

# Error Codes

## C-TREE ERRORS

C-Tree errors are reported when difficulties are encountered dealing with the system's database files.

The appropriate action to take when any C-Tree error is received is to rebuild the database referred to in the error message.

OS plus often gives you the option of rebuilding the database automatically when a C-Tree error is received. If the error message asks you to "Continue with rebuild?" answer Y.

If the rebuild option isn't given, note the name of the referenced database (USER, CSDB, and TADB are a few examples) and press F10 to exit to DOS. Rebuild the database manually by entering XXXXRBLD -F at the C:\OSPLUS> prompt, where XXXX equals the name of the database.

Example: **C:\OSPLUS>USERRBLD -F**

C-Tree error 4 is sometimes received when the Date option is used to rollover the Call Storage database. Rather than rebuilding the database as described above, try using the Date-Fast rollover option to reinitialize the database.

Any C-Tree error that occurs frequently may indicate power or PC problems and will require further investigation. You may wish to report recurring C-Tree errors to ISI Customer Service or your local authorized dealer.

## SYSTEM ERRORS

System errors occur when the system encounters a problem when attempting to carry out a requested function.

System error: 12. Not enough core. Error in spawning to report.

Your PC doesn't have enough memory (RAM) to compile the report requested. OS Plus requires a minimum of 540k to operate properly. Some reports (the Organizational Summary Report, for example) may require as much as 600k to compile accurately.

- Exit to DOS and reboot your PC by pressing the CTRL, ALT and DEL keys simultaneously. If you still receive the error, delete or disable any unnecessary TSR (Terminate and Stay Resident) programs, as they may be causing the problem. If you have software other than OS Plus loaded that must be used (network files, for example), consider loading them into "high memory" so that OS Plus may use as much base memory as possible. Refer to your PC's system manual for information on using high memory.

## OS ERRORS

OS errors mean the system has encountered a problem while carrying out a requested OS Plus function.

OS Error 100. Memory allocation error. Out of free RAM.

Your PC doesn't have enough memory (RAM) to complete the requested action. OS Plus requires a minimum of 540k to operate properly.

- Exit to DOS and reboot your PC by pressing the CTRL, ALT and DEL keys simultaneously. If you still receive the error, delete or disable any unnecessary TSR (Terminate and Stay Resident)

programs, as they may be causing the problem. If you have software other than OS Plus loaded that must be used (network files, for example), consider loading them into "high memory" so that OS Plus may use as much base memory as possible. Refer to your PC's system manual for information on using high memory.

OS Error 1206. Trunk file revision error. Please convert trunk file.

This error indicates that corruption has been detected in the trunk definition file. It is typically encountered when revising facility and trunk definitions.

Exit to DOS. You must copy backup versions of trunk definition files over the ones in error. Find the backup location (as the drive holding the BACKUP directory may vary) and copy trunk .DEF files to the current SITE00 directory:

Example: **C:\>COPY C:\OSPLUS\SITE00BACKUP\\*.DEF C:\OSPLUS\SITE00**

- Frequent occurrences of OS Error 1206 may indicate power or PC problems and will require further investigation. Report frequent errors of this type to ISI Customer Service or your local authorized dealer.

OS Error 2101. Error sending command to FEP board.

OS Plus is unable to communicate with the PC's FEP board. This is often caused by a missing or disconnected FEP board. It may also be that the FEP board was improperly moved during internal maintenance of the PC.

- Make sure the FEP board is present and connected. If the FEP board appears ready but there error persists, contact ISI Customer Service or your local authorized dealer.

OS Error 2102. Error sending data to FEP board.

OS Plus is unable to communicate with the PC's FEP board. This is often caused by a missing or disconnected FEP board. It may also be that the FEP board was improperly moved during internal maintenance of the PC.

- Make sure the FEP board is present and connected. If the FEP board appears ready but there error persists, contact ISI Customer Service or your local authorized dealer.

OS Error 2103. Error receiving data to FEP board.

OS Plus is unable to communicate with the PC's FEP board. This is often caused by a missing or disconnected FEP board. It may also be that the FEP board was improperly moved during internal maintenance of the PC.

- Make sure the FEP board is present and connected. If the FEP board appears ready but there error persists, contact ISI Customer Service or your local authorized dealer.

OS Error 2201. Trunk not in a defined range. Trunk number NN. Call will not be processed. Continue?

The system has encountered a trunk that hasn't been defined. If you continue, all calls made via that trunk will go unprocessed.

- Answer N, check trunk definitions by listing facility and trunk ranges from the **System Definitions, Define Facilities and Trunks Menu**, make the necessary addition or change, then go back to Call Processing. Calls placed on the undefined trunk have not been lost. Contact ISI Customer Service or your local authorized dealer for help in retrieving unprocessed calls.