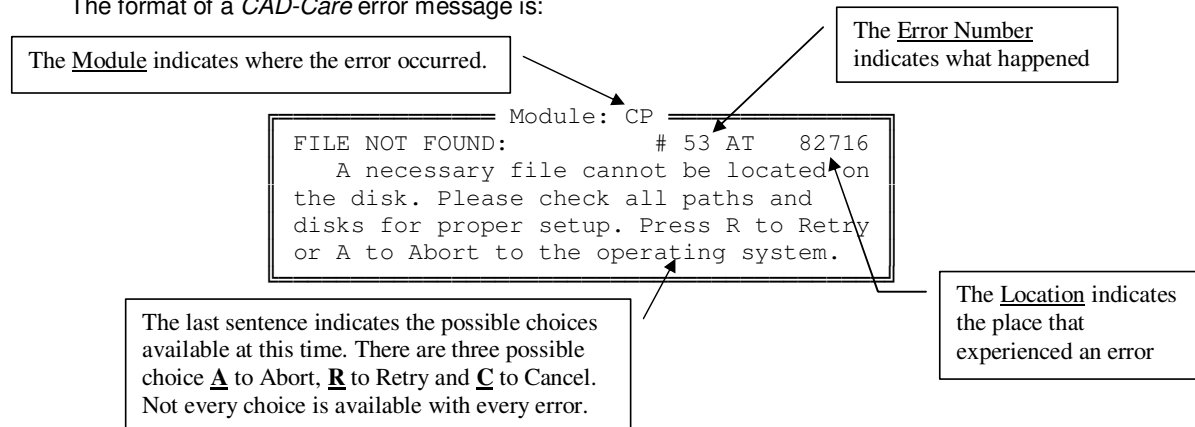# *CAD-CARE* TROUBLESHOOTING GUIDE

CAD-Care is a stable and error free system. The biggest problem encountered with *CAD-Care* is when something stops *CAD-Care* during a system sort. Windows Screen Savers have been the biggest problem in this area. Screen savers can be configured so that they do not interfere with *CAD-Care* (or any other program). They also can be configured to effectively stop all running programs when the screen saver activates. When in doubt, disable all screen savers.

When something goes wrong with *CAD-Care*, an error box is shown.

The format of a *CAD-Care* error message is:

The Module indicates where the error occurred.

The Error Number indicates what happened

```
════════ Module: CP ════════
FILE NOT FOUND:          # 53 AT   82716
    A necessary file cannot be located on
the disk. Please check all paths and
disks for proper setup. Press R to Retry
or A to Abort to the operating system.
```

The last sentence indicates the possible choices available at this time. There are three possible choice **A** to Abort, **R** to Retry and **C** to Cancel. Not every choice is available with every error.

The Location indicates the place that experienced an error

The Module indicates what part of *CAD-Care* had an error. The modules fall into three groups.

The modules that write to the data files and make permanent changes to the system are the most important and errors occurring in these *could* do harm to the system. These are:

CP   --   The Main Menu. This module executes the primary system sort.
CP3   --   Add or Modify an assessment (MDS).
CP6   --   Add or Modify a care plan.
CP1   --   Updating the system's tables. (Rarely used.)
CP2   --   Updating the system's assessment questions. (Rarely used.)
CP5   --   Updating system's problems, goals and approaches.
CP9A --   Updating system's NDC drug code list. (Rarely used.)

One module is used to make or restore backups.

CP0   --   Makes or restores backups. (An error here when someone is restoring a backup almost always means that the backup is bad.)

The rest of the modules are primarily report printing modules. The most important are:

CP4   --   Printing assessments.
CPE   --   Printing ELF (laser) forms.
CP7   --   Printing care plans.
CPC   --   Submitting MDS assessments. **Note:** Submitting does not make changes to the data files. An error in this module does not automatically indicate a corrupted system.

The rest of the modules are not normally the source of errors and if an error occurs in another module, usually there has been another error in one the modules listed above.

The Error Number indicates what happened. Sometimes an error will cause the error message to be in error. When this happens, the error message is not very useful. If an error message is shown that does not seem to make sense, rebooting the computer usually clears the odd error.

