



Technical Note # 3312
Commence@ Technical Support
Telephone: (732) 380-0777
Hours: 9-6 ET, Monday thru Friday

Commence Internal Status Information

If Commence is unable to perform a task, Commence will produce an error message which can be used to troubleshoot the error. Check the active.log file in the data directory for any error messages in the following format

**syncconn.c 1121: date: time: Commence internal status information (errorno=-2)
[INT-DENG-2019]**

If the message includes an error number in the following format (**errorno=#**), the error message should be investigated further. The following chart will describe each errorno. and the recommended course of action for each error.

NOTE: Commence must be running in TRACE mode for the full error message and errorno. code to appear in the active.log file. For steps on how to turn on this command line options, see Technote 3314.

ERROR CODES

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| -2 | ERROR_INTERNAL | Check the Server's active.log for errors. |
| 1 | ERROR_UNKNOWN | |
| 0 | None | No error |
| 1 | unsupported data version | Check the Appendix of the <i>User's Guide</i> for data conversion instructions. |
| 2 | hardware type does not match | |
| 3 | User cancelled the operation | User pressed the Cancel button on a dialog box. |
| 4 | error with ADMINENG.DLL | Select Help-System Info, then display Version Info. Make sure the correct version of this file is installed. Workgroup users: If error occurs on client, a user that is no longer defined on the server is attempting to sync. If you suspect admin files are damaged, restore wgfiles folder from backup. Otherwise remove and register the client again. |
| 5 | permission error | Workgroup users: Verify that the user's Database Level permissions are set to either User or Author, not None. |

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| 6 | import error | <p>The fields in the source and destination databases do not match up correctly.</p> <p>Workgroup users: Check the server and client data using transfer out. The client is trying to read a .dbf file from the server, and the expected information is either not there, or is corrupt.</p> |
| 10 | error opening a file | <p>Make sure Commence can access the Windows TEMP directory. See Help – System Information – Directory Info.</p> <p>Verify the path exists and has adequate free disk space.</p> |
| 11 | error reading from disk | <p>Workgroup users: Server is unable to send client any changes. Check permissions on the server to verify the client has Read (All or Selective) permissions to the appropriate categories.</p> <p>Server's synclog.pim may be corrupt. Restore database from backup.</p> <p>Also check backup line for client in DATA.INI on Server.</p> |
| 12 | error writing to disk | <p>Out of disk space? Also run disk diagnostics, such as scandisk.</p> |
| 13 | error seeking in file | |
| 14 | other disk-related error | |
| 15 | could not allocate memory | <p>Restart windows. Check amount of available memory using Help-System Info. Increase swapfile size using Control Panel-Virtual Memory.</p> |
| 16 | some maximum exceeded | <p>You may be trying to add more items, categories, etc. than this version supports. See the online help in Commence (F1) for Database Capacities.</p> <p>Workgroup users: The maximum number of transactions the server can process is being exceeded. It's possible there is not enough memory available. Check the size of the synclog.pim file in the server data directory. Change the MaxLogsPerSync setting to no more than 16000 to limit the # of transactions being processed.</p> |
| 17 | ERROR_SEEERRNO | <p>See the extended error number. Call Tech support with the full error message.</p> |
| 18 | low-level CRC error ERROR_CRC | |

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| 20 | bad state | Bad or unexpected data in sync file |
| 21 | parameter out of range | Check the DATA.INI file for missing information |
| 29 | invalid data (generic) | Send backup of data to Tech Support |
| 40 | doesn't exist | <p>Workgroup users: Clear the filter on any filtered connections using a Connection To Item (CTI) filter where the item referenced has been deleted. Delete pending sync packets and retry the sync. Verify that the client's Read permissions are not set to None for categories containing required items (see above). Check the Server's DATA.INI for missing Backup line for client.</p> |
| 41 | parameter size invalid | |
| 42 | DataDirDef never initialized | |
| 58 | argument duplicated-field, link | |
| 59 | buffer not big enough | |