

GOLDMINE[®] 4.0

Turn Your Contacts Into Gold![®]

Troubleshooting GoldMine 4.0

July 1999

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About this Guide

The *GoldMine Troubleshooting Guide* contains tips and techniques for handling problems that may be encountered while working in *GoldMine*. For procedures and technical information related to *GoldMine*, see the *GoldMine Reference Manual*.

The guide contains references to some Windows-related functionality, such as defining terms related to basic mouse functions. However, detailed discussion of using Windows is beyond the scope of this guide. For more information about Windows, refer to your Microsoft Windows documentation, or other related references.



All SQL server product instructions refer to servers running on Microsoft Windows NT 4.0.

Style Conventions used in this Guide

The *Enterprise Administrator's Guide* uses the following types of special symbols and conventions:

- Print conventions
- General conventions
- Mouse conventions




The following sections describe each of these conventions.

Print Conventions

Print conventions used throughout this guide provide a consistent way of representing screen displays, command entries, and keyboard characters viewed while working with *GoldMine*.

Screen Items Menu items, dialog boxes, field names, and button labels are printed in a **bold typeface** similar to the typeface in *GoldMine's* onscreen displays. For example, the command to create a contact record appears in print as **New Record**. In general, any text that appears on the screen is printed to look like the screen display.

Command Entries Commands or other keystroke strings that the user should enter *exactly as shown* are printed in a monospaced typeface that accurately represents the exact spacing between characters.

Keyboard Keys References to keys on your keyboard are printed as graphic characters that match the actual keys on your keyboard. For example, the **Enter** key appears as . Commands that require combination keystrokes, that is, holding down one key while pressing another, are connected by a hyphen (-) For example, to access the **File** menu from your keyboard, press -.

New Terms New terms are printed in *bold italics*.



Specific keyboard operations are identified by the keyboard symbol.



Specific mouse operations are identified by the mouse symbol.



Notes appear throughout the manual to provide additional information on a topic, such as indicating a procedure that must be completed *before* performing the current procedure, or text that provides greater technical detail. These notes are identified by the light bulb symbol and delineated by borders.



Tips indicate alternate or additional methods to accomplish a task.



Online or print references are listed to provide additional information for topics.



Cautions appear before procedures or other directions that can cause equipment or data damage if not followed exactly as written.

General Conventions

General conventions used throughout this guide provide a consistent way of referencing individual or multi-step actions.

Select refers to executing commands that are available either as menu options, or as command buttons in a dialog box. For example, “select **OK**” indicates that you must click the **OK** button with the mouse. **Select** also refers to making a choice among available commands from a browse window, drop-down list, radio buttons, etc.

Steps that involve two or more selections from a menu may be presented as a combination selection; that is, the menu commands are presented in sequence, divided by |. For example, when you read:

“To create a database, select **Help|About”**

Select **Help** on the Main Menu to display a drop-down list, from which you can select **About**.

Performing an action described in a procedure



Select the **About** command from the **Help** drop-down menu

Mouse Conventions



If you use a multiple-button mouse with *GoldMine*, the left mouse button is configured as the primary mouse button. The right mouse button serves as the secondary button.

The following terms describe mouse actions referenced throughout this guide.

Point Position the mouse pointer until the tip of the pointer rests on the desired area of input on the screen, such as an option on a pull-down menu.

Click Press and immediately release the left mouse button without moving the mouse.

Right-click Press then immediately release the right mouse button without moving the mouse.

Double-click Click the left mouse button twice in rapid succession.

Drag Click and hold the left mouse button while moving the mouse pointer.

Troubleshooting Guide

While working in *GoldMine*, you may occasionally encounter a problem that generates an onscreen error message. These messages correspond to three types of errors:

- **Database errors:** *GoldMine* maintains a special log that records errors that occur in an open database.
- **System error:** Depending on the error, *GoldMine* displays an error message that may or may not include a number.
- **Invalid Page Fault (IPF):** Although occurring while a user is working in *GoldMine*, this error is typically not caused by *GoldMine*.

Whenever *GoldMine* displays an error message, use Windows' Clipboard to record the entire message. For example, if you see the message

```
Read failure.  
Access to table disabled because of previous error.  
  
Context: appendRecord  
C:\PROGRAM FILES\GOLDMINE\GMBASE\SysLog  
  
1: File: C:\PROGRAM FILES\GOLDMINE\GMBASE\SYSLOG.MDX  
  
BDE Error Cat:Code: [36:6] Res:Err: [2406h:24h,1]  
BDE Version: 500 [9/6/1998]  
GoldMine 4.00.1222  
  
User: T013  
Window: GoldMine Process Monitor [1 running]  
Tree2  
  
Template: 7500  
Details:  
FILENAME: C:\PROGRAM FILES\GOLDMINE\GMBASE\SYSLOG.MDX
```

copy the *entire* message using Windows' Clipboard. Paste the message into a text editor, such as Notepad, so that you can refer to the message while troubleshooting.

This guide provides troubleshooting information for database errors, system errors, Invalid Page Faults (IPFs), and modem problems. Each section contains

the message or symptom of the problem, probable cause(s) of the problem, and action(s) that you can take to resolve each problem.

If you cannot solve the problem by using the information in this guide, GoldMine Software offers many avenues of technical assistance to meet your needs. For details, see “GoldMine Software Corporation Support Services” in the *GoldMine Reference Manual*.

Viewing the Error Logs




Using *GoldMine 4.0*, you can view details on any errors that occur in an open dBASE or SQL database. You can use this information to troubleshoot and correct the problem.

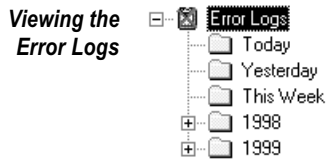
To view information about an error, from the Main Menu, select:

- *GoldMine 4.0* Main Menu configuration: **T**ools|**G**oldMine **S**ystem **L**ogs.
- New Main Menu configuration: **V**iew|**G**oldMine **L**ogs.

The **System Logs** window appears. For details about working with the **System Logs** window, see “Viewing System Logs” in the *GoldMine Reference Manual*.

From the **System Logs** window, you can *either*:

- Click  next to  Error Logs to display a set of folders, as shown in the following figure
- or*
- Highlight  Error Logs, then select **E**xpand from the local menu to open all folders



Once you select a specific date folder, the **Error Logs** display the following information in the right pane of the **System Logs** window:

Date Date that the database error occurred.

Time Time that the database error occurred.

