:	<ul style="list-style-type: none"> • The current work around for this bug is to not re-assign the official PIIN number on the bilateral mod when releasing. • Click the [No] button when asked if you want a new PIIN at release of the bilateral modification. • If the mod number needs to be changed, your authorized caller can contact the SPS Help Desk to renumber the mod.
Error Message:	Error 39: Accessing external object property application occurred in object u_ole_msword_class during uf_goto_page on line 1.
Problem Description:	Inadequate machine resources
Problem Resolution:	Possible solutions: <ul style="list-style-type: none"> • Reboot machine • If the machine has a low amount of resources to begin, add additional resources such as memory or hard drive space
Error Message:	OLE 39: Error accessing external application at u_ole_msword8_class in uf_hide_app on line 1
Problem Description:	During the Incorporate Full Text portion of document generation, PD ² displays the error message.
Problem Resolution:	<ol style="list-style-type: none"> 1. Reboot machine : The machine is low on memory. 2. Have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453 if the problem persists.
Error Message:	Error 39: Error accessing external object property application Occurred in object u_ole_msword8_class During uf_hide_app on line 1
Problem Description:	OLE was corrupt on the one client computer, because the user was not able to insert an MS Excel object into a MS Word document.
Problem Resolution:	Regenerate the document.

Error Message:	Error 39: Access external object property application occurred in object u_ole_msword_class during uf_repagination on line 1
Problem Description:	Error displays while editing clause information on the <i>Clauses</i> tab in the DD 1155/ POs and SF 1449 Commercial contracts.
Problem Resolution:	Refresh the clauses and regenerate the document. The clauses are refreshed by clicking the [Refresh] button at the bottom of the <i>Clauses</i> tab.
Error Message:	Error 60: Invalid Row Range Occurred in object u_mod_funding_change during ue_get_funding_strip_detail on line 180
Problem Description:	This occurs in v4.1b only. PD ² is looking for the user associated with a deleted funding strip on the conformed document. When it doesn't find the user, it produces the error.
Problem Resolution:	There are a few possible resolutions: <ol style="list-style-type: none"> 1. Route the document back to that user (the one who is associated with the funding in the conformed document) and have them print it. 2. Have the SA to go into the Funds Task in System Administration and unassociate the funding strips in the conformed contract. The SA needs to delete the funding strip and re-add it in the Funds Task, to associate it with a user id again. 3. Have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	Error 100: No data was found
Problem Description:	Indicates that Sybase is attempting to connect to a standalone database.
Problem Resolution:	Verify the database connection settings in pddod.ini. <p>When using Sybase:</p> <ul style="list-style-type: none"> • Switch to the correct [Database] entry • Ensure that all other [Database] entries are commented out with brackets ([]) • Check that DBMS = SYC (SYC stands for Sybase) <p>When using Standalone:</p> <ul style="list-style-type: none"> • Run the pddod.exe that is located in the Sqlany directory.
Error Message:	Error 105: Setup is unable to find installation languages in e:\application server\setup.lid file.
Problem Description:	The client is trying to upgrade the application server but they are getting error messages after they click on the Setup.exe file.

Problem Resolution:	<p>Verify the following lines in c:\pd2\bin\locales\locales.dat [win32s] using WordPad:</p> <p>entry locale = default, us_english, iso_1 change iso_1 to cp437</p> <p>Restart the Application Server setup.exe.</p>
Error Message:	<p>Error 115: Error 115 component: cognos windows system files file group: cognos windows system file. File: C:\windows\system\mfc42.dll</p>
Problem Description:	<p>The user had several applications open during the installation of PD². The error is a result of the DLL file being used by another application.</p>
Problem Resolution:	<p>Close all applications then re-start the installation.</p>
Error Message:	<p>Error 911: Attempt to locate entry as sysadabases for "... " by name failed. No entry found under that name make sure the name is entered properly.</p>
Problem Description:	<p>PD² cannot find the specified database name on the server (as defined in pddod.ini)</p>
Problem Resolution:	<ol style="list-style-type: none"> 1. Check the pddod.ini file and ensure that the database_name is spelled properly and is associated with the correct sybase server. 2. If the proper syntax of the Database_Name is not known, use Sybase Server Manager or SQL Advantage to connect to the server. Inside the applications all databases on the server can be viewed. 3. If the database name is correct in the pddod.ini file, make sure that the default database is correct. In order to check the default database, login to the server through Sybase (SQL) Central and open the Logins folder. To change the default database, right-click on the user's login and select Properties. On the first tab that displays, there will be a Default Database drop-down list. Select the appropriate database for the user from the drop-down list.
Error Message:	<p>Error 926: Database SPS cannot be opened. An earlier attempt at recovery marked it suspect. Check the SQL server error log for information as to the cause.</p>
Problem Description:	<p></p>
Problem Resolution:	<p>Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.</p>

