

# Frequently Asked Questions and Recurring Problems about www-ISIS-ASFA software

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## Part 1: Problems regarding the installation, testing, launching of the XITAMI Web Server and www-ISIS-ASFA software components

### Q1. After installing the Xitami software, the Xitami icon (the Green X) does not appear in your Tool Bar or is red

The Green X means that Xitami was installed correctly and is running. There are a number of reasons the Green X may not appear:

**A1:** Port 80 (which is the default port used by Xitami) is already dedicated to another Web Server installed on your computer;

**A2:** When you installed the Xitami software you did not select the option to “Start Xitami automatically” each time you start your computer.

**A1:** During the installation of the Xitami web server it may happen that Port 80 (which is the default port used by Xitami) is already dedicated to another Web Server installed on your PC. If this is the case, Xitami will not open up correctly when typing the URL <http://localhost>. You may or may not receive the following Error message: “**Could not open http Port 80. Port is already used by another server**”. You should then change the Port number assigned to Xitami, by editing the **Xitami.cfg** file (using notepad), located in the Main Xitami directory (C:\Xitami if you have not changed the defaults during the installation process), and assigning a number different than zero to the parameter portbase .

**Remember** that the Port number and the Portbase value **should** be assigned in a way that: **Port no. = 80 + Portbase**. The 2 variables are dependent. Once you decide the value to be assigned to one of the two, the other should be calculated according to the formula above.

For example, if you decide to use Port number 120, then you should type 40 as Portbase value in the Xitami.cfg file. If you decide to assign 10 to the Portbase value, then your Port number will be 90. **Note:** If you are going to start ASFA on the server computer using the icons *www-ISIS-ASFA Data Entry* and *www-ISIS-ASFA Search*, remember to add the same port number in the icons destination field (i.e. right click on both icons, choose *Properties* and in the URL field insert <http://www.isis.org:120/Asfa/de.html> and <http://www.isis.org:120/Asfa/index.html> respectively).

**A2:** If the Green X does NOT appear in the Tool Bar it may simply mean that you forgot to start the Xitami program. Perhaps, during the installation of the Xitami software, you did not select the option to “Start Xitami automatically” each time you start your computer.

### To start the Xitami program manually:

Go to the Windows *Start* menu > *Programs* > *Internet Tools* and click on the *Xitami Web Server – Windows* icon (once Xitami is running, you see the Green X icon in the Tool Bar at the bottom right-hand corner of your computer screen). Note: this has to be done each time you start up the computer.

**Q2. Après avoir installé le logiciel www-ISIS-ASFA les messages suivants peuvent apparaître à l'écran**

*« On ne peut pas ouvrir http Port 80 » ou « La page est introuvable » ou « La page que vous recherchez est actuellement indisponible »*

**A:** Après avoir effectué l'installation du software www-ISIS-ASFA, et avoir lancé l'application, il peut se vérifier que pendant l'installation du Xitami, le "Port 80" (qui est le port par "default") est utilisé par un autre serveur, donc il faut choisir un autre Port en configurant le fichier `\xitami\cfg`

Quelquefois on reçoit à l'écran le message suivant relatif au Port 80 **« On peut pas ouvrir http Port 80 »** donc on connaît le problème, mais quelquefois on reçoit simplement le message suivant : **« La page que vous recherchez est actuellement indisponible »** ou **« La page est introuvable »**. Dans ces cas aussi il s'agit du même problème, c'est-à-dire il faut changer le numéro du Port.

**Important à savoir:** Le "Port" doit être assigné de la façon suivante **Port no. =80 + Portbase** les deux variables sont dépendantes l'une de l'autre. Par exemple, si vous décidez d'utiliser **Port 120**, il faut taper **40** comme valeur de la Portbase. ( $80+40=120$ )

La procédure pour changer la "Portbase" est la suivante:

- 1) Ouvrir le répertoire **C:\Xitami.cfg** (si le logiciel a été installé sur le répertoire C). Si vous ne pouvez pas l'ouvrir, vous devez le faire avec le « Notepad ».
- 2) Changer le numéro **0** avec le numéro **40** et **sauver** le fichier.
- 3) Il faut maintenant ajouter le nouveau numéro du Port **120** dans les deux icônes **ASFA Data Entry** et **ASFA Search**. La procédure est la suivante:

- a) Faire double clic sur le dossier www-ISIS-ASFA
- b) Cliquer avec le bouton droit de la souris sur l'icône "ASFA Data Entry"
- c) Cliquer une fois sur "Properties/Propriétés" et dans le champ URL insérer le numéro 120. Le URL doit être le suivant: <http://www.isis.org:120/Asfa/de.html>
- d) Cliquer avec le bouton droit de la souris sur l'icône "ASFA Search"
- e) Cliquer une fois sur "Properties/Propriétés" et dans le champ URL insérer le numéro 120. Le URL doit être le suivant <http://www.isis.org:120/Asfa/index.html>

- 4) Éteindre l'ordinateur et allumez-le à nouveau.

**Note :** Si le Xitami a été bien installé on devrait avoir un **X** vert en bas à droite de l'écran. Si le Xitami n'a pas été bien installé, le **X** aura la couleur jaune. Il peut aussi se passer qu'au moment de l'installation du Xitami vous n'avez pas sélectionné l'option « Start Xitami automatically (Lancer le Xitami automatiquement) chaque fois qu'on allume l'ordinateur ». Dans ce cas, vous devez lancer le Xitami manuellement.