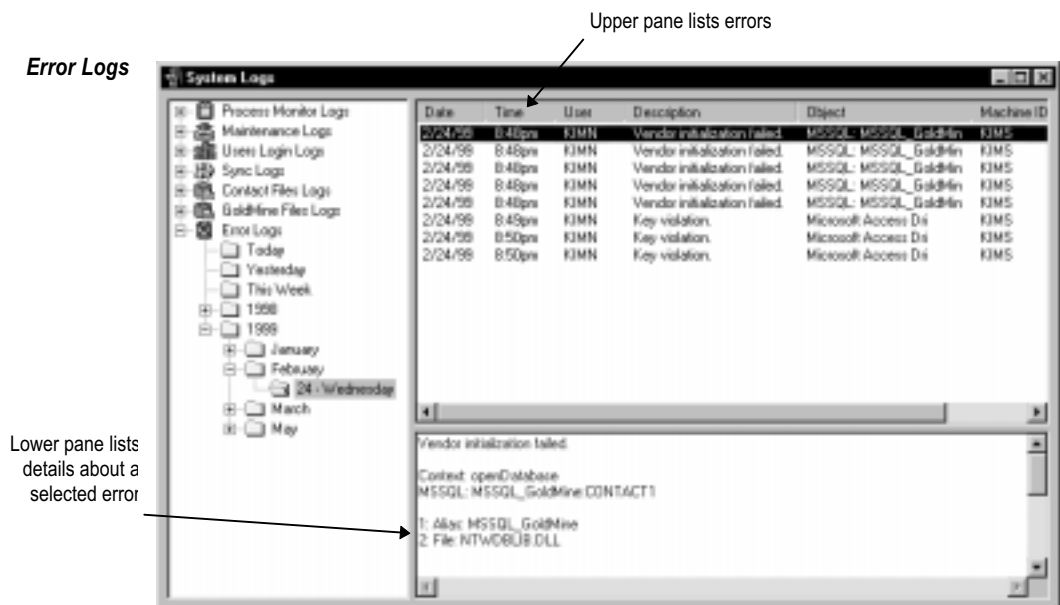
User User name of the individual who performed actions that triggered the database error.

Description Brief description of the error. The information that appears in this column also appears as the first line of the detailed error description that appears in the lower pane of the **Error Logs**.

Object Location and name of the database.

Machine ID Identification that identifies on which machine the error occurred.

To view detailed information about a database error, highlight an error entry in the upper right pane. The lower pane displays details on the selected error. Move the scroll bar to the right of the pane to scroll through the detailed information. The following figure provides an example of the **Error Logs** display.



When done viewing the log entries, you can *either* select another folder or system log, or click **X** to close the **System Logs** window.

Periodically, you will want to purge old entries in the **Error Logs**. For details, see “Purging System Logs” in the *GoldMine Reference Manual*.

Database Errors

Symptom	Probable Cause(s)	Action
<p>Merging the configuration file IDAPI32.CNF has failed</p> <p>or</p> <p>GoldMine cannot dynamically load functions from IDAPI32.DLL (error after installation)</p>	<ol style="list-style-type: none"> Other applications are currently using the Borland Database Engine (BDE). There is <i>either</i>: <ul style="list-style-type: none"> Improper use of the Registry Editor or <ul style="list-style-type: none"> Incompatible or unusable version of BDE is installed. 	<ol style="list-style-type: none"> Check that no other application is using the BDE. If so, exit from those programs, and try again. Remove the current BDE Registry entries—see “Removing Current BDE Registry Entries” on page 6. <p>For details about working with the BDE, see Factsback Bulletin #500.</p>
<p>(SQL only)</p> <p>BDE cannot locate the database aliased as [<i>database name</i>]</p>	<p>One or more users are trying to use <i>GoldMine</i> with an incompatible BDE.</p>	<p>See “Working with the Borland Database Engine Configuration File(s)” on page 7.</p>
<p>Failure to open a file.</p>	<ol style="list-style-type: none"> Power loss while working in <i>GoldMine</i>. Index file (.MDX) has become damaged. A database file (.DBF) has become corrupted. <i>GoldMine</i> databases have been opened and modified by another application. 	<ol style="list-style-type: none"> Maintain appropriate backup power supplies to avoid power loss. If the situation has occurred, perform action 2 below. Reindex index file with the Maintenance Wizard—see Corrupt Table/Index Header on the facing page. Restore the damaged file(s) from backup—see “Troubleshooting Damaged Files” on page 5. Do not open and modify <i>GoldMine</i> databases with another application. If the situation has occurred, perform action 3 above.

Symptom	Probable Cause(s)	Action
Corrupt Table/Index Header	<ol style="list-style-type: none"> 1. Improper shut down or power loss. 2. (<i>Network</i>) Hardware dysfunctionality in network cards, cables, etc. 	<ol style="list-style-type: none"> 1. Use GoldMine's Maintenance Wizard to reindex and rebuild your database files as described in "Reindexing and Rebuilding your Database after Corruption" on page 12. 2. Check for hardware problems with network equipment; also check for the following on all machines (including stand-alone systems): <ul style="list-style-type: none"> • No disk compression utilities running, such as DoubleDisk, Superstor, etc. • Hard disk problems by running the Windows 95/98 program SCANDISK, which diagnoses and automatically fixes detected errors. If no hardware problems are detected, but database errors continue, run complete diagnostics with a program, such as QAPLUS.
Access to table disabled because of previous error	Previously unresolved BDE error.	Reindexing and rebuilding <i>GoldMine's</i> databases can identify the unresolved error—see item 1 for Corrupt Table/Index Header above.
Corrupt Memo/BLOB file	Database (.DBF) file's pointers to the corresponding .DBT file are damaged.	Reindexing and rebuilding <i>GoldMine's</i> databases can identify the unresolved error—see Corrupt Table/Index Header above.

BDE Errors

GoldMine uses the Borland Database Engine to access your databases. For *GoldMine* to run properly, each workstation must have access to the BDE. The BDE may reside locally on the workstation, or across the network.

GoldMine supports *only* BDE version 4.51 or higher. Check each BDE installation to ensure that a supported version is running.



Working with the BDE can cause changes that will affect the performance of your entire system. Only an individual with experience in file manipulation and configuration settings should attempt the operations described in this section, such as your network administrator or an Authorized *GoldMine* Solutions Partner. For a qualified Solutions Partner in your area, contact the GoldMine Software Sales Department at 800-654-3526.

Problems with the BDE can often involve access issues, such as a failure by *GoldMine* to locate the BDE. The following sections provide detailed instructions for troubleshooting BDE-related errors.



A complete set of Borland error messages is available at http://www.inprise.com/devsupport/bde/ti_list/TI3212.html.

Removing Current BDE Registry Entries

GoldMine must have exclusive access to the BDE during installation and normal running. Check that no other applications that use the BDE are currently in use if the following error messages appear:

- **Merging the configuration file IDAPI32.CNF has failed**(during the installation of *GoldMine*)
- ***GoldMine* cannot dynamically load functions from IDAPI32.DLL**



If no other applications are using the BDE, then perform the following procedure.



Caution! Improper use of the Registry Editor can render your system unusable to the extent that you may have to reinstall Windows NT/95/98, and/or restore *GoldMine* from backup. We strongly recommend that you *either* back up your registry, *or* export the registry from the Registry Editor. *

GoldMine Software Corporation cannot guarantee that problems resulting from the improper use of the Registry Editor can be fixed.

* To export your registry, select the folder to be exported in the left pane of the Registry Editor. From the Registry Editor's Main Menu, select **Registry|Export Registry**.

