

Troubleshooting and Common Errors

Common Errors

The most common user errors are those that violate the basic Microsoft Access rules. And in most cases, clicking okay or hitting the escape key will move you past the message.

- ◆ A common error is to try to enter an Inventory item (or Division or Space), which duplicates one that was already present in the User Model or that you have already added. For example, if you try to add a bulletin board to the Technical Services Workroom, and there is already a bulletin board in the space, you will get a long error message. (See Message 3 below.) Simply hit “Escape” or “Escape Escape” to remove the duplicate item.
- ◆ Another common error is to try to type text into an empty field that is served by a pick list or pull down list. The first letter you type will enter the first letter of the closest item on the pick list. Hit "Escape" or "Escape Escape" to return to the add item box. If a blank line is served by a pick list, then users are not permitted to type into the space.
- ◆ A very common error is to try to close a record without completing all of the required fields. The most typical of these is to omit filling in the *Quantity* field when you are adding an item to a space. (See Message 11)



User Errors

- ◆ Libris DESIGN will help you catch many potential errors if they involve entering inaccurate cost or assignable square foot information. See Messages 13 through 18. These Validation warnings are just a reminder that you have exceeded either the high or low recommendation (for cost or size) and should make sure that you have not made a typographical error and/or are not entering inaccurate information.
- ◆ There is no **UNDO** for DELETE. A fatal user error is to not read the text on buttons carefully. If you intend to delete a collection subcategory, and you are on the Category screen, you will delete the entire Collection Category when you hit *Delete Category*. Even though you are seeing the full list of Subcategories on the Category screen, you must be on the Subcategory Screen to delete a Subcategory. You should always be aware of what screen you are located on.
- ◆ Another potentially fatal error is to download (accidentally or on purpose) a new copy of Libris DESIGN with the same name as the version you have been working on. This violates the basic principles of file management. A new file, with the same name as an existing file, will overwrite the existing file. If you do this, you will lose all of your work.
- ◆ Another error is to give Spaces or Divisions identical names by entering the same name in the “Name to Use in Reports” box on the Space screen. When Libris DESIGN sorts and compiles the data for the Reports, it will read these as the same unit and combine the total space and total cost for a single unit. For example: If you select Study/Tutoring Room A, Study/Tutoring Room B, and Study/Tutoring Room C, and name them all *Study Room*. The Reports will list a single *Study Room* with the combined square footage and cost of the three. ([Libris 1.0 only](#))

Gentle Reminders







- ◆ Some of the error messages are gentle reminders of an action that is not yet completed. Until you have “balanced the books” on your collection allocation screen, you will continue to get Message 20, which is a Warning. You may simply click okay and return to that task at another time.








Error Messages

	<u>Error Message</u>	<u>Location</u>	<u>Action Required or Work Around</u>
1	Invalid password	<i>User screen</i>	You made a typo or forgot your password.
2	 Can not delete a null Item Name	<i>Create New Volume Types</i>	Click Okay.
3	The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the field or fields that contain duplicate data, remove the index, or redefine the index to permit duplicate entries and try again.	<i>Division screen Space screen Subcategory screen</i>	You are attempting to add a Space, Inventory item, or Volume type, which already exists in the Division, Space, or Collection Subcategory. Scroll through the contents of the screen and locate the duplicate item to verify that it is already present. Hit escape or escape/escape to delete the duplicate item, space, or volume type.
4	One or more of the values are empty or negative and need to be re-entered	<i>Create new inventory items Create new volume types Create new shelving types</i>	You have neglected to complete one of the required lines to create a new inventory item, volume type, or shelving type. The required fields are the name, the cost for the item, and the square footage for the item. The Description line, Supercategory, and Vendor category fields are optional.
5	Passwords do not match, please try again	<i>Add User Screen</i>	You have made a typographical error when you reentered your password. Click Okay and <i>Try again</i> .
6	 The text you entered isn't an item on the list. Select an item from the list, or enter text that matches one of the listed items	<i>Space screen Inventory line User screen Password</i>	You are trying to enter text in a field that requires either selection from a pick list or entry of a specific piece of text, such as your password. Choose from the pick list, verify your password, or hit escape to correct your error.
7	Unable to append records error message (Libris DESIGN 1.0 only)	<i>Log in</i>	Libris design field test version 1.0 error message. Close the log in screen by clicking on the “close screen” button, not the x in the upper right hand corner of the screen.
8	User Name Already Exists. Please Try	<i>Add User Screen</i>	Click okay and enter a different name. Either