**Q3. When trying to launch the www-ISIS-ASFA application, either by launching the program from the shortcut icon on the desktop or by typing the URL address into your browser's Location bar, the system does not start.**

**A:** You should run the following checks:

- a. Check that the XITAMI Web Server software was installed correctly and is running, by opening your Internet browser and typing the URL **http://127.0.0.1**
- b. If the XITAMI Welcome Page appears, it means that the XITAMI Webserver is installed correctly, in which case you will see the XITAMI icon (a Green X) appear in the bottom right corner of the screen. If the green icon is missing, it means XITAMI is not properly installed. You should uninstall XITAMI from your computer and install it again
- c. If the XITAMI Web Server software is running and you're still unable to start the ASFA application then, as a first step, you should uninstall the ASFA application from your computer and reinstall it
- d. Should the problem still exist, then check the appropriate parameters in the "HOSTS" file, following the instructions below:

Open the file "HOSTS" (double click on the file or open it using Notepad) located in the directory C:\WINNT\system32\drivers\etc. The last line should read as follows:

**127.0.0.1      Localhost      www-isis-org**

If the line reads:

127.0.0.1      Localhost

i.e. www-isis-org is missing, go to a new line and type:

**127.0.0.1   www-isis-org**

Save the file and then reboot the computer.

**IMPORTANT:** Should you need to edit the file "HOSTS" as described above and the system does not allow the changes to be saved, it is because the file is "READ ONLY" by default. Therefore, right click on the file "HOSTS" (located in C:\WINNT\system32\drivers\etc), then choose *Properties*, and in the *General* tab go to *Attributes* and **uncheck READ ONLY**. Click on Apply and OK. This will allow any eventual future change to be applied to the file.

**Q4. *Network Environment* - When launching the www-ISIS-ASFA application on a client computer, after typing the URL into your browser's Location bar, you are not able to start the system.**

**(You may or may not receive the following messages: "Server could be down" or "Connecting..." and nothing happens)**

**A:** We assume that the system works properly on the server computer, but when you try to launch the program on a client computer by typing the URL address into your browser's Location bar, you are not able to start the system. You should run the following checks:

- a. Verify the URL, especially the "port" part. Please note that normally the port number is omitted from the URL if its value is 80, otherwise it should be stated (e.g. if you have changed the port base value to 40, then the URL address should be **http://www.isis.org:120/**)
- b. Check if other web resources on the server are available for the client: e.g. try with the URL: **http://server\_url/** or **http://server\_url/admin**. If also these URLs do not work, you should then verify the connectivity between the client and the server computer.
  - ✓ In terms of hardware, check if the client is connected to the LAN
  - ✓ In terms of software, check if the TCP/IP connectivity for the client is installed and working correctly.

**Q5. After installing the www-ISIS-ASFA software, when launching the application you are presented with the following message: "The page cannot be displayed – do you want to work offline?".**

**A:** From Internet Explorer go to *Tools > Internet options > Connections*. Check/mark the first setting: **"Never dial a connection"**.

**Q6. After typing the www-ISIS-ASFA URL into your browser's Location bar, you are presented with the following Error message: "The URL you asked for does not exist on this website".**

**A:** This message means that the Web Server works, but it does not see the location of the HTML files for the ASFA application. Check that the URL address is ending with **"asfa/"**. If the URL is correct, possibly the ASFA folder is not located in the Web Server root (for example: C:\Xitami\Webpages). In this case, uninstall the system (using the standard Windows ADD/Remove programs procedure available from the Control Panel) and install it again providing proper location for the Main HTML directory in the Web Server root (for example: C:\Xitami\Webpages).

**Q7. After typing the www-ISIS-ASFA URL into your browser's Location bar, the browser provides the left frame, but the right frame does not appear.**

**A:** This may happen in two cases:

- a. If the cgi directory is not the one you indicated during the installation procedure, the Web Server cannot find the file isis3w.exe. In this case, you should check out the proper name of the cgi directory and copy there the file isis3w.exe, along with the files isis3w.exe.cfg and Isis32.dll.
- b. It may also happen that the execution of the cgi programs is not active on your Web Server. In this case you have to open the Web Server control panel and change the setting for cgi (if you use XITAMI this should never happen).

**Q8. How to make www-ISIS-ASFA work under IIS (Internet Information Server) rather than XITAMI.**

**A:** The following procedure should be carried out:

1. Install www-ISIS-ASFA with the standard installation procedure
2. Define the directory ASFA as a virtual WEB directory under IIS
3. Define the cgi-bin directory as the virtual cgi-bin directory, with the right to execute scripts and programs. For more information please refer to the IIS instructions document below:



IIS.doc

4. Test the system from the Web Server and/or from the connected clients.

**Q9. *Network Environment* - How to install www-ISIS-ASFA in a network computer environment with no DNS defined.**

**A:** There are two possible solutions:

- a. Use the IP address of the server rather than the http address when launching ASFA (remember to change also the Cookie Domain specified in the file isis3w.exe.cfg in order to show the IP address rather than the http)
- b. Edit the "HOSTS" file (located in C:\WINNT\system32\drivers\etc) on all client computers, by adding a line with the http address associated to the server IP address

For more information concerning how to start the www-ISIS-ASFA software in a network environment, please refer to the document "Network Computer Environment" for www-ISIS-ASFA, Section 5.

**Q10. Error code: - 1023 User not found or Error code: - 1024 Invalid password.**

When starting the application www-ISIS-ASFA one of the following error messages is displayed on the screen: “*Error code: - 1023 User not found*” or “*Error code: - 1024 Invalid password*”.

**A:** Check that the Username and Password are correct. If you are using the default Username and Password **dba**, then make sure that it is typed in small letters and NOT in capital letters.