Error Message: Error 940 (Displays in Sybase Error log)

Problem Description: Error usually occurs at sites that are running SPS-I. The Sybase error log should look similar to this:

```
00:1999/07/19 22:03:58.64 server WARNING: *****
00:1999/07/20 08:43:45.21 server Error: 940, Severity: 26, State: 8
00:1999/07/20 08:43:45.23 server Dtable in wrong state for operation: DBTABLE pointer =
0x207aa780, dbid = 8, state = 0x2, status= 0xc, keep = 0, name = 'N62649_SPSI_IDB'.
00:1999/07/20 08:43:45.28 kernel *****
00:1999/07/20 08:43:45.28 kernel SQL causing error : □_
00:1999/07/20 08:43:45.28 kernel curdb = 6 pstat = 0x10000 lasterror = 940
00:1999/07/20 08:43:45.28 kernel preverror = 0 transtate = 0
00:1999/07/20 08:43:45.28 kernel curcmd = 223 program = Impromptu
00:1999/07/20 08:43:45.34 kernel pc: 0x653d46 E:\SYBASE\bin\sqlsrvr.exe(0x26df28c,
0x26defcc, 0x270f, 0x2)
00:1999/07/20 08:43:45.34 kernel pc: 0x62a153 E:\SYBASE\bin\sqlsrvr.exe(0x97d0032, 0x2,
0x270f, 0x0)
00:1999/07/20 08:43:45.34 kernel pc: 0x629e5e E:\SYBASE\bin\sqlsrvr.exe(0x0, 0x1, 0x1a, 0x1a)
00:1999/07/20 08:43:45.34 kernel pc: 0x62863e E:\SYBASE\bin\sqlsrvr.exe(0x0, 0xffffffff, 0x9,
0x26df49c)
00:1999/07/20 08:43:45.34 kernel pc: 0x458659 E:\SYBASE\bin\sqlsrvr.exe(0x9, 0x28, 0x1a, 0x8)
00:1999/07/20 08:43:45.34 kernel pc: 0x5bf0cd E:\SYBASE\bin\sqlsrvr.exe(0x9, 0x28, 0x1a, 0x8)
00:1999/07/20 08:43:45.34 kernel pc: 0x5ad9c2 E:\SYBASE\bin\sqlsrvr.exe(0x9, 0x28, 0x1a, 0x8)
00:1999/07/20 08:43:45.34 kernel pc: 0x5bef8f E:\SYBASE\bin\sqlsrvr.exe(0x2033142c, 0x0, 0x0,
0x207674ac)
00:1999/07/20 08:43:45.34 kernel pc: 0x4c12c1 E:\SYBASE\bin\sqlsrvr.exe(0x207674ac, 0x63,
0x0, 0x0)
00:1999/07/20 08:43:45.34 kernel pc: 0x4193ce E:\SYBASE\bin\sqlsrvr.exe(0x0, 0x207674ac,
0x20767806, 0x8)
00:1999/07/20 08:43:45.34 kernel pc: 0x4aaee7 E:\SYBASE\bin\sqlsrvr.exe(0x207674ac, 0x1,
0x207674ac, 0x0)
00:1999/07/20 08:43:45.34 kernel pc: 0x4c355e E:\SYBASE\bin\sqlsrvr.exe(0x207674ac, 0x1,
0x0, 0x0)
00:1999/07/20 08:43:45.34 kernel pc: 0x4c7cb5 E:\SYBASE\bin\sqlsrvr.exe(0x2079e680, 0x3,
0x0, 0x21624aa8)
00:1999/07/20 08:43:45.34 kernel pc: 0x4c9d2d E:\SYBASE\bin\sqlsrvr.exe(0x0, 0x21620006,
0x9, 0x21624aa8)
00:1999/07/20 08:43:45.35 kernel pc: 0x418b9f E:\SYBASE\bin\sqlsrvr.exe(0x2c0009, 0x26df814,
0x21624ab8, 0x0)
00:1999/07/20 08:43:45.35 kernel [Handler pc: 0x59b800 E:\SYBASE\bin\sqlsrvr.exe installed by
```

The system has run out of open objects. This is due to SPS-I exceeding the number of open objects parameter and Sybase not capturing the error message properly. This (Sybase problem) is fixed by a software rollout which has not yet been fully approved for deployment, but in the meantime, this problem is resolved by changing the "number of open objects" configuration parameter to 5000.