Error Number	Description and Corrective Action
5	Error without description. Usually means that the workstation needs to be rebooted.
6, 7, 14	Workstation memory problem. Reboot the computer.
10	Error recovering from another error. This error almost always occurs when another error was shown and the user tried "Cancel". Reboot the computer and try again.
24, 25	Device timeout. Either a printer is not working properly or, if on a network, something is not responding properly on the network. Power off the printer and workstation and then restart. If on a network, check the "mapping" (network setup) of the printer.
27	Printer reporting out of paper.
52, 57	File error. A file that was being used is suddenly not available. This error usually means that something is wrong with a hard disk or a network server. First try rebooting the workstation. If that does not help, see the Reset procedure.
53	**Common error.** Indicates that a system sort was stopped. Use the Reset procedure to fix this error. If the Reset does not work, *CAD-Care* has been badly corrupted and a key file is missing. This is rare, but if it happens, a reinstallation of the system is needed. If a backup is on a tape, loading that backup will do the same thing as a reinstallation.
58	This error is rare. It indicates that *CAD-Care* cannot use an internal file name that it normally is allowed to use. Copying from a tape backup should solve the problem.
61	**Serious error.** This error indicates that a disk is full. Either the network server is full or the user's workstation's hard disk is full. **In most cases, data is lost when this error is shown.** In most cases, hardware people find and fix the problem and then the user needs to restore their last good backup.
62	Configuration file error. Try rebooting the workstation and if that does not work, use the Reset procedure.
63	**Common error.** In most cases, this error indicates that the computer did not respond to a command fast enough or the user is on a network and the network connection lost a command. Normally, aborting the error, rebooting the workstation and then trying again clears the error. If not, try the Reset procedure.
67, 75	**Common error.** This error indicates that the workstation does not have the memory resources to carry out a command. In most cases, this error indicates that their are too many programs running at one time. In many cases, more than one copy of *CAD-Care* is open on the desktop. Reboot the computer.
68	A device is not available. Almost always this means that there is a printer problem.

70	Write protection or permission denied. Two possibilities. If a backup was being made or a submission disk was being created, the diskette is either write protected or the diskette is bad. Try another disk. If the a diskette was not being used, the error is more serious and indicates that the computer refused to write to a file or if using a network, the network has denied permission to change a file. Try shutting down the workstation and restarting. If this does not work, the hardware support people need to be contacted.
71	A disk drive is not ready. Check the floppy disk drive and try again. If this does not work, try shutting down and restarting the workstation.
72	**Serious error.** This error indicates a disk has failed. If a backup was being made or a submission disk was being created, try again with another disk. If a backup was being <u>restored</u>, that backup disk has failed. Another backup set will have to be restored. *If diskettes were not being used,* this error is very serious and a hard disk has failed. Hardware support personnel must check the hard disks.
76	Similar to 63. Try rebooting the computer. Error indicates that the computer did not allow a file command to continue.
151	Internal *CAD-Care* error. In most cases, this error indicates that *CAD-Care* has found a problem with itself or its data files. First, try rebooting the computer. If the error persists, <u>contact Data Oriented Systems, Inc. and report the error.</u> The error could indicate a program malfunction or corruption.
208, 242, 245	**Common errors.** In almost every case these errors indicates a minor error on the workstation that caused a memory problem. These errors do no harm and are more of a safety than an error. Rebooting the computer should solve the problem. The error should not comeback. If the error reoccurs, there is another problem. Some users will see this error after a long period of continued use of *CAD-Care* and Windows without the computer being shut down.

Any other error number, including errors from Windows, usually indicates that the computer needs to be rebooted.

CAD-CARE RESET PROCEDURE

Note 1: The following routine requires the user to perform a series of steps that must be done in order and at a command prompt. *If you are not comfortable using a computer this way, please do not attempt this procedure.* Call **Data Oriented Systems, Inc**. and we will be happy to help you.

Note 2: This routine causes *CAD-Care* to rebuild and resort all data files. The steps must be followed in order since this procedure overrides the normal file handling routines. Normally, this procedure is not needed unless a system was stopped in the middle of a sort and the *CAD-Care* system is showing a "File Not Found" error when the client tries to access the system.

## 1. Locate the Directory Where *CAD-Care* is Stored

There are two different methods to start *CAD-Care*. You need to determine which method you use. If you click on an icon from your desktop to start *CAD-Care*, you use the *Icon Method*. If you get to a `\CP` prompt and then type **CP** and press Enter, you use the *Command Prompt Method*. Most users use the Icon Method.

Locating the Directory Using the Icon Method.

(a) Point to the icon that you normally use to start *CAD-Care* **but do not double click the icon to start *CAD-Care*.**

(b) Click <u>only once</u> on the icon.

(c) Hold down the ALT key and then press the ENTER key. This will bring up the properties of the icon and will look similar the following window (note that the 'Security' tab may not be on every user's screen. The 'Program' tab will <u>always</u> be there.)

