

## Error Message Reference

This document provides an alphabetized list of error messages which you may encounter while using the Video Commander software, along with a brief description of what may have caused the error and what you can do about it.

**Note:** If you encounter an error message which is not immediately intuitive, and is not listed in this document, please contact IRIS Technologies. Not only do we want to help you, but we also want to know of any messages which may be missing from this reference, for inclusion in future versions of this document.

In this document, wherever applicable, the program which reports a particular error is listed next to the error message. The following notations are used for programs:

- *Backup* - Backup program.
- *Comm* - Serial Communications program.
- *Remote* - Remote Access program.
- *Server* - Video Commander Server program.
- *UI* - User Interface (core Video Commander) program.

### Error Messages

#### **A Network Error has occurred. (*various*)**

This error occurs if the communications between the graphical portion of Video Commander and the request processing portion have failed. This usually means that the computer running the request processing portion (the Video Commander server) has shut down, or the network equipment connecting the computers has failed.

#### **An instance of this program is already executing. (*Remote*)**

You can only run one copy of the Remote Access program on any workstation. This message is harmless, since the first instance will continue to run.

#### **Can't connect to network (*Server*)**

This occurs when the network driver refuses to let the server claim its network connection. This can be caused by problems with the network, but it can also be caused if the server program is running on another system (this should never be done!), or the server was previously run on a different system and it crashed or lost power while running. In that latter case, start a copy of the User Interface on the system which previously ran the server, choose "Cancel" when it cannot connect to the server, and then retry running the server in its new location.

#### **Can't find network driver name (*Server*)**

This indicates that the VC.INI file could not be found, or the [Global] section did not contain a line beginning with "Network=". This entry is required. Make sure the server is running from the Video Commander directory, and that the VC.INI file is there. If so, run Setup and select a network type.

**Can't load network driver (Server)**

This error occurs when Windows is unable to load the network driver identified in VC.INI (in the [Global] section, in the "Network=" entry). This could mean the network selection is incorrect, the file is missing, or you have yet to reset your computer to recover from a previous program crash.

**!Can't open network link (Comm)**

This error occurs if the network refused an attempt to form a connection to the server. Generally, this is the fault of the network and has nothing to do with the user ID specified for the login. Check the network for problems, and reset the system.

**!Command error (Comm)**

There was an error in the command you typed. Check the syntax of your command against the Macro Language reference in the Video Commander User's Guide, and make sure any device, control or macro names you specified actually exist.

**Configuration not accepted. (U)**

This error occurs if you try to create a device record for an unconfigured button, and the system does not accept the attempt. Try the device configuration again.

**Couldn't create window! (U)**

This error occurs when the number of panels open in Video Commander, plus the number of windows open in other Microsoft Windows applications running at the same time, is too great. Close some panels, and/or some other programs, and retry the operation which had the error.

**Error allocating memory (U)**

This error occurs because the pool of memory available in Microsoft Windows has gotten too low for Video Commander to function. You should exit Video Commander, make sure no unnecessary Windows applications are running, and restart Video Commander.

**Error compiling macro file: ??? Detected at line ??? (U)**

This message can occur if there is an error in the modifications you made to a macro. See the Video Commander User's Guide for information about the macro language. You can either correct the problem and try again, or abandon your changes.

**Error creating selection dialog (Backup)**

This error occurs when trying to do a selective restore, but Backup could not set up the screen from which to pick specific files. This usually only occurs when there are too many files in the backup image for the selection process to handle. The solution is to do a full restore to a different directory, and then use Windows Explorer to copy only the files you want into the intended directory.

**Error creating symbols ??? Bitmap****Error creating symbol ??? device context****Error selecting symbols ??? bitmap (U)**

These errors can occur when Video Commander is first starting up, and too many other programs are running which require the same resources as Video Commander. You should exit Video Commander, make sure no unnecessary Windows applications are running, and restart Video Commander.

**Error creating `???' for restore (Backup)**

Backup was unable to restore the named file because of an error creating the file. Make sure that there is not an existing copy of the file which is in use by another user. This can also occur if the target disk or directory is full.

