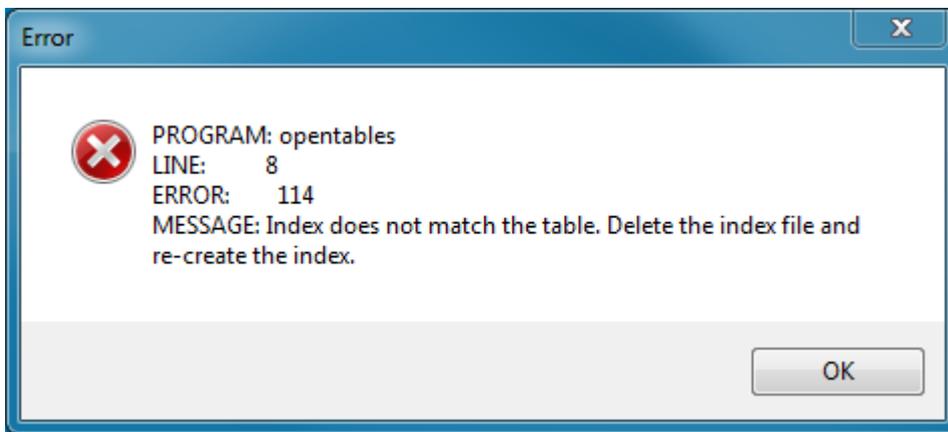


## Comprehensive Error Message Reference List

This article is designed to help diagnose error messages in PowerChurch Plus. It contains a complete list of error messages that have been reported over the last several years to our Technical Support and Program Development staff. Along with each error message is a short diagnosis of the problem and/or steps to correct the issue.

### Gathering Information

Error messages in PowerChurch Plus typically look like the following:



You will notice that the error message displays several important bits of information (**Program**, **Line Number**, **Error Number**, and **Message**). When contacting Technical Support about an error you have received, all of this information is necessary for us to be able to track down the source of the problem.

When you have an error message on the screen press CTRL+C on your keyboard to copy the error message in its entirety to the clipboard. You can then paste it into a Word document or an e-mail and save yourself the trouble of typing it all out.

### Troubleshooting

The first step in troubleshooting any problem in the program is to make sure that you are on the latest Maintenance Release of your version of PowerChurch Plus. This is not an issue for PowerChurch Online users, since we always keep our servers up to date with the latest updates.

For the rest of you, it is likely the first thing that the support technician will check when you call in with a problem: [Download the latest Maintenance Release](#)

If your specific error message does not appear in the list below, it would indicate that

either that error has never been reported, or more likely, it is an error message that was exclusively resolved in a Maintenance Release. Installing the Maintenance Release as step one of your troubleshooting process means that this type of error would be resolved automatically. Always keeping your program up to date will prevent those types of errors from happening in the first place.

If you are on the latest Maintenance Release and your error message is not listed here or the prescribed fix does not work for you, contact Technical Support. We are available from 9AM to 6PM Eastern, Monday through Friday at (800) 486-1800. Please have all the information that the error message reported to you (Program, Line Number, Error Number, and Message).

## **Error Messages by Number**

*Select the error number/message from the list below:*

[1 - File "X" does not exist.](#)

[3 - File is in use.](#)

[4 - End of file encountered.](#)

[5 - Record is out of range.](#)

[7 - File already exists.](#)

[9 - Data type mismatch.](#)

[10 - Syntax error.](#)

[11 - Function argument value, type, or count is invalid.](#)

[12 - Variable "X" is not found.](#)

[13 - Alias is not found.](#)

[15 - Not a table.](#)

[24 - Alias name is already in use.](#)

[26 - Table has no index order set.](#)

[41 - Memo file "X" is missing or invalid.](#)

[43 - There is not enough memory to complete this operation.](#)

[52 - No table is open in the current work area.](#)

[56 - There is not enough disk space for "X".](#)

[107 - Operator/operand type mismatch.](#)

[108 - File is in use by another.](#)

[111 - Cannot update the cursor "X", since it is read only.](#)

[114 - Index does not match the table. Delete the index file and re-create the index.](#)

[202 - Invalid path or filename.](#)

[230 - Array dimensions are invalid.](#)

[356 - Keyboard macro file format is invalid.](#)

[1102 - Cannot create file "X".](#)

[1103 - Invalid Seek Offset.](#)

[1104 - Error reading file "X".](#)

[1105 - Error writing to file "X".](#)

[1157 - Cannot update the file "X".](#)

[1298 - Detail band is too large to fit on page.](#)

[1426 - OLE error code "X".](#)

[1429 - OLE IDispatch exception code # from "X".](#)

[1440 - OLE exception error "X". Object may be corrupt.](#)

[1444 - Type library "X" not found.](#)