Problem Resolution: Please have the site's authorized caller contact the SPS-I Help Desk.

Error Message:	Error 999: Could not find Library Context
Problem Description:	The Sybase environmental variables on the user's client PC are not properly configured.
Problem Resolution:	For detailed instructions on diagnosing this problem and resolving it, please see Troubleshooting Error 999 on the Knowledge Base article #12228.
Error Message:	Error 999: DBMS "... " is not supported..
Problem Description:	The computer does not recognize this type of Database System.
Problem Resolution:	<ul style="list-style-type: none"> • Check the DBMS entry in the desktop.ini or pddod.ini file. The only values this entry should have are ODBC or SYC. • If using Version v4.1x ensure the desktop.ini file exists. All edits should be made to the desktop.ini file. The use of the pddod.ini file was first introduced in version v4.1a of PD². • If running version v4.1 or earlier and do not have a desktop.ini file do the following: <ol style="list-style-type: none"> 1. Open the pddod.ini. file. 2. From the File menu select Save As. 3. Type 'Desktop.ini' as the new file name. 4. Click [OK]. 5. Make any necessary changes. 6. Try running PD² again.
Error Message:	Error 1000: Unable to connect to master database.
Problem Description:	Generic error connecting to the Sybase server.
Problem Resolution:	May indicate that the server is offline, the SA account and password provided to the installer were incorrect, that no server exists at that network address, or that there is some other network-related problem. Verify all settings and passwords.
Error Message:	Error 4002: Invalid login. Details follow: Error #' + String(itrans_dest.SQLDBCode) +'" + itrans_dest.SQLErrText
Problem Description:	Failure at login; probably incorrect SA username and password provided.
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.

Error Message:	Error: 5832 error creating device sps_training_db with command disk init name = 'sps_training_db'; physname = <blank> path sybase\install\sps_training_db_dat VDEVNO=6 size 102400 Error =0
Problem Description:	Error while creating database device. May be caused by running out of virtual device numbers, by running out of disk space, or by putting in an incorrect SA login and password. (See error messages 4329 and 4332 for more information.)
Problem Resolution:	Please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	General Transfer Error -42
Problem Description:	Error occurs during Network install of PD ² .
Problem Resolution:	There is a problem with the installer. The installer is looking for a directory or file that is missing or out of order. Get a revised version of the network installer.
Error Message:	Invalid file name
Problem Description:	PD ² cannot find the Impromptu catalog specified in the SA preferences task or in the user preferences.
Problem Resolution:	<p>Verify the following:</p> <ol style="list-style-type: none"> 1. Select Utilities → System Administration from the menu. Select the Prefs task. There should be no quotes in the catalog name. If necessary, change the Catalog Name field, on the <i>Desktop Preferences</i> Tab, from 'pddod.cat' to pddod.cat. 2. Check the pddod.ini or desktop.ini to ensure the following is included: <pre>[COGNOS] CATALOG=C:\PD2\COGNOS\ REPORT=C:\PD2\COGNOS\</pre> <p>Ensure that the pddod.cat file is located in the path of the "CATALOG=" entry. (In the above example the file should be in c:\pd2\cognos\pddod.cat.)</p> <p>NOTE: PD² first looks for the name of the catalog in the user preferences. If nothing is there, it looks for the catalog name that is designated in the system administration preferences (Pref Task).</p>
Error Message:	Invalid License
Problem Description:	User has multiple copies of PD ² open
Problem Resolution:	Close all copies of PD ² except one.

Problem: Margins on printed documents are off

Problem Description: PD² utilizes MS Word to produce a contract from the input data. This is accomplished by starting with a document template and inserting the items from the *Clauses* tab into it. The base document template has settings that cannot be altered in order for the document to print correctly.