**Q11. How to change width of the left panel of ASFA Data Entry window.**

**A:** The following procedure should be carried out:

1. Go to the ASFA directory and open the file **de.html** with Notepad
2. Increase the size of the frame (e.g. from 184 to 220) in the phrase:

```
<FRAMESET COLS="184,*" border="0" frameborder="0" framespacing="0">  
<NOFRAMES>  
<B>Sorry, wrong browser! – you must use Netscape 4.x or IE 4.x </B>  
</NOFRAMES>.
```

**Q12. Network Environment - If the www-ISIS-ASFA software is installed on the server, how can I run the DOS ISIS from a client machine?**

**A:** You can map the shared folder on a client machine (from Windows Explorer you should go to *Tools > Map Network Drive...* and choose one of the letters available, e.g. “X” drive) and then run isis.exe. All the parameters (paths) required by isis.exe are already defined relatively and do not have to be re-adjusted.

**Q13. How to uninstall the www-ISIS-ASFA software.**

**A:** The following procedure should be carried out:

1. Use the icon Add/Remove Programs available from the Control Panel
2. Find the system WWW-Isis-Asfa
3. Click on the REMOVE button

Note: some files might have to be manually removed.



**Q14. How to uninstall the XITAMI Web Server software.**

**A:** The following procedure should be carried out:

1. Use the icon Add/Remove Programs available from the Control Panel
2. Find XITAMI
3. Click on the REMOVE button
4. After carrying out this procedure some files remain in the XITAMI folder, therefore go to the directory XITAMI and manually delete the files contained in the folder and the folder itself.

## Part 2: Error codes and recurring problems during Data Entry

### Q15. Error code: - 1028 user not logged in. Please log in.

After successfully logging into the system, when attempting to create a NEW record or to update an existing one, the following Error message is displayed: “*Error code: - 1028 user not logged in. Please log in*”

**A:** The following procedures should be carried out:  
(note: these instructions are also presented below in **Spanish** and **French** versions)

### English Instructions for Error code: - 1028 user not logged in. Please log in.

1. Open the file **isis3w.exe.cfg** (double click on the file or open it using Notepad), which is located in the **c:\xitami\cgi-bin** directory, and check the value of the parameter “Cookie Domain” (5th line); the value should be “**www.isis.org**” and it should be the same as the domain in the URL for calling the system. Starting from the eighth line you should have the following parameter definitions:

```
HtpFilePath      c:\xitami\webpages\Asfa\http
IncludeFilePath   c:\xitami\webpages\Asfa\http\eng
SearchDefinitionFile c:\xitami\webpages\Asfa\database.def
EntryDefinitionFile c:\xitami\webpages\Asfa\entry.def
BrowseDefinitionFile c:\xitami\webpages\Asfa\browse.def
```

2. Verify the URL in the icon “**ASFA Data Entry**”, contained in the folder **www-ISIS-ASFA** (in your desktop):
  - a. Double click on the folder **www-ISIS-ASFA**
  - b. Right click on the icon **ASFA Data Entry**
  - c. Click on Properties. The URL address should read:  
**<http://www.isis.org/Asfa/de.html>**
3. Verify the URL in the icon “**ASFA Search**” contained in the folder **www-ISIS-ASFA** (in your desktop):
  - a. Double click on the folder **www-ISIS-ASFA**
  - b. Right click on the icon **ASFA Search**
  - c. Click on Properties. The URL address should read:  
**<http://www.isis.org/Asfa/index.html>**
4. If Cookie Domain and URL correspond, you should check if your cookie option is **ON (activated)** in your browser. If you use Internet Explorer, open *Tools > Internet options*. Then select *Privacy* and click on the *Advanced* button: The option **Accept** should be activated in both First and Third party.
5. Finally you should make sure that your *Proxy Server* does not filter out the *Cookies* for the ASFA application. In order to check this, if you use Internet Explorer open *Tools > Internet options > Connections > LAN Settings*. Then, under *Proxy Server* check/click the option *Bypass Proxy server for local addresses* and click OK.

**Instrucciones en español con respecto al mensaje Error code: - 1028 user not logged in.  
Please log in.**

1. Abrir el fichero **isis3w.exe.cfg** (si no se logra abrir con el doble clic, abrirlo con el “Notepad”) que está en el directorio **c:\xitami\cgi-bin** (o en el directorio donde está instalado el sistema). Controlar el valor del parámetro “Cookie Domain” (quinta línea), el valor debería ser “**www.isis.org**” y debería ser lo mismo que el “domain” en el URL para llamar el sistema.

Empezando por la octava (8) línea, debería tener la descripción siguiente:

```
HtpFilePath      c:\xitami\webpages\Asfa\http
IncludeFilePath   c:\xitami\webpages\Asfa\http\eng
SearchDefinitionFile c:\xitami\webpages\Asfa\database.def
EntryDefinitionFile c:\xitami\webpages\Asfa\entry.def
BrowseDefinitionFile c:\xitami\webpages\Asfa\browse.def
```

