

Common Error Messages

This section provides further information on some of the common error messages that Microsoft Windows 95/98 will display.

File Management Errors

These are errors that usually occur when moving, or while working with files. For example, you could using Windows Explorer to arrange or look for files when these messages occur.

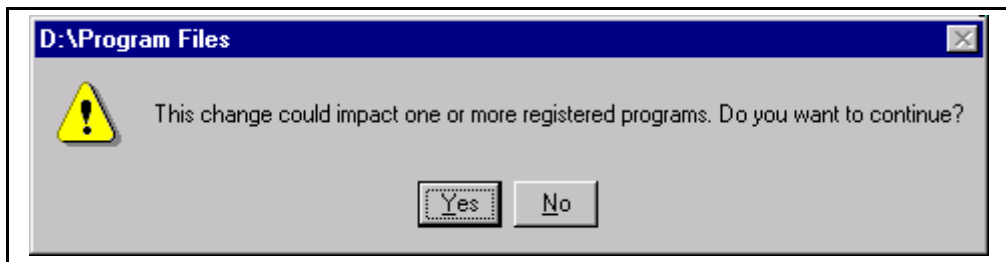


Fig F1. Dialog box when moving a Folder the Operating System thinks is important

Cause: A dialog box warning that moving or deleting a folder (or files) will “impact ... registered programs” is warning that Windows expects the files being changed to be where they currently are.

Selecting YES is most likely going to cause problems with using the programs on the computer, and possibly cause problems with using the computer.

Selecting NO is telling the computer to ignore the action, or command you requested.

Recommendation: Select NO

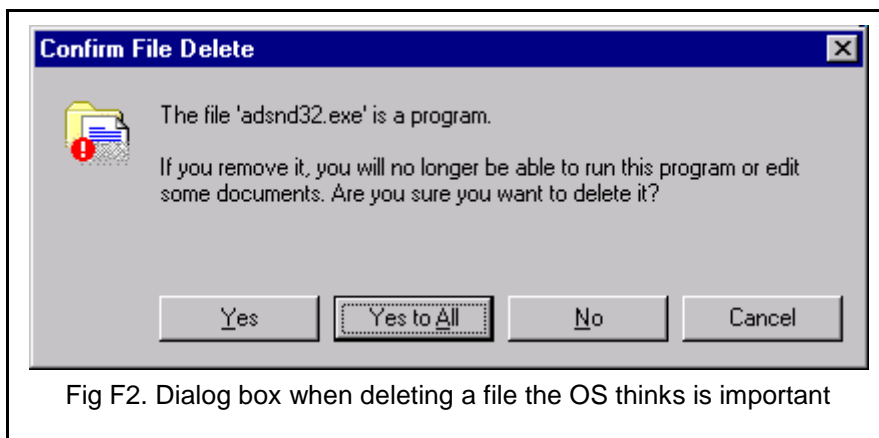


Fig F2. Dialog box when deleting a file the OS thinks is important

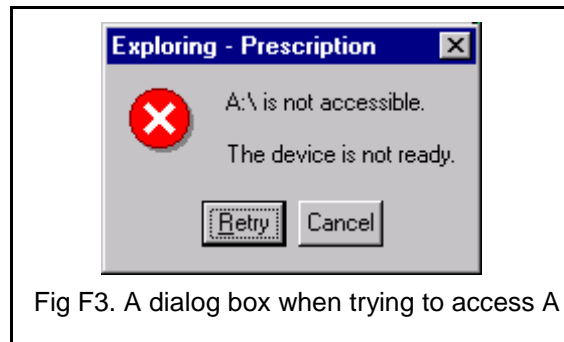
Cause: A dialog box warning that deleting a folder (or files) will effect some programs such that they will no longer work correctly. If you say YES you may not be able to open/edit some of your documents.

Selecting YES is most likely going to cause problems with using the programs on the computer, and possibly cause problems with using the computer.

Selecting NO is telling the computer to ignore the action, or command you requested.

Recommendation: Select NO

Cause: A dialog box warning that A:\ is not accessible, the device is not ready.



This particular message usually indicates (tells us) that there is no diskette in the floppy disk drive (A:\). The general solution is to stick a floppy disk into drive A:, or if you selected A: by mistake to reselect the place you actually wanted.

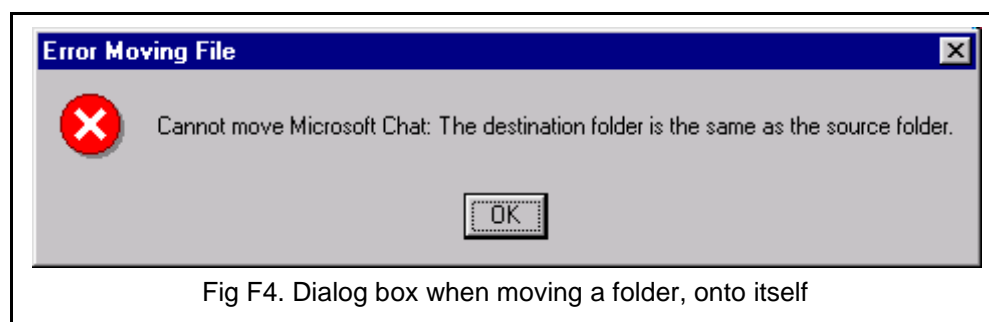
Another potential cause of this problem is if the disk you have placed in the drive has not been formatted, or cannot be used by the computer. Make sure the floppy disk is formatted for use with the computer.