This problem results from the following:

1. User deleting Section Break –

When looking at a document through the **View Document** Menu Option, the user does not see the cover page. The text begins on page two. The user deletes the section break so that their text shows on page one through **View Document**. This causes the cover sheet to be imported into a section with larger margins. The larger margins cause the cover sheet to be shrunk and not display correctly.

2. User Cutting and Pasting from other documents –

In MS Word, if a user selects **Select All** and copies that information into another document it carries forward all style settings from the previous document including margins. By changing the margins in a document, the header is thrown off and the document number and contractor displays on top of the lines.

3. Selecting different style settings –

The use of **Style** settings other than **Normal** can sometimes cause the document to insert the cover sheet into the middle of the document. Until this can be addressed, the user should refrain from using additional style settings.

4. Using Tables-

Inserting tables into the document in PD² or importing documents containing tables may also interfere with document printing. It is best to avoid the use of tables. If tables exist in the document, highlight the table and select **Table/Convert Table to Text**. The user can choose to use tabs as separations instead of lines. This results in a format similar to that of a table.

Problem Resolution:

The base document template contains two sections. Section one is the blank first page which is used to insert the cover sheet. The **Page Setup** Settings for Section 1 should be as follows:

Left Margin	0.5
Right Margin	0.5
Top Margin	0.5
Bottom Margin	0.5
Gutter	0.0

Section two makes up the rest of the document. The following **Page Setup** Setting should be set for Section 2:

Left Margin	1.0
Right Margin	1.0
Top Margin	1.0
Bottom Margin	1.0
Gutter	0.0

In addition to the **Page Setup** Settings, the document should contain at least one hard return in section 1. When a document is generated by PD², a page break is placed at the end of each section. In addition, the document Font should be **Times New Roman 10 Point** and the **Style** must be set to **Normal**.

Steps to take to minimize the frequency of this problem:

1. Train users to Print prior to release.
2. Do not use any additional style settings.
3. Check all Local Clauses for adherence to these standards.
4. Train users to check all settings in document.
5. Disable the **AutoFormat** Options under **Format → AutoFormat → Options** in MS Word.

Problem: Missing Icons

Problem Description: The PD² icon does not display on the desktop.

Problem Resolution: From the **Start** menu select **Program → Procurement Desktop → Procurement Desktop-Defense** and then right-click. Select **Properties**. On the *General* tab make sure that the **Hidden** attribute is not selected.

If that is not an issue, create a shortcut on the desktop. To create a shortcut, choose **Create Shortcut** from the displayed menu, after the right-click, instead of **Properties**. Another way to create a shortcut is to search for the pddod.exe file by using the Find utility (**Start → Find**). Right-click pddod.exe, and select **Create Shortcut**. Because you cannot create a shortcut in the **Find** window, the shortcut will be placed on the desktop instead.

Error Message: No data returned in query

Problem Description: User ran a **COGNOS Impromptu** report and it did not return any data.

Problem Resolution: There are six different scenarios which could apply here.

1. If the user is starting **Impromptu** outside of PD²:

Reports cannot be run from an instance of **Impromptu** that has been opened outside of PD². This is a security feature that has been built into PD². A user is only able to see data according to his or her rights within the security model. When **Impromptu** is opened outside of PD², no user is specified, and therefore the security measures do not allow data to be displayed.

2. If the user is building a report from the **Workload** folder:

User supervisory rights govern fields from the **Workload** folder. A user is able to retrieve workload data on users to whom he or she has supervisory rights. Going to the **User** task in **System Administration**, opening the desired user, and then going to the *Mgmt* tab can access these assignments.

3. If a red X displays on the bottom left corner of the screen:

The red X at the bottom left of the screen signifies that **Impromptu** is not connected to the database, and thus no data is retrieved. Close **Impromptu** and re-open it by clicking the [New] or [Run] buttons in the **Reports** menu. If the red X is still present upon **Impromptu**'s opening, then the error mostly likely lies in the cognos.ini file.

4. If the user is utilizing a **Hotfile** in the report:

HotFiles can be pitfalls for missing data. This occurs when a **HotFile** is joined to the report, a statement is added into the filter that matches up a field in the **HotFile** to a field in the Report. This means that the report only lists data where these two fields match. If a field does not have a match in the report, then that row is not displayed.