Another.

you have already created a user and a password for yourself, or someone else with the same name is using your Libris DESIGN.

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| 9 |  | Validate. You must enter the number of holdings | <i>Subcategory screen</i> | You are adding a volume type and attempting to close the subcategory screen. You must enter a number of holdings to close the screen. The actual number of holdings can be adjusted on the collection allocation screen. Enter either the number of holdings or the number of volumes on the shelf. |
| 10 |  | Validate. The number of volumes (5000) exceeds the expected holdings (2000). Either reduce the number of volumes, or increase the 'percentage of holdings' on the collection allocation screen. | <i>Subcategory screen</i> | Click okay. Accept the lower number for the volume holdings. Exit to the collection allocation screen and adjust the total holdings there. |
| 11 |  | Validate data. You must enter a quantity. | <i>Space screen/inventory item line</i> | You have entered a new inventory item to a space and attempted to either close the space screen or move to the next add item line without identifying a quantity for the new inventory item. Click okay and enter the quantity of the item you would like to add, click the pencil and close the record. |
| 12 |  | Validation. Please provide a name for this budget form. | <i>Budget Screen</i> | You are attempting to open a new budget or copy an existing budget without entering an identifiable name for that budget. Click Okay and enter a name. |
| 13 |  | Validation. You have entered a new square footage that is greater than the suggested default of 40. You may want to change your entry. | <i>Collection Subcategory Screen</i> | Click okay if you are certain that you have entered the square footage that you intended to enter. (Check for typos!) |
| 14 |  | Validation. You have entered a new square footage that is less than the suggested default of 40. You may want to change your entry. | <i>Collection Subcategory Screen</i> | Click okay if you are certain that you have entered the square footage that you intended to enter. (Check for typos!) |

- 15  Validation. You have entered a new square footage that is greater than the suggested maximum of 40. You may want to change your entry. *Space screen/ inventory item line* Click okay if you are certain that you have entered the square footage that you intended to enter. (Check for typos!)
- 16  Validation. You have entered a new cost that is greater than the suggested default of \$375. You may want to change your entry. *Collection Subcategory Screen* Click okay if you are certain that you have entered the cost that you intended to enter. (Check for typos!)
- 17  Validation. You have entered a new cost that is less than the suggested default of \$375. You may want to change your entry. *Collection Subcategory Screen* Click okay if you are certain that you have entered the cost that you intended to enter. (Check for typos!)
- 18  Validation. You have entered a new cost that is greater than the suggested maximum of \$2100. You may want to change your entry. *Space screen Collection Subcategory Screen* Click okay if you are certain that you have entered the cost that you intended to enter. (Check for typos!)
- 19  Warning: You have gone outside of the suggested non-assignable range of a low of 20% and a high of 30%. *Library model screen* You have changed the non-assignable percentage below or above the recommended acceptable range. Double check to make sure that you have not made a typographical error.
- 20  Warning: The 'number of holdings' total does not equal the total holdings for collection 'book collection: XYZ small main library. This needs to be fixed on the collection allocation screen *Closing the model Closing Collection Allocation Screen Closing Collection Type Screen* Click okay and close the Screen. Double check the collection allocation screen to make sure that there is not a major discrepancy and finish the task of balancing the collection totals later.
- 21  You tried to delete a null record; can't do that! *Create new shelving types screen* Click okay.
- 22  You need to choose a model *Manage models screen* Click okay and select a model from the pull down list of Expert Models or from your list of User Models.