

# 7 Troubleshooting

## Overview

This chapter describes how to troubleshoot common Clip problems.

## Troubleshooting Clip Problems

This section describes how to troubleshoot common Clip problems.

Problem	Cause	Solution
The system is running very slowly for more than one day.	There are many causes for this problem.	Run DBMaint to reindex and clean up the Clip database tables. For more information, see Chapter 3, "Managing Databases," in this handbook.
When retrieving a document in Clip, the following error appears:  No document selected	The document was not selected correctly.	Reselect the document by clicking on it. When selected correctly, the document is highlighted.
When retrieving a document in Clip, the document cannot display because it is locked.	Clip crashed when a user was working with this document.	Run DBMaint to reindex and clean up the Clip database tables. This clears the lock. For more information, see Chapter 3, "Managing Databases," in this handbook.

*Common Clip Problems and Solutions (continued)*

**Troubleshooting**

Problem	Cause	Solution
<p>When retrieving a document in Clip, an error message appears indicating the NOS server is busy.</p>	<p>Most likely, the NOS server is hung.</p>	<p>Try accessing the document again after a few minutes.</p> <p>If after a few tries the error continues, make sure all users are logged out of Clip. Reboot the NOS server. Then, try retrieving the document again.</p>
<p>When retrieving a document in Clip, the following error message appears:</p> <p>NOSSWKS.EXE Not Installed with /WIN=1</p>	<p>Cause 1: The NOSSWKS TSR was loaded and then dropped out of memory.</p> <p>Cause 2: The system is trying to load NOSSWKS.EXE before connecting to the network.</p>	<p>Solution 1: Exit out of Clip and reboot the PC where the error occurred. Try viewing the document again.</p> <p>Solution 2:</p> <ol style="list-style-type: none"> <li><b>1</b> Copy NOSSWRKS.EXE from the NT File server to the PC's C: drive.</li> <li><b>2</b> Do one of the following: <ul style="list-style-type: none"> <li>■ Edit the line in the PC's AUTOEXEC.BAT that references NOSSWKS so it reads: C:\NOSSWKS.EXE /WIN=1</li> <li>■ Delete the line that references NOSSWKS from the PC's AUTOEXEC.BAT. Then, add the following line to the PC's BATCH.BAT file: C:\NOSSWKS.EXE /WIN=1</li> </ul> </li> </ol>

*Common Clip Problems and Solutions (continued)*



*Troubleshooting*

Problem	Cause	Solution
	Cause 2: The HASP key is experiencing conflicts.	<p>Solution 2:</p> <ol style="list-style-type: none"> <li><b>1</b> Install the HASP key on the NT File server.</li> <li><b>2</b> Copy the NETHASP.INI file to the C:\WINNT35\SYSTEM32 directory on the NT File server. If you don't have this file, contact the Field Imaging system administrator.</li> <li><b>3</b> Add the TCP/IP address of the server where the HASP key is located to the [NH_TCPIP] section of the NETHASP.INI file. Make sure you unremark the line where you added the address.</li> <li><b>4</b> Install the HASP key driver. To do so, insert the Clip 4.1 Installation Disk 1 in the server's disk drive and execute the following command:  a:\hinstall /I</li> <li><b>5</b> Reboot the server.</li> <li><b>6</b> Copy the NHSRVWNT.EXE from the Clip 4.1 Installation Disk 1 to the C:\WINNT35\SYSTEM32 directory on the NT File server.</li> </ol> <p><i>(solution continued)</i></p>

*Common Clip Problems and Solutions (continued)*

Problem	Cause	Solution
		<p><b>7</b> Create an icon with the following command line:</p> <pre>C:\WINNT35\SYSTEM32 \NHSEVWNT.EXE /NETBIOS /TCPIP</pre> <p><b>8</b> Place a copy of the icon in the server's startup group and the accessories group.</p> <p>For more information on these steps, contact the System Administrator.</p>
<p>Clip displays the following error message on the NT File server:</p> <p>HASP Key not found [01].</p>	<p>Cause 1: There is not enough memory on the NT File server.</p> <p><i>(causes continued)</i></p>	<p>Solution 1: Add more memory to the NT File server; 32 Mb of RAM is recommended.</p>

*Common Clip Problems and Solutions (continued)*

*Troubleshooting*

Problem	Cause	Solution
	<p>Cause 2: The NT File server cannot find the HASP key on its parallel port.</p>	<p>Solution 2:</p> <ol style="list-style-type: none"> <li><b>1</b> Copy the NETHASP.INI file to the C:\WINNT35\SYSTEM32 directory on the NT File server. If you don't have this file, contact the System Administrator.</li> <li><b>2</b> Add the TCP/IP address of the server where the HASP key is located to the [NH_TCPIP] section of the NETHASP.INI file. Make sure you unremark the line where you added the address.</li> <li><b>3</b> Reboot the server.</li> <li><b>4</b> If there is still a problem, uninstall the HASP Loader service. To uninstall, insert the Clip 4.1 Installation Disk 1 into the server's disk drive. Then, execute the following command:  a:\hinstall /r</li> <li><b>5</b> Reboot the server.</li> <li><b>6</b> Reinstall the HASP key driver. To do so, execute the following command:  a:\hinstall /i</li> </ol> <p><i>(solution continued)</i></p>

*Common Clip Problems and Solutions (continued)*

Problem	Cause	Solution
		<p><b>7</b> Reboot the server.</p> <p><b>8</b> Copy NHRVWNT.EXE from the Clip 4.1 Installation Disk 1 to the C:\WINNT35\SYSTEM32 directory on the NT File server.</p> <p><b>9</b> Create an icon with the following command line:</p> <pre>C:\WINNT35\SYSTEM32 \NHRVWNT.EXE /NETBIOS /TCPIP</pre> <p><b>10</b> Place a copy of the icon in the server's startup group and the accessories group.</p>
Clip displays the following error message on the Clip workstation:  HASP Key not found [01].	The workstation is running both TCP/IP and IPX. You can only have TCP/IP loaded to run Clip.	Unload IPX from the workstation.
Clip freezes up when started. The hour glass remains on the display, and the Login window never appears.	The workstation is not able to communicate with the HASP key on the NT File server.	<p>Confirm that NHRVWNT.EXE is running on the NT File server.</p> <p>Confirm that TCP/IP is loaded or listening for the executable.</p> <p>If not, restart the executable.</p>

*Common Clip Problems and Solutions*