[1575 - Object name is invalid.](#)  
[1581 - Field "X" does not accept null values.](#)  
[1683 - Index tag is not found.](#)  
[1691 - Library file "X" is invalid.](#)  
[1705 - File access is denied.](#)  
[1707 - Structural .CDX file is not found.](#)  
[1726 - API library is not found.](#)  
[1733 - Class definition "X" is not found.](#)  
[1734 - Property "X" is not found.](#)  
[1753 - Cannot load 32-bit DLL "X".](#)  
[1925 - Unknown member "X".](#)  
[1957 - Error accessing printer spooler.](#)  
[1961 - A subdirectory or file "X" already exists.](#)  
[2062 - The specified Key already exists.](#)  
[2066 - Index file "X" is corrupted. Please rebuild it.](#)  
[2198 - Index tag is not found for Cursor object "X".](#)  
[2199 - Error building key for index "X".](#)

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### **Data file is damaged, corrupted, or missing.**

1 - File "X" does not exist.  
9 - Data type mismatch.  
11 - Function argument value, type, or count is invalid.  
15 - Not a table.  
41 - Memo file "X" is missing or invalid.  
107 - Operator/operand type mismatch.  
1581 - Field "X" does not accept null values.

- Contact Technical Support.
- 

### **File access issues.**

3 - File is in use.  
24 - Alias name is already in use.  
108 - File is in use by another.

- Restart PowerChurch Plus and try the process again.
  - See [Diagnosis: Set Exceptions in Antivirus or Other...](#)
-

### **Index file issue.**

- 4 - End of file encountered.
- 5 - Record is out of range.
- 12 - Variable "X" is not found.
- 43 - There is not enough memory to complete this operation.
- 114 - Index does not match the table. Delete the index file and re-create the index.
- 1707 - Structural .CDX file is not found.
- 2066 - Index file "X" is corrupted. Please rebuild it.

- See [Diagnosis: Reindex Data Files](#).
- 

### **Delete/replace file issues.**

- 7 - File already exists.

- See [Diagnosis: Windows User Permissions](#).
  - Upgrade to newer version of PowerChurch.
- 

### **Invalid expression/code syntax.**

- 10 - Syntax error.

- This is usually an issue with Custom Reports, Custom check layouts, or Custom mailing labels.
  - Reset the layout of the custom report, check layout, or mailing label to remove the invalid expression.
- 

### **Index file issues, or possibly data corruption.**

- 13 - Alias is not found.
- 26 - Table has no index order set.
- 230 - Array dimensions are invalid.
- 1105 - Error writing to file "X".
- 1575 - Object name is invalid.
- 1683 - Index tag is not found.
- 2062 - The specified Key already exists.

2198 - Index tag is not found for Cursor object "X".

2199 - Error building key for index "X".

- See [Diagnosis: Reindex Data Files](#).
  - Contact Technical Support.
- 

### **Error handler issues.**

52 - No table is open in the current work area.

1925 - Unknown member "X".

- This is a secondary error, it only happens after another error message has been clicked through.
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### **File add/update issues.**

56 - There is not enough disk space for "X".

1157 - Cannot update the file "X".

- The computer does not have enough free space on the hard drive to save changes.
  - See [Diagnosis: Set Exceptions in Antivirus or Other...](#)
  - See [Diagnosis: Windows User Permissions](#).
  - In a local or network install, disable write caching.
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### **User access issues.**

111 - Cannot update the cursor "X", since it is read only.

1102 - Cannot create file "X".

- In a local install, see [Diagnosis: Windows User Permissions](#).
  - In a network install, there is a sharing permissions issue.
-

### **Local/network file path issue.**

202 - Invalid path or filename.

- If working directly with a save as dialog, select a valid path or filename.
  - See [Diagnosis: Windows User Permissions](#).
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### **Macro file corrupted.**

356 - Keyboard macro file format is invalid.

- PC.FKY file has become corrupted. Restore the file from a backup to keep your existing macros.
  - Delete the file if you don't have any macros and PowerChurch will create a new one at next startup.
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### **Network connection issues.**

1103 - Invalid Seek Offset.

- Network connection was lost. Frequently a problem with weak wi-fi signals or failing network hardware.
  - See [Diagnosis: Reindex Data Files](#).
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### **File access issues.**

1104 - Error reading file "X".

- See [Diagnosis: Set Exceptions in Antivirus or Other...](#)
  - In a network install, network connection was lost.
-

## **Printing issues.**

1298 - Detail band is too large to fit on page.

- PowerChurch is trying to print a landscape page, but printer is defaulted to portrait or vice versa.
  - The default page size in the printer is set to something smaller than Letter (8 1/2" x 11").
  - In a custom report, customized check layout, or customized mailing labels, the Detail band is literally too large to fit on the page.
- 

## **Installed component issues.**

1426 - OLE error code "X".

1429 - OLE IDispatch exception code # from "X".

1440 - OLE exception error "X". Object may be corrupt.

1444 - Type library "X" not found.

- Could be any number of things. These are very low-level, generic error messages.
  - See [Diagnosis: Run Netsetup](#).
  - If the error happens in reports, run PCxxFixCR to replace Crystal Reports files.
  - If the error happens when printing, uninstall and reinstall printer drivers.
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## **Installed DLL/FLL file issues.**

1691 - Library file "X" is invalid.

