

## Common Error Messages

### During Installation

#### **Error message: “Unable to install the software or corrupt installation files”**

This means the installation file was corrupted during the download of the file. If the file size is incorrect, or your download was interrupted, attempt to download the file again.

To avoid a corrupt installation file, please verify that the downloaded file size is the same as the file size listed on the Web site.

### Problems Logging into the PDWS

#### **Error message: User ID and password incorrect**

If this error message occurs, try using the default user ID and password:

User ID: **admin**

Password: **aamc**

If the information above has been changed, you will need to find out what the new login codes are and use the new information to access your PDWS. Contact the ERAS HelpDesk at [erashelp@aamc.org](mailto:erashelp@aamc.org) for assistance.

**Note:** Passwords are case sensitive.

#### **Error message: Disk or network driver (3043) is a jet dB error. An internal disk or drive failure prevents reading from or writing to the disk.**

This means the user tried to use a network drive, which is temporarily busy, or the user may no longer be connected to the network.

Check the network connection, and then try the operation again. If the error still persists, check the user's rights and permissions on the **ERASPDW** and the **ERASSERV** folders. You may also try setting up the user so that they log into the network domain and not to the local machine. Confirm the user has read, write, execute, and delete rights to the **ERASSERV.K10** directories and all subdirectories and files.

ERAS recommends at least Power User rights be given to the **ERASSERV.K10** in order for the PDWS to run effectively.

## Problems connecting to the ERAS PostOffice

### Why am I unable to connect to the ERAS PostOffice?

If you have been able to connect to the ERAS PostOffice previously, this error may be a temporary.

- It may be due to the fact that there are a lot of other users from your institution accessing the Internet through your gateway. Waiting a few minutes before retrying during off-peak hours may be a solution.
- Another reason for this error message may be low system resources. Close all applications and exit completely out of Windows. (Shut down and reboot your system.)
- Often times, changes are implemented in the network. You may want to contact your computer services department and verify if any changes have been made.

If this is your first time contacting the ERAS PostOffice, it is highly likely that you are not getting through your network's firewall. If this is the case, contact the ERAS HelpDesk at [erashelp@aamc.org](mailto:erashelp@aamc.org) for further assistance.

### Error message: Another user is currently logged in

This error message when users abruptly stop contacting the ERAS PostOffice, then immediately attempt to contact the ERAS PostOffice again. Close all applications and exit completely out of Windows. (Shut down and reboot your system.)

### Error message: Unable to contact ERAS PostOffice; Password or account refused

You may have installed the software once and then deleted it and reinstalled the software, using the **SETUPFUL.EXE** or you may have more than one installation or database (**ERASSERV.K10** folder) for the same specialty on two or more computers.

#### To Repair this Problem:

If you ran the **SETUPFUL.EXE** for the same specialty more than once, then contact the ERAS HelpDesk at [erashelp@aamc.org](mailto:erashelp@aamc.org). We will reset your login. If you did not reinstall the software, you have more than one installation of **ERASSERV.K10** folder on two or more computers per program login ID (e.g. aamc\_\_gs), only one **ERASSERV.K10** folder could exist per specialty.

### Two Local Installations

If you have two local installations, then one of the **ERASSERV.K10** folders must be moved to the network drive and the other one deleted.

After moving the **ERASSERV.K10** folder to the network, reinstall the client by double-clicking on the **PDWSETUP.EXE**. This must be done from the computer(s) that requires access to the PDWS software.

### Local and Network Installation

If you have one local and one network installation then you should delete the **ERASSERV.K10** folder on your local drive.

Reinstall the client by double-clicking on the **PDWSETUP.EXE**. This must be done from the computer(s) that requires access to the PDWS software. All files will need to be retransmitted once this step is complete.

**Error message: Unable to connect to a socket or error opening socket**

This may be due to the fact that there are many other users from your institution accessing the Internet through the gateway. Wait a few minutes before trying again or try contacting the ERAS PostOffice during off-peak hours.

**Error message: Unable to locate/resolve eraspod.aamc.org**

This may be due to a failure of the network Domain Name Server (DNS) to find the correct information about the ERAS PostOffice. Contact your System Administrator for more information regarding your DNS.

