Defining Alerts & Error Messages

This document is going to review some common alerts and error messages that end users may experience while using the program. The goal of this document is to better explain what the message is bringing to the users attention. In some cases no action is needed as the program is bringing something to your attention and wants to make sure this is what you want to do. Other situations might need the user to make a correction.

Opening MSOL through the Grand List – You double click on your Grand List icon, select the working grand list, then enter your password and you get the following error:

Error:1 File n:\msol\data\vt\msconfig.dbf does not exist: Cannot use the Config file in Microsolve N:\msol\data\vt. Call support for assistance. As seen on the right. If you press the 'Ok' button a couple of similar messages will appear. Then the window on the right will show up "Problem Establishing CAMA Link, While Opening or Resetting Files'. Press the 'Ok' Button to continue and the Grand List Main menu will open. However there might not be a yellow Microsolve button on the bottom of the screen.

NEMRC Fund Accounting

Error:1 File 'n:\msol\data\vt\msconfig.dbf' does not exist.: Cannot use the Config File in Microsolve N:\MSOL\DATA\VT. Call VT State Cama Support to have the problem fixed immediately.

OK

NEMRC Fund Accounting

Problem Establishing CAMA Link, While Opening or Resetting Files

OK
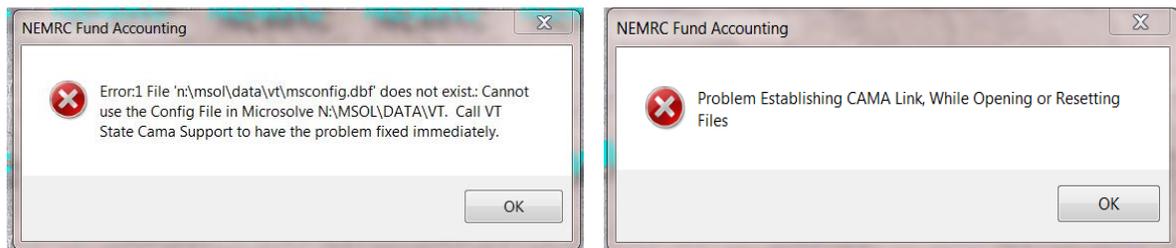
Reason - In this example the error message on the left tells us that it is looking for the MSOL data to be located on the 'N:\' Drive. Generally this is the drive letter used when you are on a network. (A good rule of thumb 'if the drive letter is any letter other than 'C:\' it is pointing to a network drive. 'C:\' drives are local drives and every computer has a 'C' drive). You may become disconnected from a network drive for a number of reasons suchas; 1) The server computer that houses all of the data is turned off, 2) Your computer was turned off but did not connect to the server when it was turned back on, 3) Various computer components have worn out. These are just a few reasons this can happen.

Solution - Close out of all your programs and restart your computer see if it will reconnect on it's own. This is the simplest solution. If it does not resolve the issue then you are going to have to contact NEMRC support and or your IT person that works on your computers. Start with NEMRC support first so we can narrow down the issue for you. Then it can be determined if you need more assistance from your IT staff.

Logging on –

   Alert - Logging into the software if the message below on the right appears this means that someone else is already logged into MSOL using that usercode and password.

