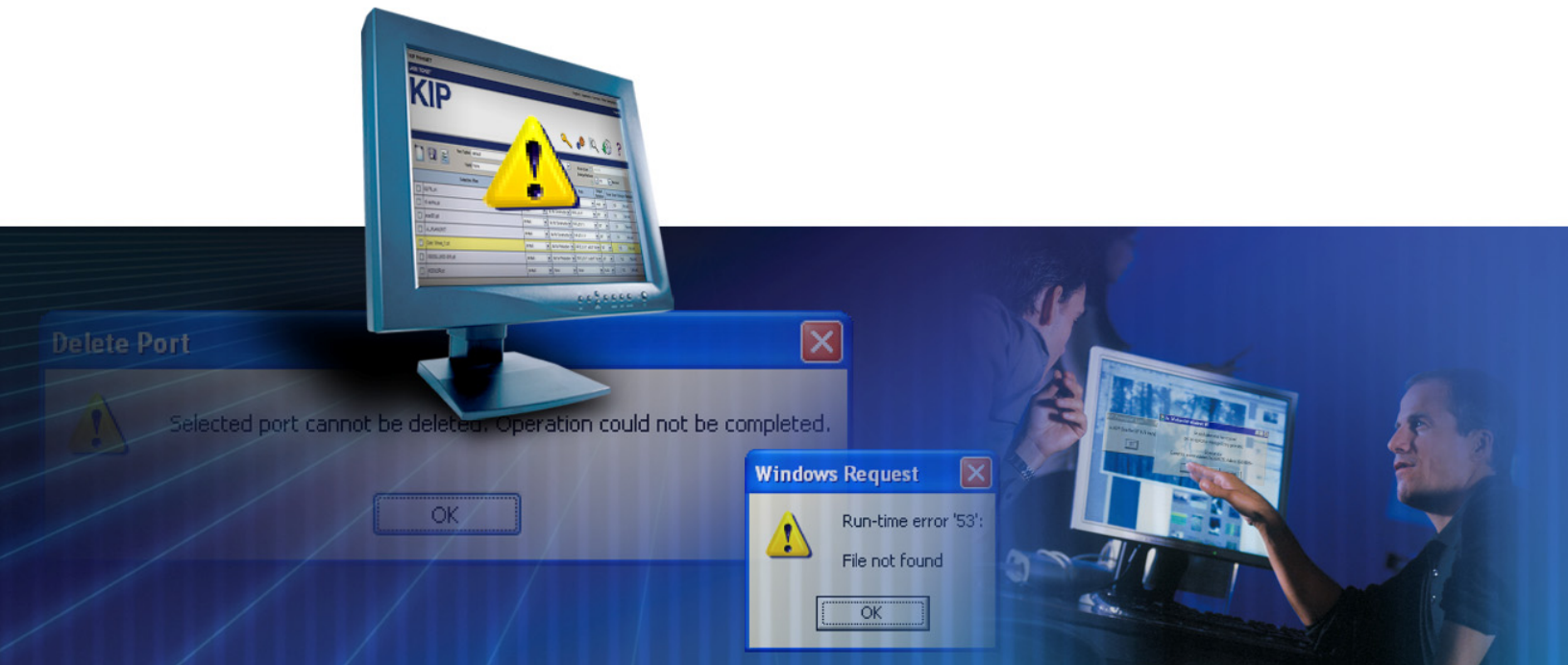


KIP



Troubleshooting Software Errors



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Types of Software Errors

If an error is encountered when using KIP Powerprint Software, it's important to know what type of error it is. An error will usually fall into one of these categories:

A "Runtime Error"

A software error that causes the program to terminate when it is being run. A Runtime Error is followed by a number, and a description.

The error description tells us exactly what went wrong. (For example, "File Not Found") In most cases, knowing exactly when the error occurs is as important as the error number itself. Knowing these two bits of information is essential for the error diagnosis.



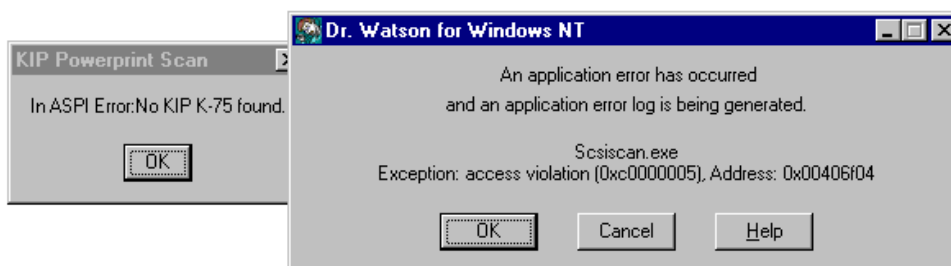
A "Print Error"

(Displayed on the PC) – A Print Error is displayed in the Unattend software program, but is usually an indication that something is wrong with the print engine itself. It can also be an indication that the software cannot communicate properly with the print engine. A Print Error is normally followed by a number, and a description.

