

Troubleshooting	578
General program troubleshooting	579
Setup troubleshooting.....	580
Material Edit troubleshooting	582
Material Import troubleshooting.....	583
Patron Edit troubleshooting	588
Patron Import troubleshooting	589
Reports troubleshooting.....	590
Backup troubleshooting.....	592
SLIP printer troubleshooting	593
Spectrum Z39.50 Server troubleshooting	595

Troubleshooting

Here are some guidelines to help you troubleshoot problems:

- Use this Troubleshooting section. This section provides information and solutions to help you troubleshoot some of the common problems you might run into using Spectrum.
- Use the Help. Try looking up the problem in the Help index or using the full-text search feature in the Find tab.
- Use the *Spectrum CIRC/CAT User Manual* and *Reference Manual* to try and solve your problem.

If all else fails...

If you still can't locate the information you need to help you resolve the problem:

- 1 Document what you were doing and what happened—what problem are you experiencing? What steps have you already taken to locate or resolve the error?
- 2 Contact Sagebrush Technical Support at 1-800-654-3002.

General program troubleshooting

The following is a list of problems you may encounter in the program, as well as possible causes and solutions.

For problems with diacritics, see the *Diacritics* appendix in the *Spectrum CIRC/CAT Reference Manual*.

Problem	Cause(s)	Solution(s)
I'm running out of hard disk space on my hard drive. Is there anything I can delete to clear up space?	n/a	If you are running out of disk space on your hard drive, you can delete the report files. These are regenerated every time you create a report. Make sure you only delete .htm files from the Reports folder in your Spectrum Client or Spectrum Single folder. Do <i>not</i> delete .gif files in this folder.
A vertical bar () is displayed in one of the fields of my patron record (or material record).	If Spectrum runs across a diacritic character that can't be displayed on the computer being used (Windows or Macintosh), a vertical bar is displayed instead.	If you see a vertical bar, and it's in data that is indexed (such as titles, authors, subjects, and so on) you should consider editing the data to remove it. The vertical bar can interfere with an attempt to load the record using that index value. Otherwise, you can leave the vertical bar in the record.

Setup troubleshooting

Search Log window

The Search Log window tracks any messages that are communicated between Z39.50 servers and clients. You can view this log in the Other Libraries tab in Catalog and Catalog Setup. This window opens automatically after you test all Z39.50 servers in the Other Libraries tab in Catalog Setup or when you click the View Messages button in the Test Results window after you test an individual server.

The Host column indicates which Z39.50 server generated the message, and the Message column displays the contents of the message.

The following table describes common error messages that may be listed in the Search Log window, along with possible solutions to help resolve the problems.

Error message	Description	Solution
Connection to host failed	This is received when the server is not responding properly. Either it is down, it does not exist, or it is not a Z39.50 site.	Test the server in Catalog Setup (see "Managing Z39.50 servers"). Make sure the information that is listed in the Other Libraries tab in Catalog Setup is correct. If that doesn't work, wait a few hours, and try to test the server again.
Invalid host address	Address given for the server is not a proper internet address.	Open the Server Properties window in Catalog Setup and make sure the address you listed for the server is correct (see "Managing Z39.50 servers"). If the address listed in the Server Properties window is correct, contact the remote library and verify you have the correct address. Valid server addresses are either an IP address or a URL.
Host closed connection (could also say "Z-association not accepted by	Host has refused the connection, possibly because a password is required and/or the password entered is	Open the Server Properties window in Catalog Setup and make sure you have entered the correct password (see "Managing Z39.50 servers"). If you didn't enter a password and one is

Error message	Description	Solution
the host" or "Z-association terminated")	incorrect. You may get these messages in a Z39.50 defined message.	required or you entered the wrong password, contact the remote library for the correct password.

Material Edit troubleshooting

The following are problems you may encounter while using Material Edit, as well as a possible causes and solutions.