2. Verificar la dirección URL en el icono “**ASFA Data Entry**” que se encuentra en la carpeta **www-ISIS-ASFA** localizada en la pantalla:
  - a. Hacer doble clic en la carpeta **www-ISIS-ASFA**
  - b. Hacer Clic con el botón derecho del ratón en el icono “**ASFA Data Entry**”
  - c. Hacer Clic sobre *Properties*. La dirección URL debería ser la siguiente:  
**http://www.isis.org/Asfa/de.html**
3. Verificar la dirección URL en el icono “**ASFA Search**” que se encuentra en la carpeta **www-ISIS-ASFA** localizada en la pantalla:
  - a. Hacer doble clic en la carpeta **www-ISIS-ASFA**
  - b. Hacer Clic con el botón derecho del ratón en el icono “**ASFA Search**”
  - c. Hacer Clic sobre *Properties*. La dirección URL debería ser la siguiente:  
**http://www.isis.org/Asfa/index.html**
4. Si el “Cookie Domain” y el URL corresponden, hay que controlar si la opción “Cookie Option” está **activada** en el browser. En el caso de que se use Internet Explorer, abrir *Tools > Internet options*. Después seleccionar *Privacy* y usar el botón *Advanced*: la opción **Accept** tiene que ser activada en ambas First and Third party cookies.
5. Verificar que el *Proxy Server* no va a bloquear los *Cookies* en la aplicación ASFA. A fin de hacer esta verifica, en el caso de que se use Internet Explorer, abrir *Tools > Internet options > Connections > LAN Settings*. Después en la sección *Proxy Server* marcar la opción *Bypass Proxy server for local addresses* y hacer Clic en el botón OK.

**Directives en français concernant le message Error code: - 1028 user not logged in.  
Please log in.**

1. Ouvrir le fichier **isis3w.exe.cfg** qui se trouve dans le répertoire **C:\xitami\cgi-bin** (si on ne peut pas l'ouvrir, utiliser le "Notepad"). Une fois dans le fichier **isis3w.exe.cfg** contrôler la valeur du paramètre "Cookie domain" dans la cinquième ligne. La valeur devrait être la suivante: **www.isis.org** et devrait être la même utilisée dans la direction URL pour activer le système.

A partir de la huitième ligne on devrait lire la description suivante:

```
HtpFilePath      c:\xitami\webpages\Asfa\http
IncludeFilePath   c:\xitami\webpages\Asfa\http\eng
SearchDefinitionFile c:\xitami\webpages\Asfa\database.def
EntryDefinitionFile c:\xitami\webpages\Asfa\entry.def
BrowseDefinitionFile c:\xitami\webpages\Asfa\browse.def
```

2. Vérifier le URL dans l'icône "**ASFA Data Entry**" contenue dans le dossier "www-ISIS-ASFA" qui se trouve sur l'écran:
  - a. Faire double clic dans le dossier www-ISIS-ASFA
  - b. Cliquer avec le bouton droit de la souris sur l'icône "ASFA Data entry".
  - c. Cliquer une fois sur "*Properties/Propriétés*": Dans la fenêtre qui apparaîtra à l'écran on devrait lire la direction URL suivante:  
**<http://www.isis.org/Asfa/de.html>**
3. Vérifier le URL dans l'icône "**ASFA Search**" contenue dans le dossier "www-ISIS-ASFA" qui se trouve sur l'écran:
  - a. Faire double clic dans le dossier www-ISIS-ASFA
  - b. Cliquer avec le bouton droit de la souris sur l'icône "ASFA Search".
  - c. Cliquer une fois sur "*Properties/Propriétés*": Dans la fenêtre qui apparaîtra à l'écran on devrait lire la direction URL suivante:  
**<http://www.isis.org/Asfa/index.html>**
4. Si le "Cookie Domain" et le URL correspondent, il faut contrôler si le "Cookie Option" est activé dans votre browser. Si on utilise Internet Explorer, ouvrir *Tools > Internet options*. Après avoir sélectionné *Privacy*, utiliser le bouton *Advanced*: L'option **Accept** doit être activée dans les deux First and Third party cookies.
5. Vérifier que les cookies ne soient pas bloqués dans l'application ASFA. Afin d'effectuer cette vérification, si on utilise Internet Explorer, ouvrir *Tools > Internet options > Connections > LAN Settings* et après, dans le Proxy Server cliquer sur l'option *Bypass Proxy server for local addresses* et cliquer sur OK.

#### **Q16. Error code – unknown or illegal – Undefined error**

When launching the application and typing the default user name and password “dba dba” the above Error appears on the screen: “

*Error code – unknown or illegal – Undefined error.*

You try to enter again your user name and password but the same Error code is still displayed on the screen and you cannot access your database.

If you click on the “Edit record(s) by Browse” button and then on the update button next to any of the records displayed, you will receive a different Error code:

*Error code: - 1028 user not logged in. Please log in.*

**A:** The problem is with the WORK database. To keep the system from blocking it is recommended that the WORK database be cleaned from time to time.

The best way to clean it is to replace 8 of the 12 files which are contained in the directory **C:\Xitami\webpages\DB\Asfa\Work** with the 8 files contained in the zipped file Work.Zip, included in the same directory (and attached below for your easy reference). The following procedure is recommended:

Open the Work.zip file, and extract the 8 files contained there into the **WORK** folder (**C:\Xitami\webpages\DB\Asfa\Work**, unless you changed the destination drive during installation).

Note that the WORK database is NOT the database containing your ASFA records; it is a database within the system used for storing session details, therefore you don't have to worry about losing your ASFA records. The file containing your ASFA records is called (**ASFA.mst**) and it is located in another subdirectory (i.e. C:\Xitami\webpages\DB\Asfa\Asfa)

#### **Q17. Error code: - 602: Record locked [IsisRecReadLock]**

Whilst editing records or attempting to save a newly created one, the following Error code appears on the screen: “*Error code: -602: Record locked [IsisRecReadLock]*”.