**Error in backup image file; cannot restore (Backup)**

The backup disk has been modified or damaged, and no files can be restored beyond those already recovered. You should revert to an older backup.

**Error in device ??? (???) (Server)**

The server encountered an invalid device ID while setting up the device preload table. Correct the offending device, or the Maximum Devices limit, and restart the server.

**Error loading Tool Panel (U)**

This can occur when Video Commander is first starting up, and one of the startup files is missing or corrupted.

**Error opening comm channel (Remote)**

The port and/or port setup information of one of the drivers configured for this system caused an error. Correct the driver's port setup, or correct whatever conflict caused the error, before restarting the Remote Driver program.

**Error opening comm for ???: `???' (Server)**

This is a logged error. The named driver was not fully loaded, because its port and/or port setup information caused an error. The specific error is provided as part of the above message. The server is running, but attempts to use the driver in question will generate errors. Correct the driver's port setup, or correct whatever conflict caused the error, before restarting the server.

**Error opening ???: `???' (Server)**

This is a logged error. The named driver was not fully loaded, because the driver itself reported an error when starting up. This error is provided as part of the above message. The server is running, but attempts to use the driver in question will generate errors. Correct the driver's parameter setup, or correct whatever caused the error, before restarting the server.

**Error reindexing ???: code ??? (Server)**

This indicates that a database file could not be reindexed. Make sure that the index file is not read-only or open by another application (such as Setup), and that you have write permission for the Video Commander directory.

**Error saving state (Server)**

This is a logged error. It indicates that an automatic (timed) state save operation encountered an error. The most common cause of this problem is insufficient disk space or disk errors. The server can continue operating without problem, but the state was not saved.

**Error sending ??? to ??? (Server)**

This is a logged error. This indicates that a network communications error occurred. If this message occurs repeatedly for a particular connection number (the second number in the message), that connection may have crashed. Use the server's view options to see who the offending connection is; it may be possible to restart that workstation and stop the errors.

### **Error starting driver support (Server)**

This is actually not an error message; it is the title over an error message window which results if, for some reason, the communications support module used by device drivers cannot be started. The specific error is listed in the window.

### **Errors encountered while restoring ??? engine state; continue loading? (Server)**

This indicates that a problem was encountered while restoring the state of the router, control or macro “engine” (section of the server). You have the option of continuing to load any other saved state information. However, this probably indicates that the state will be incorrect in some way; you may wish to restart the server without the state restore feature.

### **File error while saving macro; disk may be full or invalid (U)**

This can occur if Video Commander is unable to save an imported or edited macro to disk. Make sure you have enough memory, and that you are properly configured to save files. If you are saving to a network drive, make sure you have create and write permissions to the directory; see your network documentation for details.

### **File `???' not found; create? (Server)**

This indicates that a database file was missing when the server started up. If you deliberately deleted the file to empty the particular database list, you will want to answer “Yes” to this question. Otherwise, you will probably want to restore your files, since the loss of this file indicates that data has been lost.

### **Finish recording your macro before locking the screen. (U)**

This occurs when you touch the “Security” button in the midst of recording a macro. This is neither permitted nor a good idea; finish your macro recording and then touch “Security.”

### **Incorrect password! Please try again. (U)**

This message appears at the Login Panel, if you failed to enter the “password” number for the User ID you chose, or the number you entered was incorrect. Enter the correct password.

### **Invalid message body on VCMMSG\_HELLO (Server)**

This is a logged error. A network communications error is probably to blame for a login attempt from a User Interface (or other interface program). The server did not correctly process the login attempt. The workstation in question will probably encounter errors until it logs in again.

### **Invalid task ID (???) in MacroEngineCommand() (Server)**

This is a logged error. A macro command was passed to the server which references a nonexistent task. This could happen if a user interface tries to modify a macro just as it is closing, in which case it is a harmless warning. If this is not the cause, there may be problems with network communications (in which case other errors should also indicate this).

### **Macro contents have been changed. Do you want to save this macro? (U)**

This question is asked if you make changes in the macro editor, and then click the editor's close box to exit. Choose “Yes” or “No” as appropriate.