1. From the Windows task bar, select the **Start** button, then select **Run**. The **Run** dialog box appears.
2. Type `Regedit`, then select **OK** to start the **Registry Editor**.
3. In the left pane of the **Registry Editor**, double-click on `HKEY_LOCAL_MACHINE`.
4. Double-click on **SOFTWARE**.
5. Double-click on **Borland**.
6. Click on **Database Engine**, then press . The **Confirm Key Delete** dialog box asks:
Are you sure you want to delete this key?
7. Select **Yes**.
8. Select **BLW32**, then press . The **Confirm Key Delete** dialog box asks:
Are you sure you want to delete this key?
9. Select **Yes**.

When next run, *GoldMine* will correct these entries. For details, see “Finding the BDE in Setup\BDEShare” in the *GoldMine Reference Manual*.

Working with the Borland Database Engine Configuration File(s)

Some situations require changes to the BDE configuration file(s) (`idapi32.cfg`) to enable all *GoldMine* users to access all databases, such as:

- SQL databases, which require an alias to reside in the BDE configuration file
- When making changes to the BDE configuration that are global to all users

If all users access the BDE located on the server, they should use the same configuration file, and therefore have the same list of aliases and settings. However, users may install or use a preexisting, compatible version of BDE on their workstation that successfully accesses *GoldMine*. This setup will work unless SQL databases are created used, requiring an alias in the BDE configuration file. Errors will occur when a workstation using a different BDE configuration tries to access the SQL database, indicating that BDE cannot locate the database aliased as `xxxxx` because the alias exists *only* in the server's BDE configuration.

You can perform any of the following actions to correct the error:

- Force the workstation(s) to use the BDE on the server as described in “Removing Current BDE Registry Entries” on page 6, and “Finding the BDE in Setup\BDEShare” in the *GoldMine Reference Manual*.
- Merge the configuration file of the server’s BDE with the workstation’s BDE configuration file—continue with “Merging the BDE Configuration Files” below.
- Make the configuration file of the server’s BDE the default configuration for the workstation—see “Copying the Server’s BDE Configuration to a Workstation” on page 9.



Unless other constraints require locating the BDE (or the configuration file) on the workstation(s), forcing the workstation(s) to use the server’s BDE configuration is the easiest method to administer.

Merging the BDE Configuration Files

Merging the configuration file of the server’s BDE with the one used by the local workstation’s BDE will add all aliases currently residing in the server’s BDE configuration to the local workstation’s list of aliases. Having the alias listed enables the workstation to connect to the database.

1. From the Windows task bar, select **Start**, then select **Settings|Control Panel**.
2. Quit *GoldMine*, and any other application(s) using the BDE.




3. Double-click **BDE Administrator**.
4. From the BDE Administrator Main Menu, select **Object|Merge Configuration**. The **Open** dialog box appears.
5. Navigate through your network to the location of the IDAPI32.CFG that has the settings you want for the workstation’s local configuration. Select **Open**.
6. The BDE Administrator displays a warning that:

Merge cannot be undone
7. Select **OK**.
8. Click on the title bar to close the BDE Administrator.

Copying the Server's BDE Configuration to a Workstation

You can make the configuration file of the server's BDE the default configuration for the workstation. Using this method, the workstation can access its local BDE with the server's configuration file.

1. Perform steps 1–3 in “Merging the BDE Configuration Files” on page 8.
2. From the BDE Administrator Main Menu, select **Object|Open Configuration**. The **Open** dialog box appears.
3. Browse to the location of the IDAPI32.CFG that you want to select as the default configuration for this workstation. Select **Open**.
4. Click  on the title bar to close the BDE Administrator.
5. The BDE Administrator asks:



Use \\xxxxxx\ldapi32.cfg as default configuration?
6. Select **Yes**.

Changing the dBASE Level in the BDE

An incorrect dBASE level setting in the BDE Administrator can generate database errors.

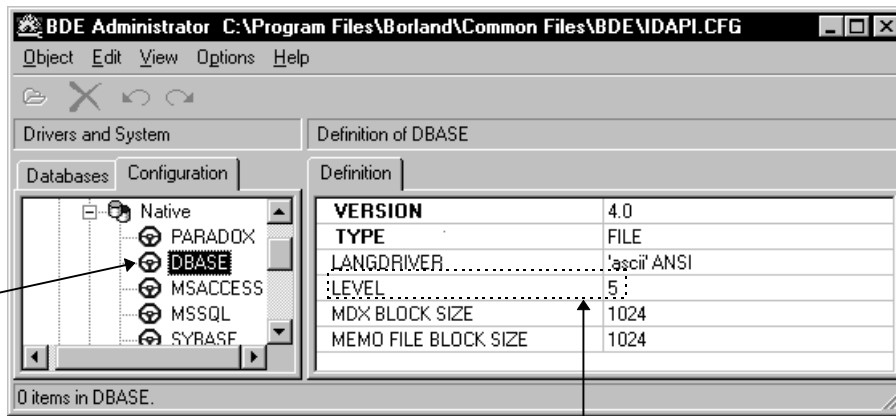


*Be sure to back up all GoldMine databases before proceeding. A change to the dBASE level setting requires you to rebuild *all* databases.*

1. Perform steps 1–3 in “Merging the BDE Configuration Files” on page 8.
2. Select the **Configuration** tab.
3. In the left pane, double-click  **Configuration**.
4. Double-click  **Drivers**.
5. Double-click **Native**.

**Checking the
dBASE LEVEL
setting in
the BDE**

Select the Native
driver DBASE



Check that **LEVEL** is set to 5

6. Select **DBASE**.
7. In the right pane, check that **LEVEL** is set to **5**.
 - If the **LEVEL** is set to **5**, go to step 9.
 - If not, change the **LEVEL** entry to **5**, then continue with step 8.
8. To save your change, from the BDE Administrator Main Menu, select **Object|Apply**.
9. Click **X** on the title bar to close the BDE Administrator .

Troubleshooting Damaged Files

An index error message appears when *GoldMine* cannot open a file because of one of the following problems:

- Index file (.MDX) is damaged—see “Reindexing Damaged Files” below.
- Database file (.DBF) is corrupted—see “Restoring Database Files” on the following page.

The error message names the file that *GoldMine* cannot open. For example, the error message

F:\APPS\GOLDMINE\Forms.mdx index file is missing or corrupt. GoldMine will not function properly until this table is rebuilt.

Would you like to rebuild this file now?

indicates that *GoldMine* cannot open the file *Forms.mdx* located in the directory *F:\APPS\GOLDMINE*. When the error message appears, write down the entire message, including path and file name information. In this example, knowing the file name of the damaged index will enable you to save time by reindexing only the necessary file.

Reindexing Damaged Files

An index file serves as a pointer to allow *GoldMine* to quickly locate information in a data file, or present the information in the data file in an alternate sequence. Therefore, a damaged index file has no effect on data.