**A:** To unlock the record you must Reorganize the Database/Master file. The procedure below should be carried out:

1. Double click on the icon ISIS contained in the folder www-ISIS-ASFA
2. From the Main CDS/ISIS menu Select <I> (Inverted file services) and <F> (Full inverted file generation)
3. You will be presented with the phrase “Inverted file exists and will be cleared, OK (Y/N)?”: Type <Y>
4. The phrase “MFN limits?” will appear: Press Enter
5. The phrase “Full inverted file generation completed” will appear: Press Enter and then <X> to return to the Main Menu
6. From the Main CDS/ISIS menu Select <M> (Master file services)

7. Select <C> (Reorganize Master file). The phrase "Backup drive and/or directory?" will appear. Press <Enter>. When the process is finished Press <Enter> again and then <X> to return to the Main Menu
8. Select <I> (Inverted file services) and <F> (Full inverted file generation) and then continues as in points 3 to 5 . Then Type <X> to exit.

**Q18. Error codes - 101: Data base access denied (data entry lock); 602: Record locked [IsisRecReadLock]**

Whilst editing records or attempting to save a newly created one the following Error codes appear on the screen: *"101: Data base access denied (data entry lock)"; "602: Record locked [IsisRecReadLock]"*

**A:** You have to unlock the Database and then Reorganize the Master File. The procedure below should be carried out:

1. Double click on the icon ISIS contained in the folder www-ISIS-ASFA
2. From the Main CDS/ISIS menu Select <D> (Data base definition services)
3. Select <R> (Unlock data base): a prompt will appear < Data Base Name>; Type **"asfa"** and press Enter
4. Press <D> Data base locks
5. Press <X> twice to return to the Main Menu
6. From the main menu Select <I> (Inverted file services)
7. A prompt will appear <Data Base Name>; Type **"asfa"** and press Enter
8. Select <U> (Update inverted file) as inverted file update can be pending. When the phrase "Inverted file update completed" appears on the screen, press Enter and then X to return to the Main Menu
9. Select <M> (Master file services)
10. Select <C> (Reorganize Master file)
11. The phrase "Backup drive and/or directory?" will appear. Press <Enter>. When the process is finished Press <Enter> again and then <X> to return to the Main Menu
12. Select <I> (Inverted file services) and <F> (Full inverted file generation)
13. You will be presented with the phrase "Inverted File exists and will be cleared, OK (Y/N)?" : Type <Y>
14. The phrase "MFN limits?" will appear: Press Enter
15. The phrase "Full inverted file generation completed" will appear: Press Enter and then <X> to return to the Main Menu
16. Press <X> to exit from DOS.

**Q19. Error code: - 1030 Data entry: Modify failed, because record has been changed during record modification.**

When modifying/amending an existing record the following Error appears on the screen:

*“Error code: - 1030*

*Data entry: Modify failed, because record has been changed during record modification”.*

**A:** When you modify/amend an existing record by clicking on the “Update” button and then on the “SUBMIT” button to save the modifications, you are presented with the verification format. If, by reading this verification format, you realize that additional error(s) should be corrected you **MUST NOT** use the Internet Explorer **Back** function to return to the worksheet. Instead, you **MUST** use the **Update** option on the verification format to make additional modifications. Should you **erroneously** use the Internet Explorer **Back** function to return to the worksheet to make the additional modifications, when you click again on the “SUBMIT” button to save these modifications you are presented with the above Error message. To get out of this Error message and be able to make the modifications to the record, Click on the **Edit record(s) by browse** button, Click on the **Update** button of the record which needs to be modified, carry out the additional modifications and then save the record again.

**Q20. After saving a record the system blocks (i.e. the screen goes blank).**

**A:** When you submit (i.e. save) a record where you have unknowingly exceeded the total character limit, the software may or may not block you (the screen may go blank) but it does **NOT** notify you that there may be a problem. The field which is most likely to be the cause of exceeding the total record length is the “Abstract field”. Therefore, if the system blocks you, i.e. the screen goes blank, you should go back to the worksheet (by clicking on the back button of the browser) and delete the whole abstract. Then, you should enter a shortened version of the abstract before re-submitting the record. Should the problem still persist, then we suggest deleting the record and creating a new one. It is highly recommended to carefully check the verification/view format when entering long abstract(s), to ensure that the entire abstract(s) text has been saved. This is because the system may permit you to type the text in the field but then, when submitting the record, the system will only save the maximum amount of characters allowed.

It may also happen that the abstract is exceeded by just a few characters in which case you can still save the record. However, should you need to return to this record for carrying out some modifications, the system does **NOT** allow you to save this modified record and it does not inform you where the problem lies. Should you experience this sort of problem, the first thing to be checked is the length of the abstract and eventually reduce it.

## **Q21. Abstract text automatically repeated in the abstract field.**

**A:** It may happen that the abstract entered in the abstract field has become corrupted and part of the text has automatically repeated itself so as to appear two or three times in the same abstract field. The two or more repeated abstract texts are separated by the word <WRAP> in triangular brackets. This problem is due to the fact that in the abstract text the double quotation mark (“...” have been typed in proximity with the HTML code for italics, subscript/superscript. The use of this combination of characters creates conflict.

To amend the corrupted abstract, you should call up the record, delete all the double quotes (or replace them with single quotes ‘...’), delete the abstract text which has been repeated and then save the record again. Should the problem still exist, you must call up the record again, delete all the content in the abstract field (i.e. leave the field empty), click on the SUBMIT button to save the record. Carry out the Full Inverted File. Then, call up the record, click on the UPDATE button, insert the correct abstract. Most probably, manually typing would be better rather than scanning or copying/pasting the HTML text, so as to avoid the possibility that some strange characters (or accents) may create a conflict and corrupt the abstract again. Save/Submit the record and check the verification/view format that the abstract is OK. Should the abstract not be repaired, then DELETE the corrupted record and create a new one.