Error message	Cause(s)	Solution(s)
When I try to create a new material record, the Material Edit window loads an existing record with all the fields filled in.	You have saved an existing material record as the default material record.	In the Edit MARC window, choose Delete Default from the Record menu. Now when you create a new record, it will be blank.
Error #101 is displayed when I try to load a MARC record.	Your MARC file (m_marc.dat) may be corrupt or deleted from your computer.	Call Sagebrush Technical Support.

Material Import troubleshooting

The following is a list of problems you may encounter while using Material Import, as well as possible causes and solutions.

Error messages during a material import

Some errors may need to be addressed before the import process can continue. The following messages may be displayed in a window during the import process.

Error message	Cause(s)	Solution(s)
The next record in this file could not be found. Click OK to import the next file.	The program is reading the next 100k of the current import file, but cannot find the end-of-record marker of the next MARC record. Most likely the end-of-record markers of the next several records have been stripped or changed, or the entire file is corrupt.	If there are only a few unnecessary characters at the end of the file, the file is probably acceptable. Otherwise, the file may need to be repaired or replaced.
The next file to import could not be found. Click OK to import the next file.	The program is reading the first 100k of the current import file, but cannot find the end-of-record markers of the records. Most likely the end-of-record markers in this file have been stripped or changed, the file is corrupt, or the file does not contain material records.	The import file needs to be repaired or replaced.

Error message	Cause(s)	Solution(s)
The material partition is full. Increase the material range under Location Setup and try again.	The current partition set up in Location Setup cannot accommodate any more materials. Most likely the partition range is just full, or materials were imported more than once without replacing duplicate holdings.	<p>If the partition range is full, choose Winnebago > Setup > Location, extend the material partition range, and resume the import. See "Setting your location's number options" for more information.</p> <p>If materials were imported more than once without replacing duplicate holdings, delete the holdings that don't exist in the library, then restart the import.</p>

Error messages after a material import concludes

The message appearing at the end of the import alerts you to any problems encountered during the import. The default message indicates the number of records that were and were not added to the database. If errors are found, a window may display one of the following messages:

Error message	Cause(s)	Solution(s)
Importing is complete. Some records had minor changes. View the m_import.log file for details.	Some records required some changes before being added to the database, or some material types need to be added to the database.	Click the View File button to view the m_import.log file for a detailed list of changes.

Error message	Cause(s)	Solution(s)
<p>Import is complete. Problems were found while attempting to build key words.</p>	<p>Some records added did not have key words built for them.</p>	<p>Run Spectrum Rebuild. Specifically, use the Remake Material Files feature and select to rebuild the m_keywrđ file. See the <i>Rebuild</i> chapter in your user or reference manual for more information.</p>
<p>Import is complete. Some materials contained non-material barcodes.</p>	<p>The program cannot separate some imported barcodes into location code and material number. Often this problem results because indicators in the imported records differ from what Spectrum expects.</p>	<p>Adjust the barcode number configurations in the Location Setup part of the program. Delete any holdings that were added incorrectly and reimport the materials. See "Configuring your location's barcodes" for more information.</p>

Error messages in the m_import.log file

The m_import.log file shows what changes were made to imported records or if something is missing from a record, such as the LCCN. To view errors in the m_import.log file, click the View File button in the Material Import status window after the import process is complete. (This button is only available if errors are found.) You can also view the log file at a later time. The following messages may be displayed in the m_import.log file:

Message	Cause(s)	Result in record	Possible solution(s)
Holding contains an unknown location.	The location code in the incoming barcode didn't match the location code set up in Location Setup.	The location code from the incoming barcode is retained for the holding.	Change the incorrect location, either in Location Setup or in the holding. The location code may already be correct in both locations.
Record is missing tags.	Tag delimiters were missing from some tags. Tag numbers were alphanumeric. Non-control tags with all subfields empty. Non-control tags without two indicators and an initial subfield.	The tags that Spectrum cannot read are not imported as part of the record.	Repair the incorrect record and reimport, matching on bibliographic information. Manually add the tags, if the tag(s) are valid, using Material Edit.
Tag 008 was the wrong length.	The contents of tag 008 were not 40 characters in length.	A default tag 008 was created for the record.	If your records are from a vendor, inform the vendor that tag 008 must be 40 characters in length.

