



Technical Note # 4310  
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## ADMINENG.DLL Error Codes

Commence workgroup databases are kept in sync by invoking the admineng.dll module whenever a sync request is made. The admineng.dll determines which method of syncing the client is using (shared LAN directory or email) by reading the client's admineng.cfg file, then sends or receives the sync packet in that manner. If there is a problem during this process, admineng.dll will produce an error code 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.cpp 1138: *date: time:* ADMINENG.DLL encountered an error: 35, 0, 0x0, 649, ()

The error numbers (e.g., 35, 0, 0x0, 649) will always appear in a particular order. If a client syncs via the shared LAN directory or FTP directory, the order is as follows: *admineng.dll error #, 0, 0x0, line #, (filename)*. If the client syncs via e-mail, the admineng error will be followed by some extended error codes in the following format: *admineng.dll error #, jjmail.dll error #, MAPI or VIM.dll error #, line #, (filename)*.

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

### ADMINENG.DLL ERROR CODES

1	No error	Check files in \workgrp directory.
2	Memory error	Increase swap file size; add more RAM.
3	Not registered!	Invalid client Workgroup ID number.
4	Already Registered (AD_Register) or Not Registered (AD_Unregister)	Invalid client Workgroup ID number.
5	Not logged in!	Server or client failed to login to e-mail program.
6	No DBASE in use!	
7	Disk error on open	Check network permissions. Make sure the user has read access to the shared LAN directory. On Win NT 4.0, the shared LAN directory must be shared independently, not just a subdirectory of a shared folder.
8	Disk error on close	
9	File read error	Run diagnostics (scandisk, etc.) on the drive where the data is stored.
10	File write error	Check network permissions. Make sure the user has write access to the shared LAN directory. Out of disk space? On WIN 95/98, make sure TEMP variable is set in AUTOEXEC.BAT. Make sure temp

		directory exists.
11	Can't access directory or file	Check network permissions.
12	No free VarData records	Either a maximum has been exceeded or a *.DAT file has been damaged.
13	User/Group type is invalid	*.DAT file has been damaged. Restore \wgfiles directory from backup.
14	Bad database index value	*.DAT file has been damaged. Restore \wgfiles directory from backup.
15	One or more mandatory pointers are NULL	Bad internal pointer. Reboot PC.
16	One or more ptr values bad or not given	Bad internal pointer. Reboot PC.
17	One or more strings have a bad length	Bad internal pointer. Reboot PC.
18	WID is bad (Start WID > End WID)	The sync file (e.g., 00010000.*) is invalid to the server. WID =0?
19	User ID is bad	User was removed but a sync file for this user still appears in the server's e-mail inbox/shared LAN directory
20	User has been denied this request	Check category and database permissions in Commence.
21	No record of the specified type exists	Corrupt files. If server, restore data and wgfiles from backup. If client, re-enroll.
22	A duplicate of this type exists	Problem with *.DAT files in wgfiles# folder. Check ComAdmin-Databases. Make sure the same database (different names, same path) is not listed twice. Delete both occurrences and add back in just one.
23	Invalid login	Check that the caps lock key is not down and reenter your username and password.
24	Invalid format for one or more strings	Bad parameter
25	No WID/User ID match exists for this DB	The user may have been deleted from ComAdmin, or has been removed from the shared database. Re-enroll user or check Backup= line in server DATA.INI for errors. Delete all old sync files in the server's WORKGRP subdirectory.
26	Unable to delete a file	Commence could not delete the sync file in the client's WORKGRP subdirectory. Maybe it is still being copied to the shared LAN directory in the background? Check client's network permissions to the shared LAN directory. Determine what network OS and client OS is being used.
27	Nothing found, not necessarily an error	Most likely the client communications settings have not been configured. Click Back and configure the client settings.
28	File renaming error	File renaming error on server. Each sync file starts as SYNCWORK.TMP and then is renamed to an appropriate filename in the

		WORKGRP subdir or the shared LAN directory. If a *.dwn file is left in the server's workgrp dir which never gets moved to the shared LAN directory, it could be that the file in the WORKGRP dir is open which prevents it from being automatically moved to the LAN. Check LAN permissions; make sure there are no problems creating/deleting/renaming files.
29	File copy error	Close Commence and make sure there are no *.TMP files left in the shared LAN directory. Take note of the filenames in this directory to make sure they follow a normal naming pattern. Clean out this folder by manually moving each file to the appropriate client's workgrp directory or by deleting all pending sync files. Check client's network permissions to the shared LAN directory
30	Need to re-initialize WG transport	Restart Commence.
31	User cancelled operation	
32	E-Mail error	Check e-mail settings using the Customize-Workgroup command. See extended error codes for more info.
33	Busy servicing some other task	
34	Server transport now incompatible with earlier settings	Use the Customize-Workgroup command to reset communication settings.
35	Workgroup transport not available	Either communication settings have not been configured or the shared LAN directory/e-mail program is not available. Use the Customize-Workgroup command to reset settings.
36	Invalid spool directory	Shared LAN directory not available.
37	FTP parameters incorrect	Commence could not connect to your FTP site. Be sure the FTP site is up and that the communication settings are correct. Run FTPTEST.exe.
38	No FTP service available	Cannot load the WININET.DLL (Windows Internet services) which provides the FTP capability in Commence. Reinstall the latest version of Internet Explorer to refresh wininet.dll
39	Error accessing FTP services	An error was encountered while connecting to the FTP site. Verify that the client/server has proper permissions to read, write and delete files from the FTP site. Run FTPTEST.exe.