## **Q22. Error code – 1025 Access denied.**

After saving a record the message “*ERROR CODE – 1025*” appears on the screen. When calling up the record and clicking on the option View, the record is displayed on the screen having data in some fields repeated twice. When clicking on the Update or Delete button the following message appears: “*ERROR CODE – 1025 Access denied*”.

**A:** In general, when the system does not allow you to Update or Delete a record, you may try using DOS/ISIS by carrying out the procedure described below. Note that this procedure is very useful for amending some errors which cannot be corrected with www-ISIS-ASFA.

1. Open the DOS/ISIS by double clicking on the icon ISIS contained in the folder www-ISIS-ASFA
2. Select <E> Data entry services from the CDS/ISIS Main Menu
3. Select <O> ODIN data entry interface from the Data Entry Services Menu
4. At the prompt <Data base ASFA> press <Enter>
5. At the prompt <MFN> type the number of the record which has the problem and needs to be modified and Press <Enter>
6. At the prompt <Worksheet> type <LONG> and Press <Enter>
7. The record is now displayed on the screen in the “Browse mode” therefore, for amending data in a specific field, you have to press <Enter> to be in the “Edit mode”. Carry out the necessary modifications, which could not be done using www-ISIS-ASFA (i.e. delete or add data) and then press <Enter> again to confirm the modifications into the field. Once you have completed all the necessary modifications, press <Esc> twice and then <[3] Save&Exit> to save the modified record. Press again <Esc> twice and then <X> to return to the main menu



8. From the Main CDS/ISIS menu Select <I> (Inverted file services)
9. Select <F> (Full inverted file generation)
10. You will be presented with the phrase "Inverted file exists and will be cleared OK (Y/N)?" Type <Y>
11. The phrase "MFN limits?" will appear: Press Enter
12. The phrase "Full inverted file generation completed" will appear: Press Enter and then <X> to return to the Main Menu. Press <X> to exit.
13. Return to www-ISIS-ASFA application, call up the record using "Edit record by browse" option, to ensure that the amendments have been correctly carried out.

### **Q23. Error Code: -1003**

One record is corrupted and when trying to amend/delete it the system blocks and you are presented with:

*"Error code: -1003*

*Unable to get error template (HTP) file. Wrong path or files structure. File:  
[c:\xitami\webpages\asfa\http//error.htm]. Submitted error code was: - 1002".*

**A:** There are two possibilities to solve this problem. The first is to delete the record using DOS/ISIS, carrying out the following procedure:

1. Open the DOS/ISIS by double clicking on the icon ISIS contained in the folder www-ISIS-ASFA
2. Select <E> Data entry services from the CDS/ISIS Main Menu
3. Select <O> ODIN data entry interface from the Data Entry Services Menu
4. At the prompt <Data base ASFA> press <Enter>
5. At the prompt <MFN> type the number of the record which has the problem and needs to be modified and Press <Enter>
6. At the prompt <Worksheet> type <LONG> and Press <Enter>
7. The record is now displayed on the screen in the "Browse mode" therefore, for deleting data in a specific field, you have to press <Enter> to be in the "Edit mode"
8. Delete data by pressing the F6 key and when the field is empty press <Enter> again to confirm the modifications into the field (i.e. empty field). When the record is completely empty, Press the key <Esc> twice and then [5] Delete Record. Press <Esc> twice and then <X> to return to the main menu
9. From the Main CDS/ISIS menu Select <I> (Inverted file services)
10. Select <F> (Full inverted file generation)
11. You will be presented with the phrase "Inverted File exists and will be cleared OK (Y/N)?" Type <Y>
12. The phrase "MFN limits?" will appear: Press Enter
13. The phrase "Full inverted file generation completed" will appear: Press Enter and then <X> to return to the Main Menu
14. Press <X> to exit.

**Note:** The quicker way of deleting a record using DOS (i.e. call up the record and then press “[5] Delete Record”) does NOT work for a corrupted record. It is necessary to first manually delete data in each field and then delete the empty record as explained above.

**The second possible solution to the Error code:-1003 is to export all the records in your database and then re-import them without importing the corrupted record.**

Below details are given of the procedures to follow in the case where, in a database comprised of 100 records, MFN 30 is corrupt. This record MFN 30 cannot be repaired using www-ISIS-ASFA. Therefore, the records of the database, except for MFN 30, have to be exported and then re-imported using DOS/ISIS. In this way, the database will then contain 99 valid records.

1. Double Click on the www-ISIS-ASFA folder icon
2. Double Click on the icon ISIS
3. Select <M> Master File Services from the CDS/ISIS Main Menu
4. Select <E> Export CDS/ISIS file from the Master file Services menu. The “Data Interchange Services – Export parameters” table now appears on the screen
5. The Database name <ASFA> will appear as default. Press <Enter>
6. The output ISO file name <CSA.ISO> will appear as default. Assign a name to the file. The name must not exceed the 10 characters including the extension **.ISO** (e.g. **Part1.ISO**)
7. Press <Enter> until the cursor arrives at the <MFN limits> field. Type the range of records to be exported, for this example **1/29**
8. Press <Enter> until you get to the field “Reformatting FST” and remove the default CSA from the field (the field must be empty)
9. Press <Enter> four times and you will be presented with the phrase “ Backup drive and/or directory?>”. In this example, if you want to export the records onto a floppy disk and assuming that your floppy disk drive has been designated <A>, **Type A:** and press <Enter> (Should you wish to export the records onto another drive then you should type the letter that the drive has been designated e.g. C:)
10. At the prompt <Press CR when ready or C to cancel> press <Enter>
11. Once this procedure is completed, a prompt indicating the number of records exported will appear on the screen.
12. Press <Enter> to return to the Master File Services Menu, select <X> or press <Esc> to return to the CDS/ISIS Main Menu and then select <X> to exit. Records 1 to 29 have been exported as an ISO file named Part1.ISO

Repeat the above procedure but this time giving a different name to the ISO file (for example **Part2.ISO**). In the field <MFN limits> you should type **31/100** (i.e. you skip MFN 30 as it is corrupt). You have now two ISO files: the first ISO file containing 29 records (1-29) named Part1.ISO and the second ISO file containing 70 records (31-100) named Part2.ISO. In this way, the corrupted record MFN 30 has not been exported.

