

Error Messages in Pro Series

A. If you get the following error(s):

Error 4: End of File Encountered
Error 5: Record is out of range
Error 19: Index file does not match database
Error 20: Record is not in index
Error 26: Database is not indexed
Error 114: Index damaged
Error 1234: Subscript out of bounds
Internal Consistency Error

What it means:

These problems are usually caused by an index problem.

Solutions:

1. Get everyone out of SBT.
2. Re-index
3. Check index log in System Manager to insure that files were re-indexed.
4. In the case of the "Internal Consistency Error", the index is probably corrupted. The only way to fix a corrupted index is to delete it before re-indexing. Call support if you are not comfortable deleting indexes.

B. If you get the following error(s):

Error 1705: File access denied

What it means:

These problems are usually caused by a network problem.

Solutions:

1. Get everyone to log off the network.
2. Check the server for a user still having SBT files open.
3. Log out the problem user.
4. If this does not work, shutdown and reboot the server.

C. If you get the following error(s):

- Error 15: Not a database file
Error 41: Memo File is missing / invalid
Error 1115: Database record is trashed.

What it means:

These problems are usually caused by a damaged database.

Solutions:

1. Restore from your latest backup, or
2. Call for Support.

D. If you get the following error(s):

- Error 1: File does not exist
Error 39: Numeric Overflow (data was lost)

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Error 43: Insufficient Memory
Error 111: Cannot write to a read only file
Error 1309: Not an object file
Error 10104: At EOF on record lock attempt
Error 10105: At EOF on object lock attempt

What it means:

These problems can be caused by various things.

Solutions:

1. Have the user get out of SBT.
2. Reboot the workstation.
3. If the problem persists, call for support.