**Problems with Printing**

**Error message: Windows could not write to the printer spool file. Make sure the disk has enough free space and try again.**

The printing process creates spool files, which are temporarily stored on your local drive. The problem may be due to limited free disk space. Try deleting the contents of the recycle bin.

**Error message: No documents to print**

This message usually appears when the selected applicant(s) does not have specified documents or their documents have been removed. Check the applicant's Documents tab for a complete listing of all documents available for printing.

**The printing process takes a long time to complete a job.**

Files such as **.pdf** or **.jpg** documents take longer to print than text files. To increase the print speed you may wish to print directly to the printer instead of printing to the print manager or the spooler. Choosing to print directly to the printer will process these pages more quickly.

**Cannot print directly to paper**

Generate a loaded modules file and send to the ERAS Helpdesk.

**To Create a Loaded Modules File:**

1. Click **Start | Programs | Accessories | System Tools | System Information | Software Environment | Loaded Modules**.
2. After the System refreshes, click **File | Export**.
3. Save as Type **Text file** and save to desktop.
4. E-mail file to the ERAS Helpdesk at [erashelp@aamc.org](mailto:erashelp@aamc.org) for review.

## Problems with E-mail

### **What should I do when I get an error message indicating that one of my recipients has an invalid e-mail address?**

The error message will give you the name of the applicant with the invalid e-mail address. Find this applicant in your **Selected Recipients** list, on the right side of the dialog box. Highlight the applicant's name with the invalid e-mail address, by selecting it with your mouse button. Click on the single left pointing arrow, doing so will remove the applicant from your e-mail list and you will be able to send the e-mail. You should use another method to contact the applicant to have them update their application with a correct e-mail address.

## Problems with the Database

### **Unable to Backup**

Contact your network administrator and verify that you have a high enough permission level (ERAS recommends Power User) to the **ERASSERV** directory and all of the sub-directories. To test your permissions, request your computer services department come to your computer and log into your network as themselves (with Administrator privileges, and not as you). If they can then download successfully, this is clearly a permissions issue and they need to increase the permission level assigned to you. If they encounter the same problems, have them check the amount of disk space that is available to you and the **ERASSERV** directory. ERAS recommends at least Power User rights.

### **Error message: Security table is missing or corrupted. Please contact your Systems Administrator for assistance.**

Any error that mentions the security table is a good sign that the user's rights need to be adjusted. ERAS recommends at least Power User rights.

### **Error message: System database cannot be opened. Please contact your Systems Administrator.**

The user does not have full rights and/or permission to access the **ERASSERV** directory that was installed in the network drive. Contact your Network Administrator to give the user full rights and permissions to the **ERASSERV.K10** directory.

### **The hard drive crashed and lost all of the ERAS data**

In the event that you need to move your PDWS to another site or your files become corrupt or deleted, you may request a retransmission. The request may be for partial or complete retransmission of your files from the ERAS PostOffice.

## Miscellaneous Problems

### Problems Viewing Applicants

1. Are you logged into the correct program? Verify the Unit ID. The Unit ID is located at the far bottom left of your screen just above the Windows Start button.
2. What is the current Filter Sort? Go to **Tools | Filter Sort | All applicants**.
3. Are you viewing all of the tracks/types of training? Go to **Tools | Select Program Track | Mark All**.
4. Have you uninstalled and then reinstalled the software?

**Note:** If you have uninstalled and then reinstalled, did you download applications before you uninstalled? If so, we will have to retransmit those applications to you. If you have uninstalled and then reinstalled, did you download applications before you uninstalled? If so, we will have to retransmit those applications to you.

### Error Message: LEAD Error

This means that when your software was installed it was not installed by someone who had full administrative rights on your local machine. Contact your computer department and have them locate the **ERASSERV.K10** folder and run the **PDWSETUP.EXE** while logged in as an administrator.

### <SCREENED> Data

Our software has the capability to screen certain sensitive data fields. A field that has been screened will appear, “<SCREENED>” instead of showing the actual data.

#### To Un-Screen these Fields:

1. Go to **Tools | ERAS Data Filter**.
2. Check the fields you wish to view. Click **OK**.