5. If the user is using a login that may be utilized by another user:

Generally, a login should not be used to open two instances of PD². However, when one of the users closes out of the **Reports** menu, that user's security information is removed from the database. Thus, if the other user is running reports, they could suddenly stop returning data (unless the user is running a report on data that is not governed by the security model).

6. None of the above apply:

Open the Cognos.ini file and verify that all database entries point to the desired database (e.g., testing, production). If the problem persists, please contact the SPS Help Desk at 1-800-234-7453.

Error Message: Not enough disk space available

Problem Description: This error message can display when trying to install a database on a drive with insufficient space.

Problem Resolution: The temp environment variable was set for the C drive. Change the temp environment variable to a drive with lots of disk space.

Problem: Nothing prints

Problem Description: There is no connection between the client and the printer.

Problem Resolution: Verify that the machine can print from other Windows applications. Delete the print connection and re-add the printer to the client.

Error Message:	Open client error:ct_connect(): network packet layer: internal net library error: Specified server name attribute could not be found.
Problem Description:	The Server Name attribute in the pddod.ini file does not match the Server Name attribute in the c:\pd2\bin\ini\sql.ini file.
Problem Resolution:	Open up both the pddod.ini and the c:\pd2\bin\ini\sql.ini file and verify the server name attributes match. If in standalone mode: <ul style="list-style-type: none"> • Switch to the correct [Database] entry • Check that DBMS=ODBC • Ensure that all other [Database] entries are commented out. If using Sybase: <ul style="list-style-type: none"> • Ensure that the pddod.exe in the Sqlany directory is not being used.
Error Message:	Out of Environment Space
Problem Description:	Error occurs on workstation after reboot
Problem Resolution:	Check disk space for adequate swap space and delete some files if necessary. Check autoexec.bat file to make sure HIMEMSYS is being loaded. Check memory for largest executable memory size and add or free up some memory.
Problem:	Prints off the page or incompletely
Problem Description:	Problem in print setup or video drivers
Problem Resolution:	<ol style="list-style-type: none"> 1. Check spool settings (Printers → Details Tab → Spool Settings) and make sure spool data format is set to “RAW”. 2. Check graphics settings and make sure “Raster Graphics,” rather than “Vector Graphics” is selected. 3. Make sure fonts are set to small fonts in desktop settings for windows.
Error Message:	SQL State = IM002
Problem Description:	The wrong database name is specified in the pddod.ini.
Problem Resolution:	Open the pddod.ini and find the [Database] section. <ol style="list-style-type: none"> 1. Make sure the DBMS=SYC, when using Sybase and DBMS=ODBC, when using standalone. 2. Make sure that Database=Database_Name, when using Sybase and Database=PDANYWHR, when using standalone.

Error Message:	Select error: ct_cmd_alloc(): user api layer: external error. The connection has been marked dead.
Problem Description:	Either the network is dead or the client PC has lost connectivity to the network.
Problem Resolution:	Restore network connectivity to the PC
Problem:	System hangs when connecting to the database
Problem Description:	Database transaction log or database device may be full
Problem Resolution:	<p>Through SQL Central check the amount of space left in the transaction log and database.</p> <p>If the transaction log is full, execute the following command in WISQL:</p> <pre>dump tran <databasename> with no_log go where <databasename> is the name of the database .</pre> <p>If the database is full, add another device with more memory to the database (see the URL on the SPS Knowledge Base here for more information:</p> <p style="text-align: center;">http://kb.ams.com/id/2599</p>
Error Message:	The sub directory settings or pddod.bks cannot be found. Please try again.
Problem Description:	This error results from an error that occurred during the installation of the smart text drive.
Problem Resolution:	Go into the Reference Library and select Manage Bookshelf and then choose the pddod.bks file.
Error Message:	SmarText Reference Library books have question marks ("?") on them.
Problem Description:	SmarText Reference Library books have question marks ("?") on them.
Problem Resolution:	<p>Most likely, the path of that file is incorrect. From within the Reference Library Bookcase choose Manage Documents, and check the path to the file with the question mark on it. Correct the path to the file.</p> <p>If the books are still marked by question marks, SmarText may not be recognizing the .bks file.</p> <p>First, remove the current .bks file from the reference library by going through the Bookcase → Manage Bookshelves. Second, while in Manage Bookshelves, browse to the location of the .bks file. The pddod.bks file is usually located in the PD2/SmartText/Settings directory if installed locally on your PC. Most installations are on servers, so ask your network administrator for the location.). Next, select Manage Documents from the Bookcase menu. Remove the current *.stx files and re-add them. The *.stx files should be located on the same drive that PD² is mapped to for the SmartText libraries (locally in the PD2/SmartText/</p>