Message	Cause(s)	Result in record	Possible solution(s)
Record leader was the wrong length.	The leader was not 24 characters long.	If the leader is too long, the last 24 characters of the leader are used. If the leader is too short, a default leader is created. The correct record lengths are inserted into this default leader.	If your records are from a vendor, inform the vendor that the leader must be 24 characters long.
Unknown material type N in record, type created.	The material type from the incoming record's 961WL_t doesn't exist in the database.	The material type listed in the message was retained.	Before this holding can circulate, the material type must be added to the database, so the program created a type. Make sure the record has the material type you want it to have. See "Editing holding records" for more information.
Barcode N is not a material barcode.	The barcode could not be handled as a material barcode.	The barcode text is used as the holding's material number.	Before you try to circulate this material, you need to change the barcode configurations.

Patron Edit troubleshooting

The following is a problem you may encounter while editing patron records, as well as a possible cause and solution.

Problem	Cause(s)	Solution(s)
When I try to create a new patron record, the Patron Edit window loads an existing record with all the fields filled in.	You have saved an existing patron record as the default patron record.	Delete all of the data from the fields (except the patron number and patron type) and click the Save as Default button. Now when you create a new record, it will be blank.

Patron Import troubleshooting

The following is a list of problems you may encounter while using Patron Import, as well as possible causes and solutions.

Error messages after a patron import concludes

The message appearing at the end of the import alerts you to any problems encountered during the import. The default message indicates the number of records that were and were not added to the database. If errors are found, a window may display one of the following messages:

Error message	Cause(s)	How the program handles the error	Solution(s)
Errors were found in some of the import records. View the P_IMPORT.LOG file for details.	The program wasn't able to process the data. All patron import errors cause this message.	The program does not add the record and reports it as an error in the P_IMPORT.LOG file.	Click the View file button to view the P_IMPORT.LOG file for a list of records not added to the database. You can add these records to the database in Patron Edit, or make changes to the data so that it is readable and import the records.
Some patron records have been edited. View the P_IMPORT.LOG file for details.	Some records required some changes before being added to the database. All patron import warnings cause this message.	The program edits the record and reports it as a warning in the P_IMPORT.LOG file.	Click the View file button to view the P_IMPORT.LOG file for a detailed list of changes.

Reports troubleshooting

The following is a list of problems you may encounter while creating reports, as well as possible causes and solutions.

Problem	Cause(s)	Solution(s)
On my short form, several of the columns are too far to the right.	If an extraordinarily long word is in your data and is longer than the column width, it can push the columns to the right over to accommodate it.	You can insert a space in the long word so that it wraps in the column.
When I printed my report, all that printed was the navigation bar.	The focus in your browser window was not set in the report pane of the window.	Click anywhere in the report portion of the browser and click the Print button again.
Diacritics do not display correctly in my report.	<p>The language encoding selected in your browser options may not support the diacritics displayed in the report.</p> <p>Also, most reports display characters without accent marks. This is because the data for a report frequently comes from one of the files that is derived from the MARC file. These files are used for indexing and therefore have no accented characters.</p>	Experiment with different language encoding settings on your browser. The method to accomplish this depends on your operating system and browser version. For example, using Internet Explorer on a Windows computer, you set the encoding in View > Encoding > [select language encoding].

Problem	Cause(s)	Solution(s)
When I enter the last value in a range of records, the report does not include the actual last record in the range.	If the last record in a range of records contains diacritics, the program may incorrectly calculate the last record because of the way diacritics are handled, especially when the end-of-range value is longer than what will fit in the edit field.	If you enter an end-of-range value that has diacritics in it, enter "zzzzz" at the end of that value in order to get the last record in the range.

Backup troubleshooting

The following is a problem you may encounter while backing up, as well as a possible cause and solution.