Now you have to import these two ISO files onto your computer, paying SPECIAL ATTENTION to the “Load/Merge/Update” parameters explained in point 6 below. The procedure is as follows:

1. Double Click on the www-ISIS-ASFA folder icon
2. Double Click on the icon ISIS
3. Select <M> Master File Services from the CDS/ISIS Main Menu

4. Select <I> Import External file from the Master File Services Menu. The “Data Interchange Services – Import Parameters” table now appears on the screen
5. The database name <ASFA> will appear as default. Press <Enter>
6. In the <Input ISO file name> field type the name of the ISO file containing the 29 records (i.e. **Part1.ISO**) and press <Enter> until you get to the field “Load/Merge/Update”. The letter <U> will appear as default. **Change** the <U> into <L>. Note that the letter <L> stands for **Load**. When the letter <L> is selected the system erases all the records in your database and replaces them with those contained in the ISO file just imported.
7. Press <Enter> until the prompt <Master file exists and will be cleared, OK(Y/N)?> Type <Y>
8. The prompt <Backup drive and/or directory?> will appear. Type the letter of the drive where the ISO file Part1.ISO was previously exported (e.g. A:) and press <Enter>
9. At the prompt <X – no more diskettes> <CR – to continue after mounting new diskette>, press <Enter>
10. Once the import procedure is completed the same prompt appears on the screen, <X – no more diskettes> <CR – to continue after mounting new diskette> Press <X – no more diskette>. **N.B. DO NOT** press <Enter> otherwise the ISO file will be imported again.
11. A prompt will appear indicating <The next MFN to be assigned>. Press <Enter> to return to the Master File Services Menu, select <X> or press <Esc> to return to the CDS/ISIS Main Menu and then select <X> to exit.

You now have in your computer ONLY 29 records. To import the second ISO file (**Part2.ISO**) containing records 31 to 100, repeat the IMPORT procedure explained above (points 1 to 11) **but this time in point 6 you have to leave the default letter <U> (Update) in the field <Load/Merge/Update>.** The system will add the records contained in the ISO file (Part2.ISO) to the 29 already existing records in your database, assigning a sequential MFN number (i.e. the first record contained in Part2.ISO will no longer be MFN 31 but it will be MFN 30 and the last MFN will be 99, NOT 100).

**IMPORTANT:** Each time you import records into www-ISIS-ASFA you MUST generate the Inverted File (i.e. from the Main Menu you select <I> Inverted file services and then <F> Full inverted file generation. If this procedure is not carried out the new imported records are not available for retrieval, although they are physically in the system.

**Q24. This server is currently overloaded – please try again later; Error code: - 102 data base access denied (probably write lock).**

While working the system blocks and the following Error messages appear on the screen:  
*“This server is currently overloaded – please try again later  
 Error code: - 102 data base access denied (probably write lock)”.*

**A:** The problem is with the WORK database. To keep the system from blocking it is recommended that the WORK database be cleaned from time to time.

The best way to clean it is to replace 8 of the 12 files which are contained in the directory **C:\Xitami\webpages\DB\Asfa\Work** with the 8 files contained in the zipped file Work.Zip, included in the same directory (and attached below for your easy reference). The following procedure is recommended:

Open the Work.zip file, and extract the 8 files contained there into the **WORK** folder (**C:\Xitami\webpages\DB\Asfa\Work**, unless you changed the destination drive during installation).

Note that the WORK database is NOT the database containing your ASFA records; it is a database within the system used for storing session details, therefore you don't have to worry about losing your ASFA records.



Work.zip

Please note that it is also advisable to delete the Internet Temporary files on your computer from time to time, since some of these files may interfere with the system.

## **Q25. Error codes 101, 201, 301**

One or more of the following Error messages appear on the screen:  
*“Error codes 101, 201, 301”.*

**A:** To solve the above error codes, you must Reorganize the Database/Master File. The procedure is as follows:

1. Double click on the icon ISIS contained in the folder www-ISIS-ASFA
2. From the Main CDS/ISIS menu Select <I> (Inverted file services) and <F> (Full inverted file generation)
3. You will be presented with the phrase “Inverted File exists and will be cleared OK (Y/N)?”: Type <Y>
4. The phrase “MFN limits?” will appear: Press Enter
5. The phrase “Full inverted file generation completed” will appear: Press Enter and then <X> to return to the Main Menu
6. From the Main CDS/ISIS menu Select <M> (Master File services)
7. Select <C> (Reorganize master file)
8. The phrase "Backup drive and/or directory" will appear. Press <Enter>. When the process is finished Press <Enter> again and then <X> to return to the Main Menu
9. Select <I> (Inverted file services) and <F> (Full inverted file generation) and then continues as in points 3 to 5. Press <X> to exit.

**NOTE:** For an efficient working system it is recommended that the above ISIS procedures for Master File Reorganization and Full Inverted File Generation are carried out from time to time, depending on the dynamics of the changes to your database.

## Q26. “No matches found!”

After having correctly imported some records in the ASFA database and carried out a Search to display them in the Browse Mode, the following message appears on the screen: “*No matches found!*”.