An index file can become damaged from any of the following causes:

- Rebooting or turning off computers before quitting *GoldMine*
- Hardware problems, such as bad sectors on a hard disk, or corrupted memory
- Heavy use

To correct damaged index files:

1. From the error message, select **Yes**. *GoldMine* displays the **GoldMine's Maintenance Wizard**. By default, *GoldMine* will select the damaged file for reindexing.

If you cannot access the Main Menu, close the error message, then exit Windows. Restart Windows 95/98, then start *GoldMine*. At the login banner display, enter your username and password (if required), then press and hold

 while you click **OK**.

Continue to press  until the **GoldMine Contact Files** dialog box appears. This dialog box shows a list of the available contact files.

Select the contact file that is displayed in the error message, then click **Maintain**. **GoldMine's Maintenance Wizard** appears.

2. Select the following from each screen as noted, then select **Next>** to advance through the wizard:

- First screen: **Individual Files**
- Second screen: check the box corresponding to the contact file displayed in the error message
- Third screen: **Rebuild and Pack the database file** and **Verify the data and synchronization information**

3. To start reindexing and rebuilding, select **Finish**.

If database errors continue (*GoldMine* Standard Edition only), you might need to change a setting in the BDE—see “Changing the dBASE Level in the BDE” on page 9.

Reindexing and Rebuilding your Database after Corruption



If your system experiences corrupt tables/index headers as described in “Database Errors,” you can reindex and rebuild your database as follows:

1. From *GoldMine*’s Main Menu, select **T**ools|Maintain Databases. **GoldMine’s Maintenance Wizard** appears.
2. Select the following from each screen as noted, then select **N**ext> to advance through the wizard:
 - First screen: **A**ll Database Files
 - Second screen: **F**iles in GoldMine Directory and **A**ll Contact Files
 - Third screen: **R**ebuild and Pack the database file, and **V**erify the data and synchronization information
3. To start reindexing and rebuilding, select **F**inish.



For details about working with **GoldMine’s Maintenance Wizard**, see “Indexing and Rebuilding Files” in the *GoldMine Reference Manual*.

After reindexing and rebuilding, if *GoldMine* does not start correctly, perform the following steps:

1. At the banner display, type your user name and password (if required), then press and hold  while you click **O**K. Continue to press  until the **GoldMine Contact Files** dialog box appears. This dialog box shows a list of the available contact files.
2. Select the contact file that is displayed in the error message, then click **M**aintain.
3. Select the same options from **GoldMine’s Maintenance Wizard** as listed above.

If database errors continue, and you are running *GoldMine* Standard Edition (dBASE), you might need to change a setting in the BDE—see “Changing the dBASE Level in the BDE” on page 9.

Correcting Chronic Index Errors

If index errors recur on a regular basis, your system may have a hardware or environment problem. To troubleshoot hardware problems, see **Corrupt Table/Index Header** on page 5.

Environment problems can involve:

- Version of Windows 95/98 running on workstations—see “Checking VREDIR.VXD running in Windows 95/98” below.
- Version of Service Pack running on a Windows NT 4.0 system—see “Checking your Windows NT 4.0 Service Pack Version” on page 15.

If index errors continue, you might need to remove all index (.MDX) files from the *GoldMine* directory—see “Correcting Advanced Index Corruption” on page 17.

Checking VREDIR.VXD running in Windows 95/98

One possible cause can be the version of Windows 95/98 that runs on a PC or workstation. Indexing errors have been linked to You can determine what version of Windows 95/98 is running on a system by selecting **Settings|Control Panel|System**. To check the version of VREDIR.VXD, note the file size of VREDIR.VXD in the Windows\System directory. The following table lists the acceptable sizes and dates for this file.

Table 88.
VREDIR.VXD
files

Date	Size	Version	Usable?	Source
7/11/95	138Kb	4.00.950	yes	Windows 95 version A (cab 12)
11/7/95	138Kb	4.00.955	yes	ftp://ftp.microsoft.com/Softlib/MS LFILES/VREDRUPD.EXE
12/31/95	138Kb	4.00.955	yes	Windows 95 Service Pack 1
8/24/96	154Kb	4.00.1111	NO	Windows 95 version B (OSR2) (cab 19)
11/14/96	138Kb	4.00.954	yes	
7/25/97	158Kb	4.10.1546	NO	Windows 98 Beta Build 1546
9/4/97	158Kb	4.10.1581	yes	Windows 98 Beta Build 1581
9/11/97	154Kb	4.00.1116	yes	ftp://ftp.microsoft.com/Softlib/MS LFILES/VRDRUPD.EXE
5/11/98	161Kb	4.00.1998	yes	Windows 98 4.10.1998 (release)

Each workstation on the network must use one of the files marked with yes in the **Usable** column. If you have a file marked with NO in the **Usable** column, you can get an update that will prevent the indexing problem. You can either copy this file from a workstation using Windows 95 version 4.00.950 or 4.00950A, or download the latest VREDIR.VXD from the Microsoft Web site at the following address: <ftp://ftp.microsoft.com/softlib/MSLFILES/VRDRUPD.EXE>.

By accessing the address listed above, you will automatically start to download a self-extracting program file that contains an updated VREDIR.VXD file. Be sure to extract VRDRUPD.EXE on all systems with the problematic VREDIR.VXD.

For information on other troubleshooting problems that have causes other than *GoldMine*, see “Invalid Page Faults” on page 24.

Checking your Windows NT 4.0 Service Pack Version

You can successfully run *GoldMine* under Windows NT with Service Pack 1, Service Pack 3, or a later version of Service Pack. Running *GoldMine* under Windows NT 4.0 with Service Pack 2 can cause database errors.

To verify the version of Service Pack installed on your system:

1. From the Windows 95/98 task bar, select **Start|Programs|Administrative Tools|Windows NT diagnostics**
2. Select the **Version** tab.

If the Windows NT 4.0 startup screen shows:

Version 4.0 (Build xxx:Service Pack 2)

we strongly recommend that you upgrade to Service Pack 3 or higher.

Correcting Database Errors after Service Pack 3 Installation

If your server had Service Pack 2 installed, and database errors continue after installing Service Pack 3, you may need to change entries in the Windows Registry to complete the migration to the new Service Pack.



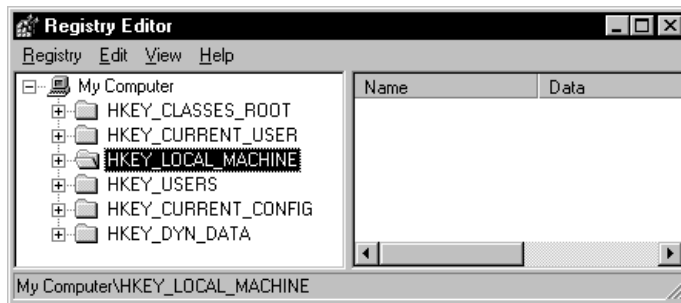
Caution! Improper use of the Registry Editor can render your system unusable to the extent that you may have to reinstall Windows NT/95/98, and/or restore *GoldMine* from backup. We strongly recommend that you *either* back up your registry, *or* export the registry from the Registry Editor. *

GoldMine Software cannot guarantee that problems resulting from the improper use of the Registry Editor can be fixed.