Error message	Cause(s)	Solution(s)
Error #12 "File not found" is displayed when I back up using Ctdump.	Spectrum Server is looking for the backup script file in its own folder.	Make sure that the correct backup script (spcdaily.txt, spcwkly.txt, or spcnov.txt) is in the Spectrum Server folder.

SLIP printer troubleshooting

The following is a list of problems you may encounter while using the SLIP printer, as well as possible causes and solutions.

First, you should make sure the SLIP printer is plugged in, turned on, and the cable is securely connected to the printer and the computer.

Then, check the options selected in the SLIP Printer Setup. As necessary, select the options for "Print receipt after checkouts" (in the Checkouts tab), "Print receipt after fine payment" (in the Fines tab), and so on. Check to be sure that checkout slips, fine receipts, and fine notices are set up to show the information that you want.

If your slips still don't print correctly, look at the following possible causes and solutions.

Problem	Cause	Solution(s)
The printer doesn't print the first line of my receipt information.	If you're running Spectrum on Windows NT/2000 and using a generic/text only printer driver, you may encounter this problem.	<ol style="list-style-type: none">1 Choose Setup > SLIP Printer from the Winnebago menu. The SLIP Printing Setup window opens with the General tab active.2 Click the Advanced button. The Advanced SLIP Printer Setup window opens.3 In the Linefeeds before printing starts box, type <i>1</i>.4 Click OK to save your settings and close the Advanced SLIP Printer Setup window.5 Click OK to close the SLIP Printing Setup window.

Problem	Cause	Solution(s)
<p>The printer doesn't advance my receipt far enough so I can tear it from the printer without ripping the printed information.</p>	<p>If you're running Spectrum on Windows NT/2000 or 95 and using a generic/text only printer driver, you may encounter this problem.</p>	<ol style="list-style-type: none"> 1 Choose Setup > SLIP Printer from the Winnebago menu. The SLIP Printing Setup window opens with the General tab active. 2 Click the Advanced button. The Advanced SLIP Printer Setup window opens. 3 In the Linefeeds after printing finished box, type 8. 4 Click OK to save your settings and close the Advanced SLIP Printer Setup window. 5 Click OK to close the SLIP Printing Setup window.

Spectrum Z39.50 Server troubleshooting

The following is a list of problems you may encounter while setting up and using the Spectrum Z39.50 Server program, as well as possible causes and solutions.

Problems with setup/connectivity

This troubleshooting section explains some problems that may occur because of the way your program(s) are set up or connected.

#	Message(s)	Possible cause(s)	Possible solution(s)
1.1	On server: Error 3 occurred while trying to connect to the Spectrum Server. Please run Spectrum Communications Setup and restart Sagebrush's Z39.50 Server. Sagebrush's Z39.50 Server shutting down. On client: None.	The user didn't run Spectrum Communications Setup (the Prefs directory doesn't exist yet). See "Using Spectrum Communications Setup" in the Spectrum CIRC/CAT Installations Guide for more information.	<ol style="list-style-type: none">1 Run the Spectrum Communications Setup program (this program was installed with Spectrum Z39.50 Server).2 Start the Spectrum Server (FairCom) program.3 Start the Spectrum Z39.50 Server program.4 Use your Z39.50 client for searching or browsing databases.
1.2	On server: Error 133 occurred while trying to connect to the Spectrum Server. Please run Spectrum Communications Setup and restart Sagebrush's Z39.50 Server. Sagebrush's Z39.50 Server shutting down. On client: None (the Z39.50 client hasn't tried to connect to the Spectrum Z39.50 Server program yet).	The Spectrum (FairCom) Server wasn't running when you started the Spectrum Z39.50 Server. See "Using Spectrum Communications Setup" in the Spectrum CIRC/CAT Installations Guide for more information.	<ol style="list-style-type: none">1 Run the Spectrum Communications Setup program (this program was installed with Spectrum Z39.50 Server).2 Start the Spectrum Server (FairCom) program.3 Start the Spectrum Z39.50 Server program.4 Use your Z39.50 client for searching or browsing databases.