A printer error code (displayed on the printer's LED panel) – Errors on the LED panel of the print engine (i.e. "E-51" or "J-12") are not discussed in this document. Please refer to the printer's Operation Manual.

A Dr. Watson Error

Dr. Watson for Windows is a program error debugger. It is a function of Windows operating system. Dr. Watson will report the file that has crashed. It is important to note the file that has crashed, in order to diagnose this error. In this example, Scsiscan.exe has crashed.





An Error Sheet Printout

In some cases, the engine will print an error sheet instead of the expected print. From the error sheet, we can diagnose the issue.





Who Should Perform A Software Fix?

The troubleshooting methods are suggestions only. Please use them at your own risk. These software suggestions are not difficult to employ. But they do require a working knowledge of the KIP Configuration (.ini) files, and the methods needed to access the KIP Internal Controller. In some cases, you may be required to make changes in the Operating System Registry. If you have any doubt about a troubleshooting method, please contact your KIP Dealer.



Collecting Information for Diagnosis

It is important to know the following things to diagnose the error. If you're not able to diagnose the error yourself, the following information will be required from your KIP Dealer or KIP Software Support in order to help you effectively.

The Error Type and Number

Examples: Runtime Error 53 or Print Error 6

The Software Program That Got the Error

Was it Powerprint Request?

Powerprint Unattend?

An install program?

Another program?

Exactly When the Error Occurred

Examples:

"As soon as I hit the submit button"

"When Unattend's status bar reads "Building List Of Files To Print"

Can You Duplicate the Error?

Does it happen every time you re-enact the scenario?

If the error occurs with a certain file, do other files work?

Does the error only seem to occur from a particular workstation or user group?

Does the error occur if you're logged on as Administrator?



A Common Mistake When Troubleshooting

Please **do not** uninstall and re-install the KIP software as part of your troubleshooting process, unless instructed by a KIP technician.

Why not? Let's assume you have something incorrect in your program's .ini configuration file. When you uninstall, we do not remove your current .ini file. When you reinstall, we do not overwrite your .ini with a new one. We assume you want to keep your .ini settings, so the install programs do not overwrite the .ini files.

Some novice users mistakenly uninstall all of the KIP programs, even if they're only getting an error in one of the software pieces. Then they have to essentially rebuild their system from scratch, and configure software for their particular model. They may uninstall the drivers for their PC Interface Card during the process, and not install the correct ones when rebuilding. Now they've gone from a simple runtime error to having a system that is completely down.

If in doubt, please don't panic. Call your KIP Dealer for support.



Suggestions For Troubleshooting Errors

Suggestions for troubleshooting some of the Runtime Errors are listed below. Each listing contains some possible causes for the error and the things that the KIP Digital Support Department team normally checks for when they occur. They may not include a solution for you, but they are a good place to start looking.

Errors are listed in numerical order.

Runtime Error 5 - Invalid Procedure Call

- Do you get this error when trying to Manage the Unattend print queue? If so, edit the *winreq.ini* on the Internal Controller and remove the three Monpath lines from the [Multiple Printers] section. Then, connect the Internal Request to Unattend using the computer name or IP address instead of the Monitor Path.
- There is possibly a bad file in your LPD spool directory. However, note that monitoring the LPD spool directory is now turned off by default in version 5.x. See Runtime Error 55.
- On older PCs, you may be using an old set of Visual Basic runtime files. Check the Tools directory on the Powerprint Software CD for an update for VB.
- Confirm the Density values in the *unattend.ini* are set correctly, the highest value cannot be over 48.
- Could be a corrupt *Joblist.dat*
- Create a new settings folder
- Clear the Recall folder
- Clear or create new Logdir folder

Print Error 6 - Timeout Waiting for Print to Complete

See Print Error 12

Runtime Error 6 - CopyMaker Error

This error only occurs in older versions of KIP CopyMaker and was caused by the value for the number of Recall jobs being set too high. Delete the CopyMaker Recall folder also check the number of recalls allowed in the software.



Print Error 7 – Interface Board Not Fast Enough

The PC interface board is not the correct board for the print hardware, or the wrong drivers (Kfiles) have been loaded for the I/F board.

Runtime Error 9 – Subscript Out of Range

This error only occurs when the .ini file is missing or corrupt, replace the .ini file with a Default.ini file.