Check for the following two registry values on the Windows NT 4.0 server that is hosting your *GoldMine* files:

1. From the Windows task bar, select the **Start** button, then select **R**un. The **Run** dialog box appears.
2. Type `Regedit`, then select **OK** to start the **Registry Editor**.
3. Double-click **HKEY_LOCAL_MACHINE**.

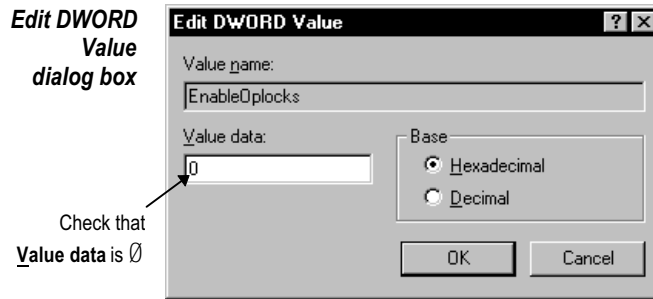
Using the
Registry Editor
to change
entries



4. To reach the folder with the entries that you want to change, double-click **System,CurrentControlSet,Services,LanManServer, and Parameters**.
5. From the **Registry Editor** Main Menu, select **E**dit|**N**ew|**D**WORD Value. In the right pane, appears.
6. Type `CachedOpenLimit` in the text box, then press .

* To export your registry, select the folder to be exported in the left pane of the Registry Editor. From the Registry Editor's Main Menu, select **R**egistry|**E**xport Registry.

7. From the Main Menu, select **E**dit|**M**odify.
8. Enter 0 (zero) for **V**alue data, then select **O**K.



9. From the **R**egistry Editor Main Menu, select **E**dit|**N**ew|**D**WORD Value. In the right pane, New Value #1 appears.
10. Type EnableOplocks in the text box, then press .
11. Repeat steps 7–8 to complete the Registry value modifications.

Correcting Advanced Index Corruption

If index errors continue, you might need to delete all index (.MDX) files from the *GoldMine* directory and all subdirectories associated with *GoldMine*.

To restore the .MDX files after deletion:

1. Start *GoldMine*.
2. At the banner display, type your user name and password (if required), then press and hold while you click **O**K.
3. Continue to press until the **GoldMine Contact Files** dialog box appears. This dialog box shows a list of the available contact files.
4. Select **M**aintain.
5. Reindex and rebuild your databases according to the instructions provided in “Reindexing Damaged Files” on page 11.

Restoring Database Files

Once corrupted, a database file must be replaced, or overwritten. To restore a database file, restore the file from backup as follows:

If this file is corrupted. restore these files from backup. and delete this file
CAL	CAL.DBF, CAL.DBT	CAL.MDX
CONTACT1	CONTACT1.DBF, CONTACT1.DBT	CONTACT1.MDX
CONTACT2	CONTACT2.DBF	CONTACT2.MDX
CONTHIST	CONTHIST.DBF, CONTHIST.DBT	CONTHIST.MDX
CONTSUPP	CONTSUPP.DBF, CONTSUPP.DBT	CONTSUPP.MDX
INFOMINE	INFOMINE.DBF, INFOMINE.DBT	INFOMINE.MDX
<i>filename</i>	restore <i>filename</i> .DBF and <i>filename</i> .DBT if the files exist	<i>filename</i> .mdx

After you restore the file(s), reindex *GoldMine's* database files. For details on reindexing, see "Correcting Advanced Index Corruption" on page 17.

If you do not have backup files, contact a *GoldMine* Solutions Partner for assistance.

A corrupted database file can indicate an underlying environmental problem. For information on troubleshooting problems caused by environmental issues, see "Invalid Page Faults" on the page 24.

System Errors

Symptom	Probable Cause	Action
Insufficient Memory to Run Application (error during or after installation)	Indicates that either the system does not have enough memory to start <i>GoldMine</i> , or that GMW4.EXE or a <i>GoldMine</i> DLL has been corrupted.	In Windows Explorer, select Help>About to check that at least 65,000Kb physical memory is free. If not, close applications to free 65,000Kb memory.* Replace the .EXE and .DLL files in the directory to which <i>GoldMine</i> is being installed, or from which <i>GoldMine</i> currently runs.
System Error 10061	While you are trying to perform an online operation, such as synchronizing via direct Internet connection or retrieving e-mail, <i>GoldMine</i> is able to locate the remote system but does not find a <i>GoldSync</i> server or e-mail server awaiting incoming connections.	Check that you have entered the correct IP address to the remote system. For example, if you are synchronizing with a remote <i>GoldMine</i> system by direct Internet connection, check the Remote's Internet IP address entry. If IP address entry is correct, check that the host system is running the necessary application, and is waiting for an incoming connection.
System Error 10065	While you are trying to perform an online operation, such as synchronizing via direct Internet connection or retrieving e-mail, <i>GoldMine</i> cannot find a route to the remote host system.	Check that you have entered the correct IP address to the remote system. For example, if you are synchronizing with a remote <i>GoldMine</i> system by direct Internet connection, check the entry in the Remote's Internet IP address field. If IP address entry is correct, the problem may be the connection itself. Try connecting again later, or contact your Internet Service Provider.

* 75,000Kb is recommended to enable other applications to make use of this "free" space. Depending on your needs, you might require more space.

Correcting Errors when using Word to Mail Merge

Some errors are generated when you try to set up or run *GoldMine's* mail merge using MS Word. These typically include:

- Missing ODBC drivers needed to mail merge
- Missing or incorrectly operating DDE links between Word and *GoldMine*
- Changed DDE field codes in the merge template

Checking for ODBC Drivers

To install the Word link, you must have the FoxPro/dBASE ODBC drivers installed in Word. To check that the FoxPro/dBASE ODBC drivers have been installed in Word:

1. From Word's Main Menu, select **T**ools|**M**ail **M**erge. The **Mail Merge Helper** appears.
2. Select **C**reate|**F**orm **L**etters.
3. Select **N**ew **M**ain Document.
4. Select **G**et **D**ata|**O**pen **D**ata **S**ource. The **Open Data Source** dialog box appears.

Checking for ODBC drivers



5. From the **Files of type** drop-down list, check for **dBase Files (*.dbf)** and **MS Foxpro Files (*.dbf)**. As shown in the previous figure, you may need to scroll through the list to see these entries.

If the drivers do not appear in the list, they have not been installed. You must install them before you can install the Word link. You can install the ODBC drivers for Word 95 and/or Word 97—for details, see *either*:

- Factsback 511
- or
- “Working with ODBC Drivers” in *GoldMine's* online How Do I?

WordBasic and Visual Basic Errors

The following table lists WordBasic and Visual Basic errors that may occur when using Word to mail merge.