	Settings directory or on the Server). If the problem persists, please have the site's authorized caller contact the SPS Help Desk at 1-800-234-7453.
Error Message:	This document source files have changed. You cannot display the document until it has been updated by the SmarText builder version.
Problem Description:	The entire file was not downloaded.
Problem Resolution:	Downloaded the file again.
Error Message:	An error has occurred on you application. If you choose ignore, you should save your work in a new file. If you click the [Close] button, your application will terminate.
	<p>Problem Description: In the Reference Library, the user selected an option in the expanded search and double-clicked on one of the instances. After receiving the error message described above, the user clicked the [Close] button and the following error message displayed:</p> <p>STXR 30 caused a General Protection Fault in module Reader. EXE at 0007.0246. Chose Close. STXR 30 will close.</p>
Problem Resolution:	<p>This is an intermittent problem. Choosing ignore is a valid 'workaround'.</p> <ol style="list-style-type: none"> 1. Check that all files are in the SmarText directory. 2. If all the files are not present, download and extract the SmarText files again. (See below instructions.) 2. If all the files are present, there may have been some disconnect during the download process. SmarText may need to be downloaded and extracted again. <p>On the PD² website,</p> <ol style="list-style-type: none"> 1. Review the instructions on the website at pd2.ams.com; 2. Click Downloads, click Download Now!, click Current Regulation (Clause) Updates and select the appropriate PD² version.
Error Message:	Error 999 reference library
Problem Description:	
Problem Resolution:	Open the AUTOEXEC.BAT.FILE and add this statement to the file:
	CALL C:\PD2\BIN\PDSETUP.BAT.

Error Message:	Please insert CD ROM or DISK for D5_99a.po2 file
Problem Description:	The DFAR was not downloaded correctly.
Problem Resolution:	Re-download just the DFAR.
Error Message:	This report results in a 'cross' product query. This User Profile prevents the use of 'cross product' reports.
Problem Description:	The report is selecting information from multiple folders.
Problem Resolution:	<p>Reports that pull information from multiple folders typically exceed the Sybase 16 table join limit, so Impromptu does not allow users to select information from multiple folders. As a workaround, use a HotFile to store data from the one folder and integrate the Hotfile with the report for the other folder(s)</p> <p>Occasionally, a user may receive the message although all fields being currently pulled are from the same folder. This can sometimes occur when a user builds the report using a set of fields from one folder, removes those fields, then pulls all new fields from a second folder. Impromptu still registers that fields from cross folders are being pulled. The user needs to rebuild the report by creating a new report.</p>

Error Message:	Unable to find Sybase INI file. Please Ensure that 16 bit client software is installed.
Problem Description:	PD ² was installed on a machine that already had client version of Sybase installed on it. The environment variables are "confused."
Problem Resolution:	<p>On a Windows NT machine:</p> <ul style="list-style-type: none"> • Change the SYBASE environment variable (in Control Panel – System - Environment Icon) from c:\pd2\bin to c:\sybase. <p>On a Windows 95 machine:</p> <ul style="list-style-type: none"> • Make the above changes in the pdsetup.bat file usually located in the c:\pd2\bin directory.
Error Message:	The user name is currently not enabled. Please contact your System Administrator for help.
Problem Description:	The System Administrator created a new user and the user is not able to log in.
Problem Resolution:	<p>Check to see if the user's name displays in the System Administration → User Task.</p> <p>If NO:</p> <ul style="list-style-type: none"> • The user was not saved properly after being inputted. Re-enter the user into the PD². The Sybase password may have been entered incorrectly. <p>If Yes:</p> <ul style="list-style-type: none"> • Check the effective and expiration dates in the user's account. The effective date should be today or earlier. The expiration date should not be populated unless necessary. If the effective date is today, it may take up to 15 minutes after adding the user to enable the account. • Verify that the correct userid and password are entered. • Verify that the correct admin.sybase id and password are entered to create the new user. • Verify that the clock on the client machine matches the clock on the database server.
Error Message:	Vol_Changed
Problem Description:	The physical path established for the dump device has been mistyped (E:\Sybade\Data\sybsyproces_backup.dat). This error displays while attempting to backup a database to a dump device using SQL Central.
Problem Resolution:	Verify that the path for the dump device is typed correctly.