Click the <u>Program</u> Tab.
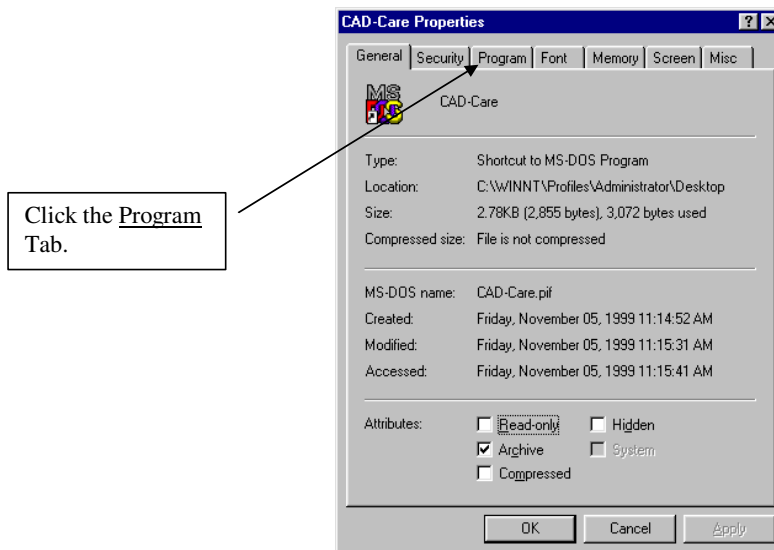
(d) Click the 'Program' tab. A window similar to the following is shown.

We need the Working Directory.
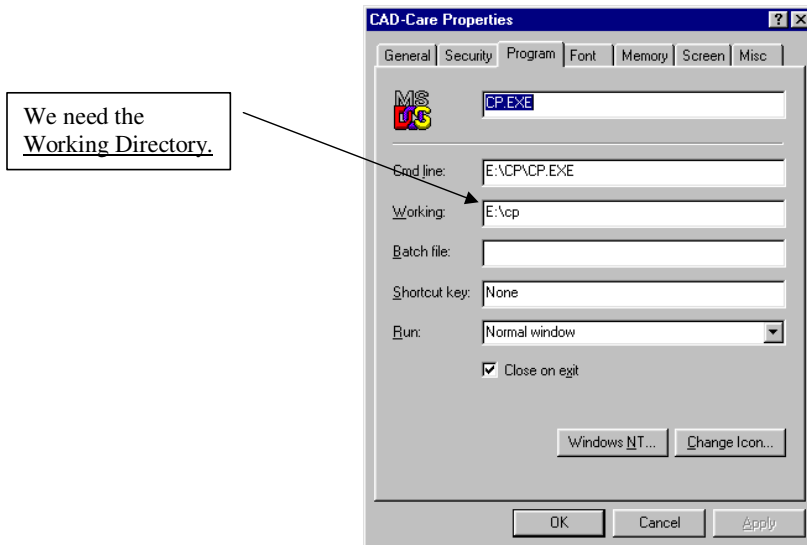
(e) Note the Working Directory. You will need it step (h and i).

(f) Click the Cancel button to close the window.

(g) Click the Start button on the Windows desktop. Choose "Programs" and then choose "MS-DOS Prompt". This should open a window at a command prompt, usually `C:\WINDOWS\DESKTOP`, but the location is not important.

(h) Enter the drive letter from the Working Directory you found in step (e) and then type a colon after the drive letter and press Enter. (In the above example, you would type **E:** and press Enter.

(i) Now type **CD ** followed by everything after the colon in the Working Directory and press Enter. (From the above example, you would type **CD \\CP** and press Enter.)

(j) You should now be at a command prompt that matches the Working Directory**. (**From the above example, you would be at an E:\CP> prompt. Now continue with the Reset procedure at step **2.**

Locating the Directory Using the Command Prompt Method

▪ Follow your normal *CAD-Care* startup procedure up to the point of typing **CP** and pressing Enter, **but do** not type the CP and press Enter. At this point, continue with the Reset procedure at step **2.**

2. Erase the Command File
▪ Type **ERASE COMMAND.CP** and press Enter. There should be no message from the computer. The command prompt should just come back. You have just erased the last pending *CAD-Care* command.

3. Reset CAD-Care
▪ Type **CP RESET** and press Enter. *CAD-Care*'s Main Menu should come up. ***Do not try to access any data.* We are not done yet!**

4. **Quit CAD-Care**
   - Close *CAD-Care* the normal way by pressing **0** at the Main Menu. *CAD-Care* should close with no errors and you should be back at the command prompt.

     ➢ *Only if you use the Icon Method to start CAD-Care*, type **EXIT** and press Enter. This will bring back the Windows desktop.

5. **Restart *CAD-Care* Using Your Normal Method**
   - Start *CAD-Care* using your normal method. *CAD-Care* should start and the Main Menu should come up. Again, ***do not try to access any data.*** **We are not done yet!**

6. **Invoke System Sort**
   - Hold down the CTRL key and then press the letter A. CAD-Care should start rebuilding its data files and sort all files. Depending on your computer's speed, this could take a few minutes or up to 20 minutes for slower computers. When the sort completes, the Main Menu will be shown. At this point, you are done and the system should be ready to use. **It is strongly suggested that a backup be made at this point.** If an error occurs during the system sort, the data files are probably badly damaged and the only solution is to restore a good backup.