Symptom	Probable Cause	Action
WordBasic Error 102	The template does not have a link between <i>GoldMine</i> and Word. This may occur if a user edits a template from the Merge Forms dialog box, but saves the merged text document as a Word template, which would <i>not</i> save the necessary DDE field codes.	<p>To check if the template has been updated:</p> <p>Make sure that both Word and <i>GoldMine</i> are running.</p> <p>From Word, select File Open. The Open dialog box appears. Make sure that Files of type shows Document Templates (*.dot).</p> <p>Select the template file in the browse window, then select Open.</p> <p>Change the active contact in <i>GoldMine</i>, then check that the recipient's name in the template changes accordingly.</p> <p>If so: from Word's Main Menu, select File Save as GoldMine Template.</p> <p>If not: from Word's Main Menu, select File Update GoldMine Template. The Summary Info dialog box appears.</p> <p>Complete the entries, then select OK.</p>
WordBasic Error 124 that appears when you try to open a template for the first time.	The template has not been updated.	To update the template: From Word's Main Menu, select File Update GoldMine Template .
WordBasic Error 124 that appears for a template that has been used successfully.	Failure of the DDE link between <i>GoldMine</i> and Word.	Reinstall the link—see "Installing the Link to Microsoft Word" in the <i>GoldMine User's Guide</i> .

Symptom	Probable Cause	Action
<p>WordBasic Error 502 that appears during a mail merge.</p>	<p>Communications link between Word and <i>GoldMine</i> fails, or <i>GoldMine</i> is too slow to respond to Word's request for data.</p>	<p>If a filter is activated with selection criteria that will select a relatively small percentage of the database, <i>GoldMine</i> might need a long time to perform the search and selection process. The time required for selecting records that match the filter criteria might cause Word to "time out."</p> <p>Instead of using a filter when a relatively small percentage of records in the database are needed, you can speed processing time for the merge by <i>either</i>:</p> <ul style="list-style-type: none"> • Building a group based on the filter, then using the group to perform the mail merge—see "Adding a Group" in the <i>GoldMine User's Guide</i> <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> • Set limits on the filter to speed selection time—see "Building a Filter" in the <i>GoldMine User's Guide</i>

Symptom	Probable Cause	Action
WordBasic Error 1535	During a multiple mail merge, the template's DDE codes were changed and saved.	<p>Replace <i>all</i> DDE links (also known as field codes).</p> <p>To replace the DDE links:</p> <p>With the template open in Word, from the Main Menu, select Edit Select All. The field codes appear as highlighted text.</p> <p>Right-click on any field codes (highlighted text) to display a local menu. Select Toggle Field Codes.</p> <p>To ensure that you correct the error, replace all of the field codes in the template. Select the entire field code, then from the Main Menu, select Insert GoldMine Field. The Insert GoldMine Field dialog box appears.</p> <p>Select the field code that originally was selected for the field. Select OK.</p> <p>Repeat selecting and replacing field codes until all field codes have been replaced.</p> <p>From the Main Menu, select File Update GoldMine Template. The Summary Info dialog box appears.</p> <p>Complete the entries, then select OK.</p>
Visual Basic Error 5922 Unable to Open Data Source (Word 97)	dBASE level value in the BDE Administrator is set incorrectly.	Set the LEVEL setting to 5—see “Changing the dBASE Level in the BDE” on page 9.
Open Database Connectivity Error External Table isn't in the Expected Format (Word 95)	dBASE level value in the BDE Administrator is set incorrectly.	Set the LEVEL setting to 5—see “Changing the dBASE Level in the BDE” on page 9.

Invalid Page Faults

Invalid Page Faults (IPFs) in Windows can be difficult to diagnose. While the error might occur only with *GoldMine*, the cause of the error is typically *not GoldMine*. Users with extensive technical experience can use the following guidelines to isolate and correct the problem. If you do not have extensive technical experience, contact your system administrator or an experienced computer consultant to perform these diagnostics for you. For a qualified Solutions Partner in your area, contact the GoldMine Software Sales Department at 800-654-3526 .




GoldMine Software technical support will provide support only to the extent of determining whether or not *GoldMine* is causing the error. If the cause of the problem is not *GoldMine* or a damaged *GoldMine* data file, then technical support can only provide a referral to a *GoldMine* Solutions Partner. A Solutions Partner can provide help on-site to diagnose what is causing the error.

An IPF error that occurs during the pack and rebuild process is typically caused by a damaged data file—see “Restoring Database Files” on page 15.

Suspected cause of IPF	Action
Corrupt index	Use GoldMine's Maintenance Wizard to reindex and rebuild your database files, as described in action 1 of Corrupt Table/Index Header on page 5. To best maintain <i>GoldMine</i> , reindex all files on a weekly basis.
Disk compression	If possible, do not use disk compression software with <i>GoldMine</i> . If you must, place <i>GoldMine</i> in an uncompressed partition of your hard drive, and place other software applications in the compressed partition. Contact the vendor of the compression software for more information.
Cross-linked or truncated files	Run the SCANDISK diagnostic program to test your hard disk.
Corrupted Windows files	Reinstall Windows to a temporary directory using different installation disks than were used to install Windows previously. Once Windows is installed to the temporary directory, start Windows from this directory.

Suspected cause of IPF	Action
Corrupted <i>GoldMine</i> program file	Install <i>GoldMine</i> to a <i>different</i> directory than where you are currently running <i>GoldMine</i> . For example, create a TEMP directory, then install <i>GoldMine</i> to the newly created temporary directory. Copy .DLL files and .EXE files to your existing <i>GoldMine</i> directory.
Incompatible or conflicting video driver	<p>Some video drivers supplied with Windows 95/98 can cause <i>GoldMine</i> data, such as dates and times, to appear dimmed or “greyed out,” as well as cause IPF errors. To change your video driver to the standard VGA driver in Windows 95/98:</p> <p>From the Start menu, select Settings Control Panel. From the Control Panel, select the Display icon, which accesses the Display Properties window. Select the Settings tab, then select Change Display Type.</p> <p>In the Select Device dialog box, to the right of the Adapter Type field, select Change, then select the Show all devices options. Scroll through the Manufacturers pane to select Standard Adapter Type. In the Models pane, select Standard Display Adapter (VGA). Apply the selection.</p> <p>If changing the video driver as described corrects the problem, contact the manufacturer of your video card for an updated video driver.</p>
Low memory	<ol style="list-style-type: none"> 1. Quit any running programs. Start Windows 95/98 with no programs running. If the error does not occur again, start each program that was running when the error occurred to determine which program may have caused the error. If the problem occurs again, continue troubleshooting with numbers 2–3. 2. In Windows Explorer, select Help About to check that at least 16,000Kb physical memory is free. If not, close applications and then reboot Windows 95/98 to free memory. 3. Run a diagnostic that checks memory, such as CHECKIT. Replace failed memory.