#	Message(s)	Possible cause(s)	Possible solution(s)
1.3	<p>On server: Error 133 occurred while trying to connect to the Spectrum Server. Verify the Spectrum Server is running before starting Spectrum Z39.50 Server. Verify the number of users has not exceeded the max number of licenses allowed for the Spectrum Server.</p> <p>On client: Socket error: (10054) Connection reset by peer.</p>	<p>After the Z39.50 client made a connection to the Spectrum Z39.50 Server, the Spectrum Server (FairCom) was shut down. Then the user sent another search or browse request from the Z39.50 client.</p>	<ol style="list-style-type: none"> 1 Stop sending new requests from the Z39.50 client(s). (You must close any client programs.) 2 Close the Spectrum Z39.50 Server program. 3 Start the Spectrum Server (FairCom) program. 4 Start the Spectrum Z39.50 Server program. 5 Now you are able to send requests again from the Z39.50 client(s).
1.4	<p>On server: Error 84 occurred while trying to connect to the Spectrum Server. Verify the Spectrum Server program is running before starting Spectrum Z39.50 Server.</p> <p>On client: Socket error: (10054) Connection reset by peer.</p>	<p>Maximum users exceeded on the Spectrum Server (FairCom).</p>	<p>Close some of the Z39.50 clients so that you aren't exceeding the maximum number of users allowed on the Spectrum Server (FairCom) program.</p>
1.5	<p>On server: The Spectrum database name on your Z39.50 client must be configured as Library-Collection.</p> <p>On client: Search failed – no results. Error Diagnostic: 109 (Database unavailable). Search finished, no records returned.</p>	<p>The user configured the database for the Spectrum material database as something other than Library-Collection.</p>	<p>Make sure the database name of the host you added in the Z39.50 client configuration is Library-Collection (this is not case-sensitive).</p>

#	Message(s)	Possible cause(s)	Possible solution(s)
1.6	<p>On server: 0 records were found that matched the search query.</p> <p>On client: Socket error: (10061) Connection refused.</p>	<p>The host's IP address is incorrect on the Z39.50 client.</p> <p>The Spectrum Server (FairCom) will allow no more clients to connect because its licensing limit has been reached.</p> <p>The Spectrum Server (FairCom) was shut down when a user tried to send a search or browse request from the Z39.50 client.</p>	<p>Verify that the host's IP address (for the host you added in the Z39.50 client configuration) is correct.</p>

Problems with search term input

You may receive error messages that indicate the problem is due to the way search terms are entered, indexes are used, and so on.

#	Message(s)	Possible cause(s)	Possible solution(s)
2.1	On client: Search failed—no results. Error Diagnostic: 114 (Unsupported use attribute). Search finished, no records returned.	<p>The user selected one or more unsupported indexes in their complex search query. (A complex search consists of more than one search term with one or more Boolean operators—for example, <i>dog or cat</i>.)</p> <p>The user selected an unsupported index in their simple search query. (A simple search consists of only one search term—for example, <i>history</i>.)</p>	Enter a new search using one of the supported search indexes (Author, Title, Subject Heading, Any (key word), and LCCN).
2.2	On server: Unsupported xxx attribute (relation, position, and so on). On client: Search failed - no results. Error Diagnostic: Unsupported xxx attribute (relation, position, and so on). Search finished, no records returned.	The user chose to limit the search by selecting one or more additional attribute types.	Reenter the search query—this time excluding any additional attribute types, such as relation, position, structure, truncation, or completeness.