### **Mem alloc error in routing notify broadcast (Server)**

This is a logged error. The server was out of memory, and as a result was unable to notify any logged in User Interface programs of changes to routings. The workstations will now be out of sync with the server. As with any memory problem, see what you can do to free memory on the system running the server. If this is a recurring problem, consider adding more memory to your system.

**Message packet received with no body****Message packet received with no return address (Server)**

These are logged errors. Either error indicates that there are communications problems with the network. Check your network hardware for problems if this is a recurring problem. If one workstation in particular is having trouble getting work done and these errors are appearing, focus on the hardware and setup of that system.

**Missing or incomplete VC.INI file (Remote)**

This error occurs if the Remote Access program cannot find a required entry in the VC.INI. Make sure the VC.INI file is present, and that the Remote Access program is being run in the same directory. If so, make sure the [Global] section contains a "Network=" entry.

**Network connection error (various)**

This can occur when Video Commander is first starting up, and a problem occurred with your network arrangement.

**<Network Message ??? received >(Comm)**

The Comm Access program received a network message which it did not recognize. This should not happen, except possibly if your server is a newer version than your Comm Access program. Contact IRIS Technologies if this persists.

**Panel::DoAction(???) (U)**

This message only appears if the panel you are working with is damaged. If the panel is a user panel, delete it and create a new one. Otherwise, reinstall that feature.

**Permission error opening ??? (Server)**

This is a logged message. The named driver was not loaded, because you are using a driver for which your site is not licensed or you are using more instances of the driver than your license permits. If you disagree with this, contact IRIS Technologies.

**Please enter a valid directory, or else select the current directory option. (Backup)**

You entered a "specific directory" to which to restore, which is not a valid path. Correct the path, or select the option to use the current directory for the restore, and try again.

**Please specify a valid disk drive (Backup)**

You must specify a disk drive with a letter from "A" to "Z," followed by a colon (":"). Correct the drive and try again.

**Queue full of incoming messages (Server)**

This is a logged error. The server has received more pending network requests than it can store, and a message had to be discarded. This can only happen when the network is extremely busy (in which case, simply reducing the activity will give the server time to catch up), or the server has gotten stuck on something. The latter case is true if you try to access a menu option, such as "Save State," and the menu will not respond; you will need to reset your system and tell IRIS Technologies what happened.

**!Server has shut down (Comm)**

This indicates that the Comm Access program can take no further requests, because the server program was shut down. Once the server comes back up, the program will allow logins and commands again.

**Sharing error! (various)**

This occurs if an attempt to load the client module fails because of a network sharing violation. This should not happen if all .EXE, .DLL and .DRV files are read-only files; make sure this is the case. (If your Video Commander files reside on a Novell NetWare server, you may have the files flagged as shareable instead; ensure that this has been done.)

**System is out of FAR memory; could not allocate ??? bytes. Exit this program immediately. (U)**

This error occurs because the pool of memory available in Microsoft Windows has gotten too low for Video Commander to function. You should exit Video Commander, make sure no unnecessary Windows applications are running, and restart Video Commander.

**System is out of NEAR memory; could not allocate ??? Bytes. Exit this program immediately. (U)**

This error occurs because the limited pool of memory used in Video Commander is overused. This can happen by having an excessive number of panels open at one time. You should exit Video Commander and restart it again.

**The drive you specified is invalid. (Backup)**

You chose a disk drive letter which is not currently a valid disk drive. Check the drive letter. If you tried to specify a network drive letter, switch to Windows Explorer to make sure the network connection is present.

**The subdirectory you specified is invalid. (Backup)**

You specified a path which is not currently valid. Check the path for errors. If the path is a network path, switch to Windows Explorer to make sure the network connection is present.

**The Video Commander server is not responding, and may not be running. (U)**

This can occur when Video Commander is first starting up, and the server module can't be found. This usually means the system designated for running the Video Commander server isn't running; starting that system should let you retry to clear the error.

**This button's device has not been configured. Do you wish to configure it now? (U)**

This question appears if you touch a device button which is not properly set up. We recommend that you answer "No" and add the necessary device through Setup.