Error Message:	Error 3: Array boundary exceed. Occurred in object u_dsk_route_sql during uf_set received on line 41.
Problem Description:	This error displays when a user is working on a document that still resides in their inbox. Often, PD ² will freeze or boot the user from the system.
Problem Resolution:	Ensure that all documents are dragged from the user's inbox into another desktop container prior to being opened.
Error Message:	Uf_constraint_msg unable to determine conformed clin id.
Problem Description:	This error occurs during preapproval, approval, or release of a delivery order on which a new CLIN was added <i>after</i> the document was initially saved.
Problem Resolution:	Do not add CLINs to Line Item Detail in delivery orders after saving and closing the DD 1155 Delivery Order. If CLINs are added after saving and closing the DD 1155 then reopen Line Item Detail and delete the CLIN that was added after saving the DD 1155 Delivery Order for the first time. However, this error is not a showstopper, and PD ² will allow you to approve and release a delivery order if you receive it.
Error Message:	Predefined message: 'pfc_systemerror' not found.
Problem Description:	This error occurs when attempting to log into SPS-IM, usually as a result of a character set conversion conflict. It can also be caused by invalid configuration of the SPS-I Profile .
Problem Resolution:	Edit the locales.dat file and change the iso_1 values to cp437 on the default line of the [win3] [NT] and [win32s] sections. If this does not resolve the issue, check your SPS-I Profile by clicking Start → Programs → SPS-I → SPS-I Profiles . Ensure that you have the correct entries for Server Information. These should include a valid IDB name in the database field, and a server name that matches a server entry in your sql.ini file (this is case sensitive). Also, ensure you are using the correct username and password.
Error Message:	Object u_dsk_object_sql script uf_release locks 1 error. Warning fatal error 692 occurred. Err code 21
Problem Description:	This error can occur when users are working in or logging into PD ² . It is due to corruption of the Global Allocation Page .
Problem Resolution:	In most cases, the database will have to be restored from the most current backup. It is recommended that sites run DBCCs (Database Consistency Checks) prior to backing up the production database to eliminate the chance of backing up a corrupt database. If a site encounters this error message, the Authorized Caller should contact the SPS Help Desk.

Error Message:	Invalid Menu Configuration at 3.xxxxxxx. Please contact your System Administrator.
Problem Description:	This error occurs during when logging into PD ² . It is caused by two circumstances. 1)The client machine has been upgraded, but the database has not, or vice versa. 2)Either the pddod.exe and/or the aquiline.pbd file(s) is causing a configuration conflict.
Problem Resolution:	Ensure that any recent upgrades or service releases have been run against all client machines and the database, if necessary. If this does not resolve the issue, copy the pddod.exe and aquiline.pbd files from the \pd2\bin folder on a working client to the client that is experiencing the problem, overwriting the existing files.
Error Message:	Database Error on d_fv_line_item_concurrent_mods. Unable to Update Changes
Problem Description:	This error occurs when attempting to release a modification to a document that is a 'parent' to another document (e.g. another unreleased modification or a Fund Certification Document). Discrepancies in line item information between two of the unreleased modifications causes a conflict during release.
Problem Resolution:	This error can be avoided by coordinating work being performed on concurrent modifications. If two concurrent mods are created and different changes are made to the same data on each one (e.g. the unit price on CLIN 0001 is increased by 5.00 on U00001 and the unit price on same CLIN on U00002 is increased by 10.00), the concurrent mod error can occur. This issue can be resolved on an individual basis. Please contact the SPS Help Desk for assistance.
Error Message:	Error 3: Ct_connect(): directory service layer: internal directory control layer error: Requested server name not found
Problem Description:	This error indicates that the server name in the pddod.ini file does not match the one in the sql.ini file.
Problem Resolution:	Open the pddod.ini file on the client machine, and locate the attribute named 'ServerName' under the [Database] header. Verify that the server listed for 'ServerName' is listed in the sql.ini file. For instance, if the 'ServerName' in the pddod.ini file is PD_SYBASE_SERVER, then the sql.ini file should have an entry similar to the following: [PD_SYBASE_SERVER] master=NLWNSCK,162.73.173.29,5000 query=NLWNSCK,162.73.173.29,5000