#	Message(s)	Possible cause(s)	Possible solution(s)
2.3	<p>On server: Operator unsupported.</p> <p>On client: Search failed – no results. Error Diagnostic: 110 (operator unsupported). Search finished, no records returned.</p>	<p>The user entered a complex search query using a Boolean operator other than <i>and</i>, <i>or</i>, and <i>and not</i>.</p> <p>Or, the user selected the operator "near" to use in a search.</p>	<p>Reenter the complex search query using one or more of the supported Boolean operators (<i>and</i>, <i>or</i>, and <i>and not</i>).</p> <p><i>Note:</i> A complex search query consists of more than one search term with one or more Boolean operators.</p> <p>Select one of the supported operators ("and," "or," or "not").</p>
2.4	<p>On server: Scan term list not supported.</p> <p>On client: Scan failed (no scan entries returned).</p>	<p>The user entered a term using an unsupported use attribute for browsing (scanning).</p>	<p>Enter a browse term using one of the supported browse (scan) indexes (Author, Title, Any, and Subject Heading).</p> <p><i>Note:</i> LC Call Number is a supported index for searching but not browsing.</p>
2.5	<p>On server: No more than 80 characters allowed for the scan term.</p> <p>On client: Scan failed (no scan entries returned).</p>	<p>The user entered a browse (scan) term with more than 80 characters.</p>	<p>Enter a browse (scan) term with 80 or fewer characters.</p>

Problems with compatibility

You may receive error messages that indicate the problem is incompatibility between different record formats.

#	Message(s)	Possible cause(s)	Possible solution(s)
3.1	On server: GRS-1 record type currently not supported. On client: xxx record matches. Error Diagnostic: 239 (Record syntax not supported), VAL_GRS1. Search finished, 0 of xxx records returned.	The user selected to display records in GRS-1 (General Record Syntax) record format, that is currently not supported.	Verify the record type is selected as MARC 21 or (not specified), which defaults to MARC 21.
3.2	On server: SUTRS record type currently not supported. On client: xxx record matches. Error Diagnostic: 239 (Record syntax not supported), VAL_SUTRS. Search finished, 0 of xxx records returned.	The user selected to display records in a record format that is currently not supported.	Verify the record type is selected as MARC 21 or (not specified), which defaults to MARC 21. For more detail, see the previous solution(s).
3.3	On server: UNIMARC record type currently not supported. On client: xxx record matches. Error Diagnostic: 239 (Record syntax not supported), VAL_UNIMARC. Search finished, 0 of xxx records returned.	The user selected to display records in a record format that is currently not supported.	Verify the record type is selected as MARC 21 or (not specified), which defaults to MARC 21. For more detail, see the previous solution(s).

#	Message(s)	Possible cause(s)	Possible solution(s)
3.4	<p>On server: UKMARC record type currently not supported.</p> <p>On client: xxx record matches. Error Diagnostic: 239 (Record syntax not supported), VAL_UKMARC. Search finished, 0 of xxx records returned.</p>	<p>The user selected to display records in a record format that is currently not supported.</p>	<p>Verify the record type is selected as MARC 21 or (not specified), which defaults to MARC 21.</p> <p>For more detail, see the previous solution(s).</p>

Problems with the log file

You may receive error messages that indicate problems with the Spectrum Z39.50 Server program's log file.

#	Message(s)	Possible cause(s)	Possible solution(s)
4.1	On server: Problem creating or appending to Zserver.log file. On client: None.	The user may have run Spectrum Communications Setup before starting the Spectrum Z39.50 Server, so the Prefs directory and default preference file (Def_srv.prf) were not created. The zserver.log file may have been moved to a different directory and so the Spectrum Z39.50 Server program couldn't find it.	<ol style="list-style-type: none">1 Close the Spectrum Z39.50 Server, if it's currently running.2 Check the directory where you installed the Spectrum Z39.50 Server for the file zserver.log (the default directory for installing is "C:\Program files\Winnebago\Z3950 Server. If the file exists, check the reported errors for ideas as to what may have caused this message.3 Delete the zserver.log file, if it currently exists.4 Verify that the Spectrum (FairCom) Server program is running.5 Run Spectrum Communications Setup.6 Start your Spectrum Z39.50 Server program and then, if no error occurs, start a Z39.50 client program.7 Select the database you want to search.8 Enter a supported index for searching or browsing.