**This control is not associated with a device; can't use. (U)**

This message appears if you attempt to use a device control button on a panel for which no real device exists or is associated. This usually happens because someone copied a control panel button to their button panel, which doesn't work. If this occurs on a legitimate control panel, check the device, control and control group setups in the Setup program.

**Unable to access symbol file (U)**

This can occur when Video Commander is first starting up, and a .BML symbol file could not be found. Check the [Global] section, "BitmapLibs" key, in VC.INI file to see what symbol file(s) it is trying to find. Make sure the listed files exist. If there is no "BitmapLibs" key, make sure the file VC.BML exists.

**Unable to allocate memory for Device Preload (Server)**

This indicates that there was not sufficient memory available for the Device Preload option to be used. The error message suggests that you turn off this option in Setup. However, this probably indicates that your system does not have enough memory in the first place.

**Unable to allocate memory for device routing table**  
**Unable to allocate memory for job tracking table**  
**Unable to allocate memory for link line tracking**  
**Unable to allocate memory for network connection table**  
**Unable to allocate memory for physical routing queue**  
**Unable to allocate memory for routing completions**  
**Unable to allocate memory for transaction backout (Server)**

Any of these errors indicates that the server was unable to start up because of a shortage of memory. Free up memory on your system and try again. If these errors persist, even after resetting your system, consider adding memory. If a shortage of memory does not seem likely, contact IRIS Technologies for assistance.

**Unable to allocate memory for router state check (Server)**

This error indicates that the server could not query the routing hardware for current states, because of a shortage of memory. Check the available memory.

**Unable to allocate memory for user device access table (U)**

This error occurs because the limited pool of memory used in Video Commander is overused. This can happen by having an excessive number of panels open at one time. You should exit Video Commander and restart it again.

**Unable to create backup image file (Backup)**

The attempt to start using a backup disk failed. This is usually due to a bad, unformatted or full disk. Using a formatted, empty disk should solve the problem. If you specified a network path for the backup destination, you may not have write permission for that directory.

**Unable to create new index file for `???' (Server)**

This error indicates a failure to reindex a file at startup. For the database file in question, check to see that there is not an index file which is read-only or in use by another application (such as the Setup program).

**Unable to create `???' (Server)**

This indicates that, at startup, you answered "Yes" to the question "File `???' not found; create?" and a creation error subsequently occurred. If you are trying to create a new database file, make sure that you have write permission for the Video Commander directory, and that there is room on the drive or directory.

**Unable to finish writing macro file (U)**

This can occur if too many files are open on your system, or something happened to the macro file between the time you started recording and finished recording. You should close any other Windows programs running at the same time, and try to record the macro again.

**Unable to get configuration information (U)**

This can occur when Video Commander is first starting up, and the server is not responding. Check to make sure the appropriate system is running the server, and retry.

**Unable to initialize Control Engine****Unable to initialize device drivers****Unable to initialize knowledge base****Unable to initialize Macro Engine****Unable to initialize Routing Engine (Server)**

A configuration or other error (usually reported before one of these errors) caused the server to fail while setting up the designated functions. Check the Setup configurations appropriate to the problem area and try again.

**Unable to invoke editor; may be out of memory (U)**

This can occur if, for any reason, the macro editor cannot be loaded. Try exiting Video Commander and restarting before trying the edit again.

**Unable to load client access library; program execution halted. (U)**

This can occur when Video Commander is first starting up, and one of the startup files is missing or corrupted. If a program crashed on this system earlier and Windows has not been restarted, first try resetting the computer and running again. If the problem persists, check for an incorrect [Global] section, "Client=" entry in VC.INI.

**Unable to load client module (Remote)**

This can occur when the program is first starting up, and one of the startup files is missing or corrupted. If a program crashed on this system earlier and Windows has not been restarted, first try resetting the computer and running again. If the problem persists, check for an incorrect [Global] section, "Client=" entry in VC.INI.

**Unable to load device driver, file: ??? (Remote)**

Windows encountered a problem attempting to load the specified driver file. The most common causes of this error are that the file is missing, the network had a sharing error if the same driver is in use by the server or another copy of the Remote Driver program, or your Windows has not been restarted since a crash of the Video Commander server and/or the Remote Driver program. Verify that the file is there and that adequate provision for file sharing has been made (if applicable), and reset your system.