   Solution – Log in using a different usercode and password. OR Double check to make sure you do not have the program already open.
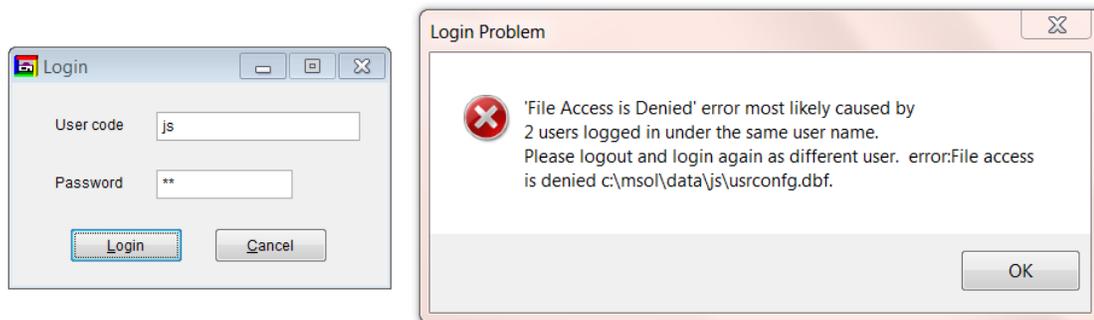
   Alert – License Limit Exceeded – each MSOL program has a maximum number of users that can use the software at one time. If you get this message make sure you do not have MSOL open multiple times on the same workstation.
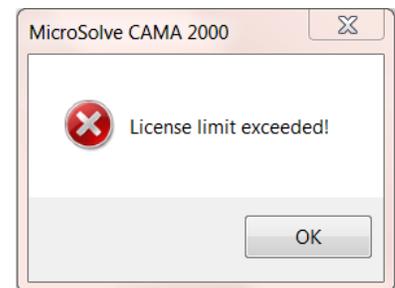
    To check the number of Licenses available for your site:

1. Go into MSOL Cama
2. On the menu bar select 'Help' and select 'About Microsolve' The next screen will display the number of MSOL CAMA users allowed. If you need more licenses contact NEMRC Support via phone or email.
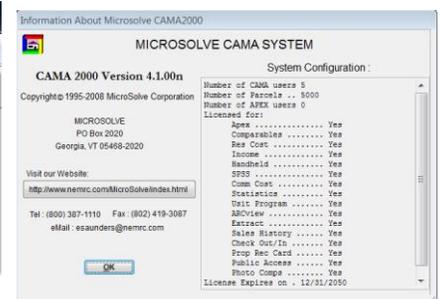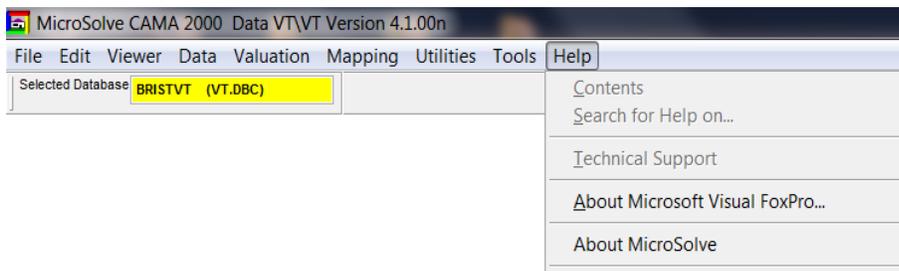
Alert – Land Total ##.## does not match value of ##.## in Main Table. This means the following:

> Parcel 090127003: Land total of 44.10 does not match value of 40.10 in Main table.

On the 'Parcel' tab the 'Land Size' field that gets populated from NEMRC (See screen on the left) does not match the 'Area' field on the'Land/OB' tab. You want these 2 field to match each other. Now if there are multiple 'Land ID' on a parcel then the 'Area' field for each id should add up to match the 'Land Size' field on the 'Parcel' tab.   You can see below the 'Land Size' field is 40.10 and on the 'Area' field on the right is 44.10.