Error Message:	Error 1105: Can't allocate space for object ' <i>syslogs</i> ' in database '<database_name>' because the ' <i>logsegment</i> ' segment is full. If you ran out of space in <i>syslogs</i> , dump the transaction log. Otherwise, use ALTER DATABASE or sp_extendsegment to increase size of the segment.
Problem Description:	The user ran out of space in the transaction log on the database.
Problem Resolution:	The transaction log needs to be dumped. For detailed instructions on performing this function, please see the document titled Troubleshooting Transaction Log Errors , located under 'Technical Papers' on the SPS Knowledge Base at http://kb.ams.com .
Error Message:	Validation Error: The CLIN quantity total has exceeded the CLIN maximum constraint. Total (<quantity>) > Maximum line item constraint (<quantity>). Revise quantity to be less than or equal to the specified maximum constraint.
Problem Description:	<p>1. The validation message can be generated as the system was designed, to inform the user that the ordered quantity exceeds the maximum quantity available on the selected contract CLIN.</p> <p>2. The message, however, also occurs when more than one PR CLIN is matched to a single contract CLIN within a single delivery order. An erroneous maximum CLIN constraint error will eventually occur on a delivery order during preapproval and will not be able to release.</p>
Problem Resolution:	<p>1. The maximum quantity available for the source CLIN should not be exceeded. The user must revise the quantity to be less than or equal to the maximum constraint specified, as the error message indicates.</p> <p>2. This issue can be resolved on a case by case basis by the SPS Help Desk. Relaying the document number and delivery order report to the SPS Help Desk will expedite issue resolution.</p> <p>See Knowledge Base article #27115 for information about avoiding this error. See Knowledge Base article #21558 for additional information about how PD² calculates the ordered quantity on delivery orders prior to PD² v4.1c SR04, and the technical assistance the SPS Help Desk provided clients to work around this issue.</p>
Error Message:	Error 50: ct_cmd_alloc(): use api layer: external error: The connection has been marked dead
Problem Description:	The 'sybsecurity' database is full. Users will be unable to log in.
Problem Resolution:	The System Administrator must disable the audit function, truncate the 'sysaudits' table, bounce the server, and then enable auditing again.

	For detailed instructions on diagnosing this problem and resolving it, please see Troubleshooting Error 50 on the Knowledge Base article #18428.
Error Message:	Failed to open file for write
Problem Description:	The Metrics Tool is unable to write output to the SPS_metrics\output folder.
Problem Resolution:	Check that the 'SPS_metrics\output' directory actually exists. If it does not exist, create it. If the directory does exist, check the properties of both the SPS_metrics and output directories and make sure that the Read-only box is not checked. For more detailed information on resolving this error, please see the Troubleshooting the SPS Metrics Tool guide located on the Knowledge Base article #42173.
Error Message:	Unable to connect to database. Login failed.
Problem Description:	This error occurs when the user enters an incorrect userid and password in the corresponding fields.
Problem Resolution:	Have the user enter the "sa" userid and password. The "sa" ID is the main ID that is used to log in to the Sybase server. Any ID that is used to connect to PD ² cannot be used to run the Metrics Tool . The userid and password used to connect to the database must be the Sybase userid and password. Once entered rerun the Metrics Tool .
Error Message:	Query Server Error Error 3989587: DMS-E-GENERAL, a general exception has occurred during operation 'prepare request'. DMS-E-SECURITY, an operation was attempted without appropriate permission during operation 'analyze'. {SQL server] dbo.requirements_pr_to_awd3 not found. Specify owner.object name or use sp_help to check whether the object exists.
Problem Description:	The database portion of the latest catalog release was not originally installed. The user was connecting to a new catalog and created a report that called a new view incorporated into the new catalog. When the catalog could not find the view, the above error occurred, which cites the view name ("dbo.requirements_pr_to_awd3").
Problem Resolution:	The update was re-applied by the client, ensuring that database portion of the catalog update was executed (catalog update instructions are provided when a new update is released, which include more details about this process). Once applied, the new view was created in the database, and the report ran without error.