

# Miscellaneous Error Messages



Connect, Inc.  
1701 Quincy Avenue, Suites 5 & 6, Naperville, IL 60540  
Ph: (630) 717-7200 Fax: (630) 717-7243  
[www.connectrf.com](http://www.connectrf.com)

## Table of Contents

<b>Error Message Language Translation.....</b>	<b>1</b>
<b>Description of the RF Send Failed Message.....</b>	<b>3</b>
<b>Twin Client Error Messages.....</b>	<b>4</b>
<b>Symbol "Bad Command File Name Not Recognized" Error.....</b>	<b>5</b>
<b>Symbol "No Applications" Error.....</b>	<b>6</b>

## Error Message Language Translation

The following is a description of the reformatting of u\_msgs.txt file for different languages.

All messages displayed on the PowerNet terminals come from the u\_msgs.txt file. Internally, the program calls out an error number, and the message to display is looked up in the file based on the error number. The format of the file is a LANG line to indicate the language of the section, followed by the error messages for that language. One file may contain several languages, which will be controlled by the language option on the configuration screen. Following the LANG line are the individual error message lines, which consist of the error number, display row, display column, two internal flag numbers, and the error message itself. When translating the file, the only item that may be changed is the error message. The first five fields should be left as they are.

The LANG line sets the language to be used. The current allowed codes are:

- 1 - English
- 2 - French
- 3 - German
- 4 - Spanish
- 5 - Italian

To add additional codes, contact Connect at [support@connectrf.com](mailto:support@connectrf.com) and explain what is desired.

When the user selects a language on the configuration, the terminal will look for the appropriate LANG line when scanning for error messages. If the line is not found, then the first language that is found will be used.

Note that when translating the error messages, it is critical to use a font that matches the font resident in the terminal. For example, if the terminal is using ISO8859-1, then the translations must be made using the same font.

```
LANG=1;
0001=2,3,2000,-1,ENTRY TOO LONG;
0002=2,2,2000,-1,ALPHABETIC ONLY;
0003=2,2,2000,-1,MINUS NOT VALID;
0004=2,1,2000,-1,DECIMAL NOT VALID;
0005=2,1,2000,-1,ALPHANUMERIC ONLY;
0006=2,4,2000,-1,NUMERIC ONLY;
0007=2,2,2000,-1,ENTRY TOO SHORT;
0008=2,4,2000,-1,INVALID KEY;
0015=2,2,2000,-1,MUST CLEAR FIELD;
0016=2,2,2000,-1,SCAN NOT ALLOWED;
0017=2,2,2000,-1,KEY NOT ALLOWED;
0018=2,2,2000,-1,ENTRY TOO SHORT;
0020=1,1,0,0,RECOVERABLE ERROR;
0021=1,1,0,0,FATAL ERROR;
0022=2,1,0,0,FUNCTION:\n\nFILE:\nLINE:\nCODE::;
0023=7,1,0,0,Press Any Key\nFor More Details...;
0024=8,1,0,0,Press Any Key...;
```

The format of the file is as follows:

a=b,c,d,e,f;

Where:

a - Message ID

b - Display Row

c - Display Column

d - Display the message

(0) do not wait for a keypress

(-1) wait for a keypress

(-2) Display "press any key" and wait for a keypress

(>0) Delay this many milliseconds before continuing

e - Type and Number of beeps

(>0) one tone beep

(<0) Two tone beep

f - Message text limited to 100 characters. Special characters such as newline "\n" count as 1 character.

## **Description of the RF Send Failed Message**

### **Introduction**

The following is an explanation of the RF Send Failed message.

### **Problem Description**

The terminal displays this message and then restarts or must be rebooted. This indicates that the terminal did not receive an acknowledgement to a sent packet at the IP level, and that there is a network issue.

### **Resolution**

Verify that the customer's network is set up properly and that any switches are configured correctly for mobile units. Reference the switch manufacturer's documentation.

Verify that the Mobile Unit firmware and BIOS are up to date. Contact the manufacturer of the Mobile Unit.

Verify that the Access Point firmware is up to date. Contact the manufacturer of the Access Point.

**Note:** To troubleshoot, isolate the Mobile Unit, Access Point, and network on a non-switched segment.

## **Twin Client Error Messages**

### **Introduction**

The following are valid clarified Twin Client error messages with possible cause and resolution descriptions.

### **Resolution**

For AirLoader systems only, use this file: [http://www.connectrf.com/Documents/u\\_msgs.txt](http://www.connectrf.com/Documents/u_msgs.txt)  
Install in PowerNet/TwinClient/terminal directory.

The following is an Excel spread sheet with messages, possible causes, resolution suggestions and referenced Tech Notes. [http://www.connectrf.com/Documents/u\\_msgs.xls](http://www.connectrf.com/Documents/u_msgs.xls)

**Note:** If you are receiving any other message that is not in this table, then that message is being generated by something other than Twin Client, a *host*, *network*, *application*, or *database system*. You will need to contact those vendors for their explanation of their error messages.

## **Symbol "Bad Command File Name Not Recognized" Error**

### **Introduction**

A Symbol "Bad Command File name not recognized" error exists.

### **Problem Description**

There is an incorrect version of LWP and UDP802.11 on the terminal.

### **Resolution**

You must associate to any Access Point first!

Obtain the correct version of LWP and UDP802.11 from Symbol Technologies and reload them on the terminal following Symbol's instructions.

## **Symbol "No Applications" Error**

### **Introduction**

A Symbol "No Applications" error exists.

### **Problem Description**

Twin Client is not loaded on the terminal.

### **Resolution**

Obtain the current version of Twin Client from the terminal manufacturer or Connect and load it on the terminal following the Twin Client Manual instructions.

[http://www.connectrf.com/Resources/service/p\\_release.htm](http://www.connectrf.com/Resources/service/p_release.htm)



## **About This Document**

This document is based on the following Technical Documents in our Lotus Notes database that have been made obsolete: T1087, T1164, T1184, T1185, and T1197.

Please let us know about any errors in this document at:

<http://207.241.78.223/isoxpert/calltrak.nsf/WebTracking?OpenForm>