## JJMAIL.DLL ERROR CODES

0	OK	Completed successfully
1	Memory	Insufficient memory
2	Parameter	Parameter error
3	Not installed	Requested mail service provider not installed
4	Error	General error
5	User Cancel	User cancelled the job
6	DLL error	DLL error-Check if cc:Mail directory is in PATH. -Check WIN.INI [Mail] section - Commence couldn't find VIM.DLL.
7	Internal	Internal error
8	Not supported	Function not supported
9	Mail service provider error	See the MAPI or VIM error for more info.
10	No recipient	Missing recipient name
11	Bad recipient	Unrecognized recipient name
12	Too many recipients	Too many recipients
13	Bad attachments	Attachment file not found or file open/read error
14	Too many attachments	Too many attachments
15	Logon error	Logon failed
16	Not found	No more, not found
17	File I/O	File read/write error
18	Password	Invalid password
19	Busy	Currently busy, try later

## MAPI.DLL ERROR CODES

Errors apply to Microsoft Outlook, Novell Groupwise and other MAPI compatible email service providers.

HEX	Decimal	Error Message	Description
0 x 0	0	Success	Completed successfully
0 x 1	1	User abort	User cancelled the job
0 x 2	2	Failure	If more than one MAPI e-mail application is installed, there could be a conflict. Rename MAPI.DLL to *.old, and reinstall the e-mail program of your choice.
0 x 3	3	Login Failure	Logon failed. Make sure e-mail login and password is entered case-sensitively. Use profile for MS Outlook.
0 x 4	4	Disk Full	Check disk space
0 x 5	5	Insufficient memory	
0 x 6	6	Access denied	
0 x 8	8	Too many sessions	Too many instances of the email program are running.
0 x 9	9	Too many files	
0 x A	10	Too many recipients	
0 x B	11	Attachment not found	Sync file not attached to mail message
0 x C	12	Attachment open failure	Can't read attached sync file
0 x D	13	Attachment write failure	Could not attach sync file to mail mssg
0 x E	14	Unknown recipient	Check e-mail address entered in Commence using Customize-Workgroup
0 x F	15	Bad recipient type	
0 x 10	16	No messages	
0 x 11	17	Invalid message	
0 x 12	18	Text too large	
0 x 13	19	Invalid session	
0 x 14	20	Type not supported	
0 x 15	21	Ambiguous recipient	
0 x 16	22	Message in use	
0 x 17	23	Network failure	
0 x 18	24	Invalid edit fields	

<b>0 x 19</b>	<b>25</b>	<b>Invalid recipients</b>	
<b>0 x 1A</b>	<b>26</b>	<b>Not supported</b>	

## VIM.DLL ERROR CODES

Errors apply to cc:Mail, Lotus Notes, and other VIM compatible email service providers.

HEX	Decimal	Error Message	Description
0 x 0	0	Success	
0 x 1	1	Failure	ccdata problem. Remove all old .up files from workgrp directory on client.
0 x 2	2	Fatal	
0 x 3	3	All parameters required	
0 x 4	4	Attachment not found	
0 x 5	5	Bad parameter	
0 x 6	6	Buffer too small	
0 x 7	7	Conv. not supported	
0 x 8	8	Insufficient memory	
0 x 9	9	Invalid configuration	
0 x A	10	Invalid object	
0 x B	11	Invalid password	
0 x C	12	Invalid selector	
0 x D	13	Invalid signature	
0 x E	14	Name exists	
0 x F	15	Name not found	At client, add the server's e-mail address to e-mail program's address book. At server, add every client's e-mail address to e-mail program's address book.
0 x 10	16	Not supported	
0 x 11	17	No common certificates	
0 x 12	18	No default	
0 x 13	19	No match	
0 x 14	20	No signature	
0 x 15	21	No such attribute	
0 x 16	22	Open failure	
0 x 17	23	Password required	
0 x 18	24	Read failure	
0 x 19	25	Unsupported type	
0 x 1A	26	Unsupported version	
0 x 1B	27	Write failure	