**A:** After having correctly imported some records, it is NECESSARY to update/generate the “**Inverted File**”, as this is not automatically done by the system. If the “Inverted File” is not updated, the new imported records are not available for retrieval, although they are physically present in the system. The procedure to generate the “Inverted File” is as follows:

1. From the Main CDS/ISIS menu Select <I> (Inverted file services)
2. Select <F> (Full inverted file generation)
3. You will be presented with the phrase "Inverted file exists and will be cleared OK (Y/N)?": Type <Y>
4. The phrase “MFN limits?” will appear: Press Enter
5. The phrase “Full inverted file generation completed” will appear: Press Enter and then <X> to return to the Main Menu
6. Press <X> to exit.

## Q27. The system gives an Error message and the record cannot be saved.

**A:** This problem occurs when in the same field (e.g. English title, Non English title, Abstract etc.) double quotes (“...”) are used in combination with HTML coding such as <i>...</i> to indicate italics, <sup>...</sup> to indicate superscript, and <sub>...</sub> to indicate subscript. This combination creates conflict. The solution to this problem is to replace double quotes (“...”) with single quotes (‘...’).

## Q28. After having installed www-ISIS-ASFA, the ODIN Data Entry interface available in DOS/ISIS does not work.

**A:** Although DOS/ISIS environment within the www-ISIS-ASFA application is not used for data entry, it is sometimes necessary to use it for repairing a corrupted record that was created with www-ISIS-ASFA. When using the icon ISIS contained in the www-ISIS-ASFA folder and selecting <E> Data Entry services and then <O> ODIN data entry interface, it may happen that the system blocks. The problem is linked to the expanded memory and extended memory settings. Therefore, the memory parameters should be set up following the procedure below. **Note**, however, that this procedure may not work with some operating systems.

1. Right click on the ISIS icon contained in the www-ISIS-ASFA folder
2. Select *Properties*
3. Click on *Memory*: the parameters should read as follows:
  - a. Under *Total* select AUTO
  - b. Under *Initial Environment* select AUTO

- c. Under *Expanded (EMS) Memory Total* select 192
- d. Under *Extended (XMS) Memory Total* select NONE
- e. Check/Mark the field *Uses HMA*
- f. Under *MS-DOS Protected Mode (DPMI) Memory Total* select AUTO
4. Click on APPLY and then OK.

**Q29. How to extract a debug log from the system (i.e. so as to alert the software developer to your problem).**

**A:** In the event that you cannot find the solution to your problem in these FAQs or the suggested procedures do not solve the problem, you can extract a “log file” from the system, which can then be sent to the software developer (and FAO) in order to identify the root cause of the error.

The procedure to extract the log file is as follows:

1. Open the file **isis3w.exe.cfg** in the directory **C:\Xitami\cgi-bin**
2. Identify the line containing **DebugLevel 0**
3. Change **DebugLevel 0** to **DebugLevel 20000** and save the file **isis3w.exe.cfg**
4. Return to the application, sign on and after receiving the “Error” exit from the system
5. Return to the file **isis3w.exe.cfg** and change **DebugLevel 20000** back to **DebugLevel 0** and save the file
6. Identify the file **debuglog** and send it to Dr Rybinski (with copy to FAO)
7. For example the **debuglog** could be located in **C:\Xitami\webpages\debuglog.txt**

**Q30. TRN (11): (followed by the TRN number of the record) already exists in the database (page 1).**

When amending an existing record, the system may give the following Error message concerning duplicate TRN number and the modifications cannot be saved: “*TRN (11): (followed by the TRN number of the record) already exists in the database (page 1)*”.

**A:** When the system displays the above message, it is not possible to save the modified existing record. To solve the problem the following procedure is suggested:

1. Click on the “Update” button of the record which needs to be modified
2. Slightly modify the TRN number of the record, for example if the record is TRN 25 you modify it to 25a, carry out the necessary amendments and then save the record.
3. Click on the “Edit records by browse” button and type in the “Start from” box TRN 25 and then Click on the “Browse button”.
4. The records 25 and 25a will be displayed in the Browse Mode
5. Delete record TRN25 and leave record TRN25a which is the record containing the modifications
6. Change the TRN 25a back to 25.

**Q31. How to make a Back-up of your database to ensure that you always have a copy of your ASFA records should any damage occur to your computer**

**A:** This is common advice for all work done on any computer. Computers can break down, files can become corrupted and you, yourself, can mistakenly delete your ASFA records. The solution is to regularly make back-ups (i.e. at least once a week) . The procedure to back-up your work is as follows:

1. Double click on the ISIS icon contained in the www-ISIS-ASFA folder
2. Select <M> Master file services
3. Select <B> Master file backup
4. The phrase “Backup drive and/or directory?” will appear on the screen
5. If you press <Enter> the back-up of your ASFA work will automatically be stored as the file ASFA.BKP in the directory: **C:\Xitami\webpages\DB\Asfa\Isis**. It is advisable to copy this back-up file on to another disk drive such as a floppy disk or CDROM, so that should your hard disk drive (C:) become damaged you always have a copy of your ASFA records
6. Press <ESC> and then <X> to exit

It may happen that after pressing “<B> Master file backup” you will be presented with the phrase “You cannot back-up while inverted file is pending”. In this case, you have to return to the Main Menu, perform the “Update inverted file” and then the “Back-up” as follows:

1. Select <I> Inverted files services from the CDS/ISIS Main Menu
2. Select <U> Update inverted file
3. The phrase “Inverted file update completed” will appear on the screen. Press <Enter> and then <X> to return to the Main Menu
4. Select <M> Master file services
5. Select <B> Master file backup and then continue as in points 4 to 6.