Selecting RETRY tells the computer to “try again”

Selecting CANCEL is telling the computer to ignore the action, or command you requested.

Recommendation: Put a disk into the drive, or pick another location.

Cause: A dialog box warning that moving a folder onto itself does not make sense.



This message can occur when you click and hold on a folder and move the folder slightly (as if to tell the computer you want to move it) but you have not actually moved it to another different folder.

Selecting OK tells the computer that you have read the message.

Recommendation: Read the message and then select OK

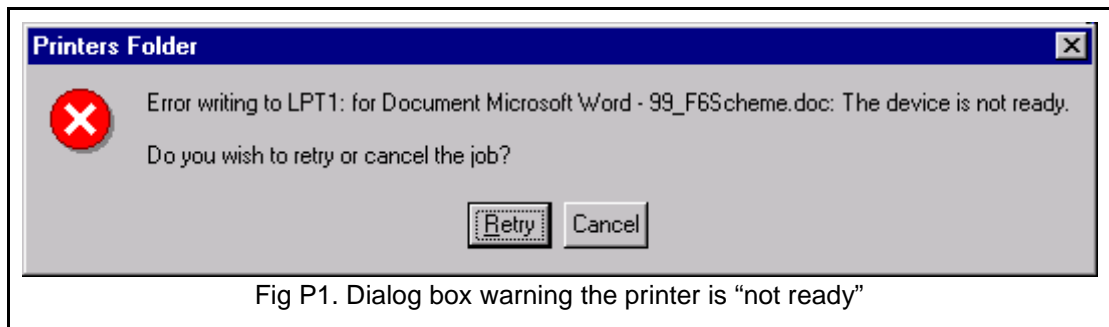
Printing Error Messages

Error messages relating to printing is usually related to either:

- Not having the printer software correctly installed on the computer
- Not having the printer connected correctly to the computer (check the printer cable connection)
- The printer is not turned on and ready for communicating with the computer (ONLINE)
- The printer is out of paper
- The printer is out of toner, or ink

These dialog boxes showing errors may occur while trying to print a document.

Cause: A dialog box warning that “the device is not ready” while trying to “writing to



LPT1:”

The dialog box warns that the device that is supposedly connected to “LPT1” is not ready. The following are possible causes for the problem:

- The printer is not turned on
- The printer cable is loose and not connected correctly
- The printer is in an “off-line” state, turned on but not ready for communication from the computer.
- Network. If the printer is on the network, you may not have privileges to use the printer. Check with the computer administrator if you are allowed to print through the printer on the network.

Selecting RETRY tells the computer to try again.

Selecting CANCEL tells the computer to cancel, forget the print job requested.

Recommendation: Check and ensure that the list of potential causes above is not a cause of the printing problem.

Cause: A dialog box warning that the “Printer is out of paper”

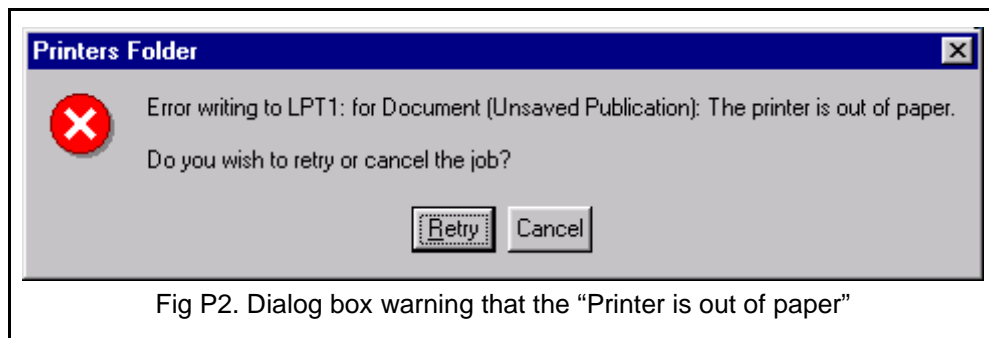


Fig P2. Dialog box warning that the "Printer is out of paper"

The dialog box warns that the computer thinks the printer cannot print because the printer is out of paper. Check to see if the paper in the printer has been put into the printer correctly.

Selecting RETRY tells the computer to try the print job again.

Selecting CANCEL tells the computer to cancel, forget the print job requested.

Recommendation: Check and ensure paper is placed into the printer correctly.