**Unable to load driver file `???' (Server)**

This is a logged error. Windows encountered a problem attempting to load the specified driver file. The server is running, but attempts to use the driver in question will generate errors. The most common causes of this error are that the file is missing, the network had a sharing error if the same driver is in use by the Remote Driver program, or your Windows has not been restarted since a crash of the Video Commander server and/or the Remote Driver program. Verify that the file is there and that adequate provision for file sharing has been made (if applicable), and reset your system.

**Unable to load network module (Remote)**

This can occur if the network module is missing or specified incorrectly in VC.INI. It can also happen if part of the Video Commander system has crashed on this system, and Windows has not been restarted since the crash.

**Unable to load panel "???"; file may be missing (U)**

This can occur when you, or the system, attempts to load a button panel which could not be opened.

**Unable to open backup image file (Backup)**

The disk from which you are trying to restore data does not contain a backup image file, or there is a problem with the file which prevents your access to it. If the restore drive is a shared network drive, make sure no other user has the file open.

**Unable to open connection ??? for device `???' (Remote)**

This error indicates that it was unable to open the network connection reserved for use by the named device driver. This can happen in either of two ways: the network can be malfunctioning (in which case the network problem must be corrected, and the system reset), or the following sequence of events has occurred: (a) the driver is running remotely on one workstation; (b) you reconfigured the driver to run on a different workstation; and (c) you started the Remote Driver program on the second workstation before shutting down the Remote Driver program on the first workstation. In the latter case, the entire system must be restarted (you must always restart the system after reconfiguring device drivers).

**Unable to open file; macro not exported. (U)**

This error almost always means that the directory you specified does not exist, or the file name is invalid. Try another path or file name.

**Unable to open file; macro not imported. (U)**

This error almost always means that the name of the file you specified is incorrect. Try another path or file name.

**Unable to save state (Server)**

This is a logged error. It indicates that your manual state save operation (selected from the menu) encountered an error. The most common cause of this problem is insufficient disk space or disk errors. The server can continue operating without problem, but the state was not saved.

**Unable to start server execution! (U)**

This can occur when Video Commander is first starting up, and an error occurred while trying to start the server module. This can happen if a different system is running the server or the system is badly low on memory (too many programs running).

**Unknown message ??? from ??? (Server)**

This is a logged error. A connection (the second number in the message) sent a network message which the server does not recognize. Use the view features of the server to determine who sent the message. Make sure the sending program does not require a newer version of the server program. (If it does, contact IRIS Technologies for an upgrade.) This error can also indicate simple network communications errors; check your network hardware.

**Unrecognized action: VCB\_GUI\_???****Unrecognized action: VCB\_PANEL\_???' (U)**

These messages only appear if the panel you are working with is damaged, or the panel is from a newer version of Video Commander than you are using. If the panel is a user panel, delete it and make a new one. Otherwise, reinstall that feature.

**!VC Comm error on network (Comm)**

A network error occurred. The last command you entered was probably not received by the server; try it again. If this error keeps occurring, check your network and reset the system.

### **!VC Comm error: ??? (Comm)**

This message displays an error or error combination code from the server. The numbers represent different errors or combinations of errors. The following codes represent specific errors:

- 0001 - permission error
- 0002 - insufficient privilege
- 0004 - locking error
- 0008 - no available link lines
- 0010 - device driver error
- 0020 - no such device
- 0040 - out of a needed resource
- 0080 - server out of memory
- 0100 - bad parameter
- 0200 - illegal request
- 0400 - configuration error
- 0800 - request was too complex

More than one of these codes may be added together to indicate multiple errors in a single request. For example, a complex routing request which generates error 0005 indicates that both a locking error and a permission error occurred.

### **Video Commander Error: Device Driver Error (U)**

This message occurs when the device driver connecting a physical routing unit to the computers encounters a problem. This can happen when the device driver is configured incorrectly, the physical hardware is not responding, or the driver is being run on a remote computer which has not yet started the Remote Driver program. (This message may be combined with other "Video Commander Error:" messages.)