Suspected cause of IPF	Action									
TSR or device driver conflicts with another program	Start, or <i>boot</i> , your computer from a standard boot floppy diskette that contains a CONFIG.SYS file with only FILES, BUFFERS, and HIMEM settings, and an AUTOEXEC.BAT file that loads only essential network drivers. If not available, ask your system administrator or computer consultant for help in making a standard boot disk.									
Corrupted RAM or hardware problem	Test RAM and hardware with a hardware diagnostic software, such as CHECKIT or QAPLus.									
Out of Disk Space	<p>Space available on a stand-alone system</p> <p>To check disk space:</p> <p>At the DOS prompt, type CHKDSK, then press  to display the bytes available on the hard disk. To run <i>GoldMine</i>, you must have at least 32MB available.</p> <p>Space available on a network</p> <p>Ask your system administrator or computer consultant to check the amount of free disk space in the volume containing <i>GoldMine</i>.</p>									
Windows is using an incorrect .DLL file	<p>An error can result if Windows uses a .DLL file with the same name as one of <i>GoldMine's</i> .DLL files. The following .DLL files should be found in the <i>GoldMine</i> directory only:</p> <table border="1" data-bbox="630 1014 1242 1115"> <tbody> <tr> <td>DUNZIP32.DLL</td> <td>DZIP32.DLL</td> <td>GMDB32.DLL</td> </tr> <tr> <td>GMNU32.DLL</td> <td>GMRE32.DLL</td> <td>GMTB32.DLL</td> </tr> <tr> <td>INETWH32.DL</td> <td>PMSDK16.DLL</td> <td></td> </tr> </tbody> </table> <p>Check for these .DLL files in the WINDOWS directory, the WINDOWS\SYSTEM directory, and all directories contained in the PATH environment variable. If you find any of these files in a directory other than the <i>GoldMine</i> directory, copy the files to a floppy diskette, then delete the files from the hard disk.</p>	DUNZIP32.DLL	DZIP32.DLL	GMDB32.DLL	GMNU32.DLL	GMRE32.DLL	GMTB32.DLL	INETWH32.DL	PMSDK16.DLL	
DUNZIP32.DLL	DZIP32.DLL	GMDB32.DLL								
GMNU32.DLL	GMRE32.DLL	GMTB32.DLL								
INETWH32.DL	PMSDK16.DLL									

Troubleshooting Synchronization

To troubleshoot synchronization problems, the best starting point is to determine where the problem occurs. There are three basic phases in the synchronization process:

- Creation of the transfer set
- Movement of the transfer set from the sender to the receiver
- Retrieval of data from the incoming transfer set

You can use the following list to troubleshoot errors that occur during one of these phases.

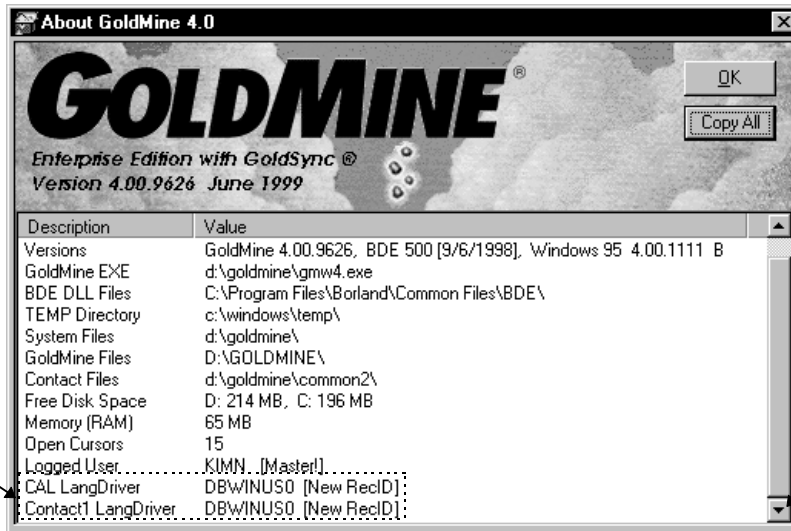
Some errors that occur during synchronization are caused by issues outside of *GoldMine*, such as TAPI and Winsock errors. For suggestions on troubleshooting these problems, see “System Errors” on page 18 and “Troubleshooting Modem Problems” on page 32.

Symptom	Probable Cause(s)	Action
Transfer set is not created successfully.	<ol style="list-style-type: none">1. BDE error, indicating a problem with the database files or hardware.2. <i>GoldMine</i> or <i>GoldSync</i> may not be configured correctly to generate the appropriate transfer sets.	<ol style="list-style-type: none">1. Correct the BDE error—see “BDE Errors” on page 5.2. Edit the synchronization configuration to include missing databases. For details, see either “Synchronizing Data between the Field and the Office” in the <i>GoldMine Reference Manual (GoldMine)</i>, or the <i>GoldSync Administrator’s Guide (GoldSync)</i>.

Symptom	Probable Cause(s)	Action
<p>Changed records are not placed in the transfer set.</p>	<p>Options for selecting records for the transfer set were not set to include the missing records. For example, the cutoff date may have been set to a date after changes were made to the record(s). Other factors can also affect which records are included in a transfer set, such as improper installation of <i>GoldMine</i>, or an activated filter.</p>	<p>Make sure that logging options are selected in <i>either</i> the Synchronization Wizard (<i>GoldMine</i>), or the Sync Process Properties window of the GoldSync Manager. If so, a record count added from each database file appears in the GoldMine Process Monitor during the sync session, and is recorded in the Contact Files Logs or GoldMine Files Logs.</p> <p>If these logs show that <i>GoldMine/GoldSync</i> added the appropriate records to the transfer set, you can examine the transfer set in detail by using the Synchronization Wizard to uncompress the transfer set. If the transfer set does not include the record(s) that did not transfer, check the options set for creating the transfer set to see if the records failed to meet a specified criterion, such as cutoff date, filter, etc.</p>
<p>Transfer set did not transfer to the retrieving system.</p>	<p>Failed connection to the remote, or to the medium used for transfer, such as POP3, SMTP servers, or WAN drives.</p>	<p>Check the GoldMine Process Monitor for details about connections. If no connection was established, check the settings entered in <i>GoldMine</i> or <i>GoldSync</i> to reach the destination system—for details, see “Saving Settings in a Profile” in the <i>GoldMine Reference Manual (GoldMine)</i>, or “Entering Basic Information about a Process” in the <i>GoldSync Administrator’s Guide (GoldSync)</i>.</p>

Symptom	Probable Cause(s)	Action
Transfer set did not transfer to the retrieving system. (<i>cont.</i>)		If the configuration settings are correct, check for an environmental problem—see “Troubleshooting Modem Initialization, Reset, or Connection Problems” on page 32.
Remote site did not successfully retrieve the transfer set.	<p>1. Transfer set decryption failed because sending system and retrieving system are using:</p> <p>a. Different versions of <i>GoldMine</i>.</p> <p>b. Different passwords.</p> <p>c. Different Recid formats</p>	<p>1a. Use <i>GoldMine’s Net-Update</i> to install the latest version of <i>GoldMine</i> 4.0 on the system(s) running an older version—see “Updating your Copy of <i>GoldMine</i>” in the <i>GoldMine Reference Manual</i>.</p> <p>b. Check the password entered in either the Synchronization Wizard, or the Site tab of the GoldSync Manager.</p> <p>c. Check that each system is using Recid records of the same format. Synchronizing systems must use the same format to synchronize in both directions.</p> <p>To check the Recid values, from the Main Menu, select Help About. From the About GoldMine 4.0 dialog box, select System. Scroll to the bottom of the browse window to view the Recid information, as shown in the following figure.</p>

