

Windows 8.1 Ships

Microsoft has begun shipping Windows 8.1 on new computers, laptops and tablets. For the most part it includes more touch screen capabilities and a few minor improvements for the older keyboard and mouse crowd.

These changes don't quite go as far as those in the START 8 or STARTMENU 8 optional programs so they will still be a recommendation for most people that are more comfortable with the familiar Windows Desktop Mode. Like Windows 8 with a little configuration it can be made to operate more or less just like Windows 7 so there is no reason to avoid it.

Since I took advantage of the free Windows 8 to 8.1 upgrade I have experienced a few minor Internet Explorer glitches but hopefully these will disappear over time.

As has been the case for Libra users since Windows Vista you need to order a new computer with the 32 bit version of Windows installed to run Libra natively. Most computers now ship with the 64 bit version but there are very few real advantages to using 64 bit for most people since 95% of software is still written for 32 bit systems.

For anyone that really wants a 64 bit system and needs to run Libra, a Virtual Box can be setup fairly easily to do this.

Libra Common Errors/Solutions

This Newsletter covers some of the more common Libra Program Exceptions, why they occur and suggests some methods the user may employ to correct them. Any suggested remedy to a problem may or may not be applicable to your situation. You should always record and report errors to your technical support representative. They may on occasion be indicative of a pending hardware failure or of serious data integrity problems. If in doubt please call.

To attempt to resolve any error you may always try the time tested: **Type 'GO' and Press Enter**. Some temporary errors will disappear when you do this. If the error returns, type the letter 'H' and press Enter for the Help Screen. Record the program name, line number and error number to aid technical support to correct the condition. If help is not immediately available and you feel you must exit the program press enter, then type in 'Q' to Quit which is preferable to turning off the computer. Keep in mind that you may need to Restore your database if you Quit a Posting, Period-End Closing or similar program to maintain data integrity.

Multi-User Systems often report the message: 'Waiting For Record Lock File - AR001CMF'. This is not an error but a notice that a record is in use, in this case it is a customer record the program is trying to update. Exiting programs on other workstations can clear up this temporary condition.

Error Possible Explanation / Solution

57 Record Not Found

This is often the result of an abnormal termination of a program. Having a computer freeze during data entry or a power failure can cause this problem. In some cases Resorting Index Files can remedy things. In other instances this error can be indicative of a serious data integrity problem, so if the problem persists, call support immediately. In the case of Libra's Order Entry this problem can often be resolved by running the Period-End Closing to try and rebuild the Order Files and repair the damage.

726 Data Mapping Error

This is a very common error. It can be the result of trying to print a number which is one digit larger than the maximum permitted in a field and may also be the result of a data entry error. It can also often be the result of a programming bug in the input or printing of data that requires a minor adjustment.

In some cases this error may also be indicative of serious data integrity problems and it needs to be treated with caution. In either case it should be referred to technical support for further analysis to determine a course of action.

4148 File Sharing Violation

This is the result of an attempt to open a file which is in use on a network and has been flagged as non-shareable. An attempt to access a database which is being backed up can cause this sort of error. In some cases a simple change may allow the file to be shared. Generally, once the file is available, you may continue by typing '**GO**' and pressing Enter. From time to time a server will flag a file as locked that is not in use. In this case restarting the server in question may be necessary to resolve the problem.

4152 File Not Found

This error can indicate a number of problems. The file or program in question may have been accidentally deleted. An out of disk space condition during a period-end closing will result in this error. It may also be related to a lack of network rights to the file in question. Login as **Administrator** on another workstation to determine if the file exists or not and whether there is sufficient disk space is available. If it does exist the program may complete normally if network rights are granted to the user or it is run by the administrator. If the file has gone missing you will likely need to restore it from a recent backup copy. Disk space problems can be remedied by deleting unnecessary files and typing '**GO**' to continue.

4159 Directory Not Found

This error is very similar to 4152 above. Either a directory of files has been deleted or renamed or network rights do not allow the user access to the files in the folder in question.

4239 Data Space Not Available

This error will occur if a Libra Program attempts to write data to a hard disk system and runs out of free space. Unnecessary programs and files may need to be deleted or a larger hard drive purchased. Check for an out of space condition with Windows Explorer. Network rights issues and corrupted files will occasionally cause this error as well.

4272 Key Not Found

This is usually the result of deleting or changing a keyed record in one file while it remains in another. (e.g. Changing a Customer Id followed by the printing of an invoice entered under the old id). On a network system you may be able to add the missing record on another workstation and have the program complete by typing 'GO' and pressing Enter. To avoid this problem make sure all transaction files have been posted before changing employee, customer or vendor ids.

10001 Bad Program Format

This error generally indicates that a Libra program has become corrupted and needs to be restored or replaced.

10008 Internal Open Error

This error most recently seems to occur when a connection to the file server is lost during a Libra session. In almost all cases the session must be closed and often the computer restarted. If this does not solve the problem it is usually advisable to restart the file server and power off and on associated network switches that may also be at fault. Cutting or unplugging a network cable during a Libra session would cause this or similar error when access to files is lost.

10015-18 ISAM Corrupted Index Error

This series of errors indicates a problem with an index file. Having all users exit the system in question and resorting all index files will often correct the problem. Do not sort index files while they are in use on another workstation. This in itself can often cause this error. Keep in mind that some systems such as Order Entry have many files open simultaneously and that you might need to sort Order Entry, Accounts Receivable, Inventory or some other custom files that are in use by the program at the same time as the error.

19002-85 Corrupted Btrieve File

This is often caused when the file server crashes during data entry. It can also be caused by a variety of network problems, defective cables or switches and cable runs in excess of 300 feet. Any of these issues can cause a Libra file to be damaged. It can sometimes be corrected by shutting down the server normally and then restarting it. It often requires technical intervention to determine which files are affected and whether they need to be restored. Sometimes they can be repaired if restoring from a backup is not an option. This error can also be caused by insufficient network rights to some files or a failed Libra session reading or writing files.