

DWS Common Error Messages

During DWS 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. If the file size is incorrect, or your download was interrupted, attempt to download the file again.

Problems Logging Into the DWS

Error message: Password incorrect

If this error message occurs, try using the default password: **aamc**.

If the information above has been changed, you will need to obtain the new login codes and use the new information to access the DWS. Contact the ERAS HelpDesk at 202-862-6249 for assistance.

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 you 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. You may also try setting up the user so that they log into the network domain not the local machine. Confirm that the user has read, write, execute, and delete rights to the **DWSERVER.K10** directories and all subdirectories and files.

ERAS recommends at least Power Users rights in order for the DWS to run effectively. Below is a list of user rights by folder or directory.

- For the **ERASDW.K10** folder, located on the C drive, users need read, write, update and delete rights to all files and subfolders (including new files).
- For **Program Files\Common Files\Microsoft Shared\DAO*.***, users need read rights.
- For the **Windows directory%*.***, users need read rights.
- For the **Windows directory%\system32*.***, users need read rights.
- For the **user temp directory%*. ***, users need read, write, update and delete rights.
- For the **DWSERVER.K10** folder, users need full rights.

Error message: GRIDEX20.OCX

This error could be a permissions error. Ensure that the user has read access to the Windows Registry. If the user does have read access to the Windows Registry, follow the steps below.

1. Verify that the following file exists on the computer:
c:\windows\system32\GridEX20.ocx (the version of the file should be 2.0.0.2215).
2. Have an admin user log onto that computer and type the following two commands from the windows **Start | Run** menu:
 - a. **regsvr32 /u c:\windows\system32\GridEX20.ocx**
After running the command, they should get the following message:
DllUnregisterServer in c:\windows\system32\GridEX20.ocx succeeded.
 - b. **regsvr32 c:\windows\system32\GridEX20.ocx**
After running the command, they should get the following message:
DllRegisterServer in c:\windows\system32\GridEX20.ocx succeeded

Problems Connecting to the ERAS PostOffice

Why am I unable to Transmit/Receive?

If you were able to Transmit/Receive previously, this error may be temporary.

- It can be a result of many 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 Windows completely. (Shut down and reboot your system.)
- Often times, changes are implemented in the network. You should 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 for further assistance.

Error message: Another user is currently logged in

This error message comes when users abruptly stop contacting the ERAS PostOffice, then immediately attempt to contact the ERAS PostOffice again. Close out of all applications and exit Windows completely. (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 (**DWSERVER.K10** folder) on two or more computers.

- If you ran the **SETUPFUL.EXE** more than once, contact the ERAS HelpDesk at erashelp@aamc.org so your login can be reset.
- If you did not reinstall the software, you have more than one installation of **DWSERVER.K10** folder on two or more computers.

Two Local Installations

If you have two local installations, then one of the **DWSERVER.K10** folders must be moved to the network drive and the other one deleted. After moving the **DWSERVER.K10** folder to the network, reinstall the client by double-clicking on the **DWSETUP.EXE**. This must be done from the computer(s) that requires access to the DWS software.

Local & Network Installation

If you have one local and one network installation then you should delete the **DWSERVER.K10** folder on your local drive. Reinstall the client by double-clicking on the **DWSETUP.EXE**. (This must be done from the computer(s) that requires access to the DWS software.)

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 run ERASCom 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 the Database

The hard drive crashed and lost all of the ERAS data

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

Miscellaneous Error Message within the DWS

Unable to see all of my applicants, or I have lost some of my applicants

Consider the following questions: Have you uninstalled and then reinstalled the software? If you have uninstalled and then reinstalled, did you download files before you uninstalled? If so, contact the ERAS HelpDesk so we can retransmit those files to you.