

Handling an Error 12

File these instructions in the MACS Software User's Manual

Requirements

Operating System: Any
MACS Version: 3.5 or higher

Situation

User had received an Error 12.

Possible Causes:

- A file is not found on an available disk
- A duplicate file is found on a logical disk
- Disconnection from the file server (any network)
- Time-out problem (Novell Networks)

Solution

1. If you can <F4> out of the program, do so. Print a **FILE STATUS REPORT SF\3.11** and a **SYSTEM MONITOR LOG SF\3.23**. Fax to MACS Support to review for missing/duplicate files.
2. If the **BASIC** prompt appears, you may have been disconnected from your file server. Type **RUN <Enter>** . If an error still occurs, type **RUN "MM" <Enter>** . If an error still occurs, you are probably disconnected from your file server. Type **RELEASE <Enter>** .
3. Follow procedures specific to your network to log back into MACS.
4. Once logged back into MACS, a message may display for you to run a file check on all your MACS files. Make sure all other users are logged out before checking your files and follow procedures on the screen as instructed.

If you continue to experience problems our technical staff may be able to assist you. This assistance is considered a Non-MACS Assistance and will be billed at our current rates see memo 115.

If you wish to proceed, please fax the following reports to MACS Support with your approval for assistance: File Status SF\3.11, Agency Parameters SF\3.22, System Monitor Log SF\3.23.