Checking Recid format



Check that synchronizing systems use the same Recid formats

Scroll to the bottom of the browse window to check Recid values

Symptom	Probable Cause(s)	Action
Remote site did not successfully retrieve the transfer set, <i>cont.</i>	<p>2. Transfer set decompression failed because:</p> <p>a. Retrieving system is using multiple or outdated versions of DZIP32.DLL and DUNZIP32.DLL.</p> <p>b. <i>GoldMine</i> or <i>GoldSync</i> cannot locate DZIP32.DLL and DUNZIP32.DLL.</p>	<p>If systems are using different Recid formats, use <i>GoldMine's Maintenance Wizard</i> to convert the older Recid format to the newer format—see “Indexing and Rebuilding Files” in the <i>GoldMine Reference Manual</i>.</p> <p>2a. Delete multiple instances of DZIP32.DLL and DUNZIP32.DLL occurring outside of the <i>GoldMine</i> directory, and/or check both files for a file date of 12/05/97.</p> <p>b. Check the path shown in the SYSDIR setting in GM.INI against the actual location of the files, and correct the SYSDIR entry, if necessary.</p>



Symptom	Probable Cause(s)	Action
Remote site did not successfully retrieve the transfer set, <i>cont.</i>	c. <i>GoldMine's</i> TLog record* corresponding to a record is more recent than the TLog record, indicating a change, <i>or</i> a TLog record indicates that the record that the record was not updated because it has been deleted.	c. Check the Contact Files Logs (CONTTLOG.DFB) or GoldMine Files Logs (GMTLOG.DBF) for TLog(s) corresponding to the record(s) not receiving updates. TLogs with the ZzzDel code indicate that a record has been deleted. No changes, even those dated after the zzzDel TLog, will be incorporated into a record.
Compression and decompression errors.	Incompatible version or multiple copies of DZIP32.DLL and DUNZIP32.DLL.	Check for the following: <ul style="list-style-type: none"> • GM.INI is using all mapped drive letters instead of UNC paths. • System is running only one copy each of DZIP32.DLL and DUNZIP32.DLL, which should be located in the <i>GoldMine</i> directory. • System is using the same versions of DZIP32.DLL and DUNZIP32.DLL as the system that sent the transfer set.



* *GoldMine* retrieves updates from a transfer set based on TLog records, which record changes or deletions to a contact record. For details, see the *GoldSync Administrator's Guide*.

Symptom	Probable Cause(s)	Action
<p>Synchronization is unsuccessful because modems cannot communicate properly.</p>	<p>Modems are trying to connect at either:</p> <ul style="list-style-type: none"> • Nonstandard baud rate <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> • Incompatible baud rate 	<p>Select a baud rate that is <i>slower</i> than the fastest baud rate of the modem. For example, if the modem is capable of 14,400 BPS, set the speed to 9,600 BPS. Set the baud rates at one of the following:</p> <ul style="list-style-type: none"> • 1,200 • 2,400 • 9,600 • 19,200 • 38,400 • 57,600 <p>For a 14,400 BPS modem, open a port at 19,200 to correct communications problems.</p> <p>For additional information, see FactsBack #651.</p>

Troubleshooting Modem Problems

The following list shows probable causes and corrective actions for problems involving modem initialization, reset, or connection problems encountered while trying to synchronize.

Suspected Cause	Action
<p>Incorrect COM port setting for the modem.</p>	<p>Use the Windows 95/98 accessory program HyperTerminal to test the COM port and dialing settings:</p> <p>From the Windows task bar, select Start, select Programs, then select the Accessories program group. Select HyperTerminal. Click on any HyperTerminal session, which is represented by a folder with the extension .HT, such as COMPUSERVE.HT. The Phone Number dialog box appears. Select Cancel, which will close the dialog box, but leave the HyperTerminal window open.</p> <p>To check the COM port setting, type AT, then press . The displayed response should be OK.</p> <p>Type ATZ, then press . The displayed response should be OK.</p> <p>If the response is <i>not</i> OK, select another COM port for the modem in the Windows Control Panel by clicking on the Modems icon, then select the modem listed in the General tab, and select Properties. When done changing settings in the Control Panel, test again.</p>
<p>Installing a communications application has replaced Windows COMM.DRV. Using a nonstandard COMM.DRV can cause incompatibility.</p>	<p>In the [Boot] section of Windows SYSTEM.INI, change the line COMM.DRV= to COMM.DRV=COMM.DRV.</p>

Suspected Cause	Action
<p>Winsock errors that indicate Windows 95/98 having trouble connecting to a TCP/IP host. These errors appear in <i>GoldMine</i> only during synchronization via Internet, or when sending and retrieving Internet e-mail.</p>	<p>For details on correcting Winsock errors, see http://www.sockets.com/err_lst1.htm.</p>
<p>Modem does not dial.</p>	<p>Use the Windows 95/98 accessory program HyperTerminal to test dialing.</p> <p>From the Windows task bar, select Start, select Programs, then select the Accessories program group. Select HyperTerminal. Click on any HyperTerminal session, which is represented by a folder with the extension .HT, such as COMPUSERVE.HT. The Phone Number dialog box appears. Select Cancel, which will close the dialog box, but leave the HyperTerminal window open.</p> <p>To test dialing, type ATDT, then press . You should hear a dial tone. To hang up, type ATH, then press .</p> <p>If you do not hear a dial tone:</p> <p>Change the dial settings for the modem in the Windows 95/98 Control Panel. Clicking on the Modems icon, then select the modem listed in the General tab, and changing the speaker volume.</p> <p>If the problem continues, check the phone line.</p>
<p>Modem hardware problems.</p>	<p>Test calling out with a known good modem.</p>

Suspected Cause	Action
<p>Incorrect modem settings in Windows Control Panel.</p>	<p>From the Windows 95/98 task bar, select Start, then select Settings. Open the Control Panel, then select the Modem icon. The Modems Properties window appears.</p> <p>Select Properties.</p> <p>Select the Connection tab. Check for the following settings:</p> <ul style="list-style-type: none"> • Data Bits=8 • Parity=none • Stop Bits=1 <p>Select Advanced. The Advanced Connection Settings window appears. Make sure that both Use flow control and Select Hardware (RTS/CTS) are selected.</p>
<p>TAPI errors that are generated by Windows 95/98. Two common TAPI-related error messages that appear in the GoldMine Process Monitor:</p> <ol style="list-style-type: none"> 1. Makecall() error: Resource unavailable: either another program is using the selected modem, or the modem is not responding. 2. LineDealloc() error: Not owner: another program is set to answer incoming calls on the selected modem. <i>GoldMine</i> is trying to answer the call, but finds the line is in use. 	<ol style="list-style-type: none"> 1. Exit the other program, or reset the modem. 2. Exit the other program.