Solution - You must review this and correct appropriately. The program will always calculate the value of the parcel based on the 'Area' field found on the 'Land/OB' tab. The 'Land Size' field is simply a reference to what you recorded in the NEMRC grand list program.
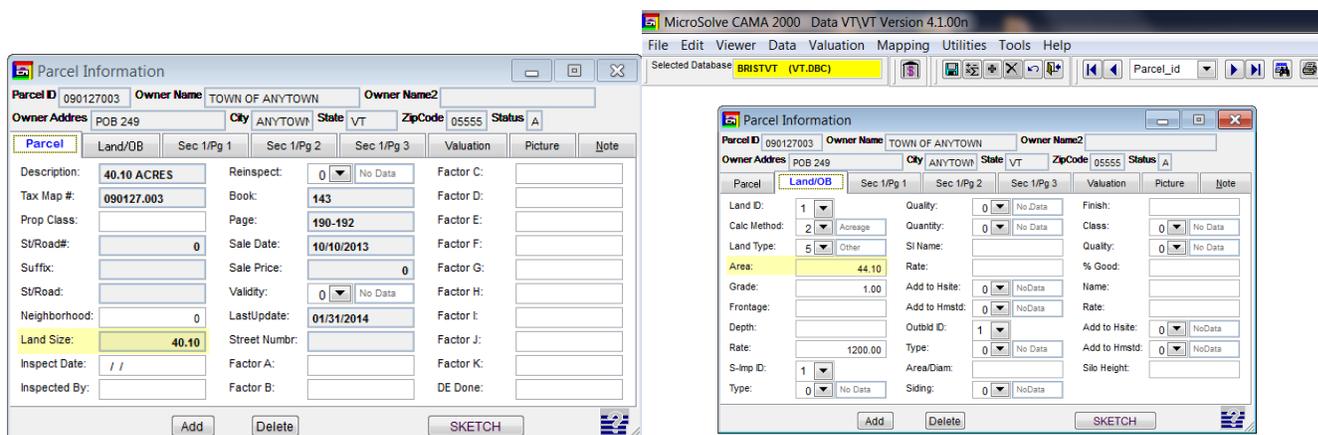
Alert – You click on the sketch button when reviewing a parcel and you get 'Error: 12126 unable to locate data integration Handle as seen to the right. When you click on the sketch button MSOL expects Apex to open within a few seconds. If it does not then this message appears.

> **msol**
> Error: 12126
> Unable to locate data integration handle.
> The application does not appear to be running.
> OK
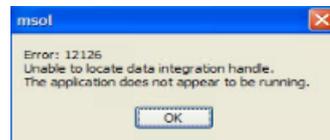
Solution – Look on your start menu to see if Apex opened and just got hidden behind MSOL Cama. If Apex opened then simply press the 'Ok' button on the error and it should go away and you are all set. If Apex does not open then see if apex is installed on your computer and try launching using the apex icon. If it will not open then it might have to be reinstalled contact NEMRC Support for assistance.

Alert – In the Cama program certain square footages values are auto filled from the apex sketch that you have created. If you change the size of an area on the sketch or manually change a square foot in the MSOL program you will get an alert that there is a difference when you click the 'Save' icon in MSOL. (See message below).
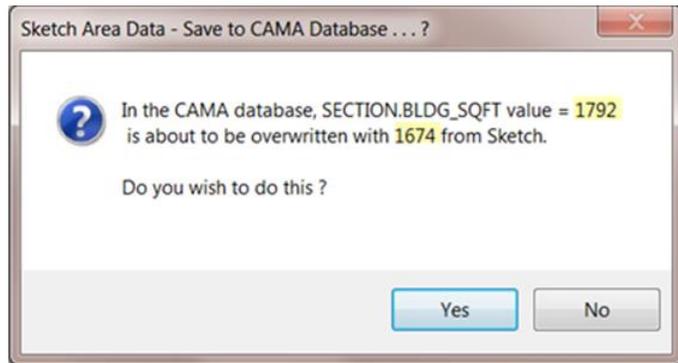
Reason - Below on the left you can see that the MSOL CAMA program 'Section 1' tab the field 'Building SF' has a value of 1792. And on the right is the corresponding apex sketch with a square foot of 1674. In this case you must decide which value is correct. If the Sketch is correct the press the 'Yes' button on the alert window shown above. If Apex is not correct then select the 'No' button on the alert window and correct the sketch accordingly.