- Reinstall from the CD to replace the corrupted "X" file.
  - Download and install Maintenance Release after reinstalling.
  - See [Diagnosis: Windows User Permissions](#).
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## **File access issues.**

1705 - File access is denied.

- In Windows Vista or higher, do not install PowerChurch Plus in the "Program Files"

directory.

- Move to the appropriate install directory (C:\PowerChurch\PCPLUSxx\).
  - In a network environment, there is a sharing permissions issue.
  - See [Diagnosis: Set Exceptions in Antivirus or Other...](#)
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### **Missing files/installation issues.**

1726 - API library is not found.

- This is a partial installation of PowerChurch. Most likely installed only a Maintenance Release.
  - Install from the CD to get a complete program installation.
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### **Installation/registry issues.**

1733 - Class definition "X" is not found.

1734 - Property "X" is not found.

1753 - Cannot load 32-bit DLL "X".

- See [Diagnosis: Run Netsetup.](#)
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### **Error accessing printer spooler.**

1957 - Error accessing printer spooler.

- The Windows Print Spooler service is in an error state.
  - Restart the Print Spooler service or restart the computer.
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### **Add/replace file access issue.**

1961 - A subdirectory or file "X" already exists.

- One or more of the PowerChurch folders is hidden.
  - In Windows Explorer, right click on the "PowerChurch" folder and uncheck "Hidden".
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### **Diagnosis: Run Netsetup**

*In older versions of PowerChurch (Versions 8, 8.5, and 9), do the following:*

1. From the Desktop, right click on the PowerChurch Plus icon.
2. Choose "Properties".
3. On the Shortcut Properties screen, click the "Find Target" or "Open File Location" button.
4. In the window that opens, find and run "Netsetup.exe" or "Netsetup9.exe".
5. Click Next through all of the prompts.
6. Click Finish.

*In PowerChurch Versions 10, 11, and 11.5, do the following:*

1. In PowerChurch Plus, go to Help > About PowerChurch.
  2. Click the right mouse button on the System Information tab.
  3. Choose "Run Netsetup".
  4. Click Next through all of the prompts.
  5. Click Finish.
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### **Diagnosis: Reindex the Data Files**

In a situation where you possibly have damaged or corrupted data files, reindexing can cause the corrupted data to be permanently deleted. It may be possible that further steps can be taken by Technical Support to properly recover as much data as possible.

***It is always best practice to create a backup of your data files prior to reindexing!***

1. Create a backup of your existing data in PowerChurch by going to Utilities > Backup & Restore.
2. Choose Backup Files.
3. Follow the onscreen prompts to create an All Data Files backup.
4. Once this process is complete, reindex the data files by going to Utilities > Reindex.
5. Choose to reindex All Files.

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## **Diagnosis: Set Exceptions in Antivirus or Other Active Scanning Programs**

As time goes by, more and more errors in PowerChurch Plus can be attributed to aggressive antivirus, internet security, real-time backup, or other third-party applications that actively scan files as they come into use on the computer, checking for threats, or to make immediate backups of changed files.

Often times users will have more than one antivirus software installed on their computer, or in a shared network environment, the antivirus on the workstation is set by default to scan network resources. In that scenario, if you have antivirus running on both the workstation and the server/host computer, the two will end up "fighting" for exclusive access to the data files. All the while, PowerChurch eventually times out, gives up, and throws an error message.

Find a way to set exceptions from scanning in these types of applications. This process will be different from one program and vendor to the next. The PowerChurch Plus data file types that need to be excepted are as follows:

**CDX, DBF, FPT, and PCA**

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## **Diagnosis: Windows User Permissions**

This issue is most frequently caused by running an old version of PowerChurch Plus on a newer Windows computer. User permissions are handled differently in Windows since the release of Windows Vista. Often times Administrator privileges are needed to install system files. In newer Windows versions, you are not automatically running with Administrator privileges. You will see pop-up messages from time to time asking if you would like to allow things to happen. There is also an option when you right-click the mouse on shortcuts and programs to "Run as administrator".

In the event of a file not being able to be written to a specific directory because of limited user permissions, you will need to run PowerChurch Plus with elevated user permissions.

*To run PowerChurch "as administrator", do the following:*

1. Click the right mouse button on the PowerChurch Plus icon.
2. Choose "Run as administrator".
3. Click "Yes" to the User Account Control prompt.

In the event of a file not being able to be installed because of limited user permissions, you will need to run Netsetup (see [Diagnosis: Run Netsetup](#)) or the PowerChurch Plus

program installer with elevated user permissions.

*To run NetsetupXX.exe or the PCxxInstall.exe "as administrator", do the following:*

1. Browse to the appropriate install file.
2. Click the right mouse button on the install file.
3. Choose "Run as administrator".
4. Click "Yes" to the User Account Control prompt.

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