### **Video Commander Error: Device Locked (U)**

This message occurs when you attempt to use a device which is currently locked from use. If you did not establish the lock, you will have to wait until the device is unlocked before trying the operation again. With administrator rights, you can unlock other people's locks if you turn on the "override others" function in your user privileges screen. (This message may be combined with other Video Commander Error: messages.)

### **Video Commander Error: Illegal Request (U)**

This is a generic message indicating that, for whatever reason, the request you issued does not make sense to the Video Commander server. (This message may be combined with other Video Commander Error: messages.)

### **Video Commander Error: Insufficient Privilege (U)**

This message occurs when your routing request would interfere with another routing, and your privilege level and/or override rights prevent you from overriding that routing. Check your user privileges, or use the Zoom panel to identify the owner of the routing you wish to override, and ask them to accommodate you. (This message may be combined with other Video Commander Error: messages.)

### **Video Commander Error: Invalid Device Requested (U)**

This message occurs when you attempt to use a device which is not proper to use in the current context. Make sure the task you attempted makes sense to do. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Invalid Option Requested (U)**

This message occurs when your request uses a parameter (a control, macro, etc.) which is not valid in the current context. Make sure the task you attempted makes sense to do. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: No Link Lines Available (U)**

This message occurs when you attempt to link devices whose signals are not routed in the same physical routing plane, and there are no available "link lines" to carry the signal across. If there are appropriate link lines, you can wait for them to be free; otherwise, add more link lines to the system through the Setup program. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Out of Memory (U)**

This message occurs when the server is unable to perform your request due to a shortage of memory. This message should not occur on a properly configured system. Make sure the system running the server has at least 16M of memory. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Out of Needed Resource (U)**

This message occurs when your job request requires some limited-quantity resource within the Video Commander server, and fails for want of it. An operation with this error generally succeeds if tried again later, after some other jobs of the same type have been cleared. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Request was Too Complex (U)**

This message occurs when you make a request whose component actions are too numerous for the server to successfully process. Only an extremely complex operation, such as closing a job with numerous devices, breakaways, insertions and so on, should cause this error; you can break your request into smaller pieces to get around it. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Restricted Device (U)**

This message occurs when you attempt to use a device which your user ID prohibits you from using. Modify the permission list for the user ID in question. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: System Configuration Error (U)**

This message indicates that some piece of information within the Video Commander system's configuration is invalid. Look at what the system was trying to do for clues. If the error occurred during routing functions, check your device setups; if during control functions, check your control setups. Printing out a full report of the problem area may help you spot the problem. (This message may be combined with other Video Commander Error: messages.)

**Video Commander Error: Unknown Error Code (U)**

If you get this message, it either means that the communications between your system and the computer running the Video Commander server are acting up, or your Video Commander software is not all the same version. Contact IRIS Technologies if your software is not up to date. (This message may be combined with other Video Commander Error: messages.)

**Warning: file `???' contained invalid data; file may be corrupted (Server)**

This message can appear at startup of the server, and indicates that a particular database file has illegal information. The particular record(s) and error(s) are generally included after the above message. This error most often results from exceeding your preset device or user ID limits, or damage to a database file. If there are only a couple of errors, use the Setup program to correct the offending information. Otherwise, you may need to restore your database files from your most recent backup.

**Windows does not recognize the disk drive you specified. (Backup)**

You chose a disk drive letter which is not currently a valid disk drive. Check the drive letter. If you tried to specify a network drive letter, switch to Windows Explorer to make sure the network connection is present.

**Windows reported a memory allocation error. Try closing one or more applications before restarting. (U)**

This error occurs because the pool of memory available in Microsoft Windows has gotten too low for Video Commander to function. You should exit Video Commander, make sure no unnecessary Windows applications are running, and restart Video Commander.

**You cannot change a button's legend on a system panel. (U)**

This message occurs if you try to use the Change Legend function on a panel which you cannot edit. This is merely an informational message, requiring no action by you.

**You cannot delete a system control panel. (U)**

This message occurs if you try to use the Delete Panel function on a panel which you cannot edit. This is merely an informational message, requiring no action by you.