

# On-Screen Messages

## DIVIDE/INTERNAL STACK OVERFLOW.

Your PC has encountered a mathematical or internal processing error not related to OS Plus.

Reboot your PC by pressing the CTRL, ALT and DEL keys simultaneously. If this doesn't clear the error, try using the PC's reset button, or try powering down the PC.

If this problem occurs frequently, running PC diagnostic tests is recommended.

## ERROR WRITING TO DEVICE PRN. ABORT, RETRY, IGNORE?

The system has detected a problem with your printer.

Make sure your printer is turned on and connected to the PC correctly. Be sure the printer is on-line (look for an on-line indicator light) and has no other problems (paper jam, out of paper, etc.). Then, press R to retry.

## CALL DATABASE NN% FULL.

OS Plus is reminding you that the Call Storage database is filling up its allocated disk space.

As the percentage reaches the high 80s, you'll want to run reports soon. A rollover will be necessary shortly thereafter.

## CALL STORAGE OR TRUNK ANALYSIS DATABASE FULL. CONTINUE?

The system has stopped because a rollover (purge) of old calls is needed.

Answer N. You aren't losing any call data yet (the FEP board can store as many as 1,500 unprocessed calls), but you must perform a rollover to start Call Processing again. The OS Plus system will close, leaving you at the DOS C:\OSPLUS> prompt. Re-enter OS Plus by typing PLUSMENU and pressing ENTER.

- For more information on rollovers, refer to the Rollover Procedures section of Chapter 8 of the User's Guide.

## EXTENSION/AUTHORIZATION/ACCOUNT CODE NNNN OUT OF RANGE.

The system has encountered an extension, authorization code, or account (client) code that isn't within the defined range. If you continue, calls made using that extension will go unprocessed and will be lost. Calls made using an authorization or account code will default to the extension billing range, if possible.

Answer N to the "Do you wish to proceed?" prompt. Make sure that the extension/authorization/account code is included in a valid billing range by checking **System Definitions, Define Billing Ranges**. Once you've made the necessary changes, go back to Call Processing.

If you are purposely excluding calls from certain extensions, authorization or account codes from Call Processing, you may prevent this message from appearing by using the

**Report Unranged Errors for** option on Page Two of the **System Parameters** (under **System Definitions** from the **System Menu**).

- For more information on Billing Ranges, see the Billing Ranges section of Chapter 4 of the User's Guide.

## **LOW ON DISK SPACE - CAN'T CONTINUE WITH LESS THAN NN DISK SPACE REMAINING.**

Your PC's hard disk is so full that OS Plus can no longer operate properly. Calls will temporarily be stored on the FEP board, but to resume Call Processing, you must make room on your hard disk.

If you are using programs other than OS Plus, check to see if they have files that can be deleted or moved to a floppy disk. Look for files with a .OLD or .SAV extension and delete them, as well as any .PRN or .ACC files from old reports saved to disk.

You may also delete any files in the OSPLUS\TMP directory.

Finally, use the DOS CHKDSK/F command to remove lost clusters. Refer to your PC's system manual for more on the CHKDSK command.

## **NO CALLS PROCESSED SINCE (DAY, DATE, TIME).**

Some PBXs stop processing call data when communications with the PC are interrupted, requiring a witch to be manually reset (or a cable to be replaced) before processing resumes.

Check **Show Unprocessed Call Records** under **Utility Functions** on the **System Menu**. If calls are accumulating here, place the system back in Call Processing. If only the last call processed (matching the Day, Date, and Time in the error message) is shown, make sure the CDR cable is connected to the FEP board at the back of the PC.

A flashing yellow and steady green light on the board (above the cable connector) indicates that data is being received. If these lights are not lit, check the cable at the PBX end. (If the PBX is a Rolm 9000 series, be sure its CDR drain/spool is turned on.)

## **V/H TABLE C:\OSPLUS\SITE00\ (RATE TABLE NAME) CAN'T COST THE YEAR 1996 USING DAYS FROM 1995.**

The rate table has expired. Calls will still be stored and priced but will use the previous year's calendar. For example, if today's date is a Monday this year, but was a Sunday last year, OS Plus will use Sunday rates (discontinued).

To correct this condition, order a rate table update.