Runtime Error 11 – Division by Zero

This error occurs when a job is submitted that has not been created with the proper settings. Turning Round Endcapping on in the Request software prior to sending the job will allow these files to print.

Print Error 12 – Timeout Waiting for Print

Verify that your hardware thermostat settings are correct. This error is usually seen when the print engine has to raise and lower temperature for different media types. Or, the printer is in a condition that it can't finish printing the job. Has the paper drawer been open for a long time?

Print Error 35 – DPI Does Not Match the Machine Capabilities

Verify that the Controller/IPS has the dpi set correctly in the unattend.ini. Look for the line PRINTERDPI= and make sure it is correct.

Runtime Error 13 – Type Mismatch

- If the CopyMaker program hangs at the splash screen, this error will sometimes be displayed behind the splash screen. There is a corrupt registry setting.
 - a. Go to START, RUN, type REGEDIT (enter)
 - b. Expand HKEY_CURRENT_USER
 - c. Expand SOFTWARE
 - d. Expand VB and VBA Program Settings
 - e. Delete the CopyMaker folder
 - f. Close Registry Editor
 - g. Launch CopyMaker again





- If this error occurs when trying to print the Unattend Production Report, someone has entered Job Number information that contained quotation marks or a comma. This confuses the structure of the comma-delimited data file. It may be possible to edit the .log file by hand, and remove the offending characters. Find the .log files in c:\monpath1\logdir in Unattend's LogFileDirectory.

Print Error 21 - Print Incomplete

The symptoms of a Print Error 21 are a blank or partially printed page on a correct-size sheet. On systems with Internal Controllers, users will not see the error itself, just the incorrect output. The Copying function appears to work fine.

An incomplete print could be caused by a number of unrelated conditions: faulty hardware in the PC or printer, incorrect software settings, even environmental conditions. In many cases, the data bus settings are set incorrectly on the print engine, and can be tweaked by the hardware tech. There may be damaged cabling within the printer. It could also be caused by a buffer underrun on the interface card, in which case data can't get to the printer fast enough. It might be a damaged PC Interface Card.

It might be...

- Printer BIAS voltage fluctuation
- Corona amperage fluctuation (Transfer, Separation and 1st charge)
- Incoming voltage fluctuation
- Incorrect Data Bus settings at lead/trail edge
- Poor grounding on the printer drum
- Slow or fragmented hard drive on KIP Controller
- Slow network, excessive network traffic
- PC Interface card had older programming revision (00, needs 1A)
- Crimped data cable between the D.C controller and the printer Interface board
- Static Electricity. (Check the room environment) Humidity must be above 40%. If humidity is low, try static spray on feed guides.
- Bad cable\bad cable connection between PC Interface Card and Printer/Printer Interface
- PC Interface card not seated properly



For more information, see the document called "Print Error 21 – Helpful Hints" in the Manuals folder of the Powerprint CD.

Print Error 25 – Data Flow Error

Troubleshoot same as Print Error 21

Print Error 27 - Cannot Print Long Length

When printing a long length drawing on an 8000 engine, you might see this error if the printer has not been configured to print long length. Have the hardware technician verify Backup Data Mode 4-02. Printer cut lengths are typically set at 6m, or about 18 feet. These values can be set to 18 feet, 75 feet, or unlimited.

Runtime Error 28 – Out of Stack Space

If you've upgraded from version 3.x or 4.x to a current version, your .ini files may be pointing to the old location for your Mfiles. Look in the .ini files. If your Mfiles point to c:\programs, change it so they point to c:\programs\ds

Print Error 33 – Incorrect Drivers for the DMA Board

The drivers (Kfiles) for the PC interface board are incorrect. This error might occur if someone has rebuilt the KIP Controller from scratch, and installed the incorrect Kfiles. Please run the KFiles installer for the correct printer model.

Runtime Error 51 - Internal Error

You will normally see this error flashing on the Unattend program. There has been a loss of communication between the KIP Controller and the Printer. Common reasons:

- Print engine is in Metric Mode, but Unattend is trying to communicate in English mode. Check the LED panel on the printer, and make sure your rolls are listed in English (24, 18 etc) and not Metric (A0, B1, etc.) If there is not an LCD display on the printer, on models such as a 2900, check the roll size on the scanner head. Note that '36' is a valid paper size in both English and Metric, and the existence of a '36' roll is not a good indication of mode setting.
- Incorrect drivers (Kfiles) loaded during re-install or upgrade. The PC Interface card(s) have very specific drivers that need to be loaded and running for the Internal Controller to communicate.

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Loading the incorrect drivers, or starting the wrong drivers in Window's Devices can cause an Error 51. KIP recommends using the install programs for the Kfiles, and not trying to load and register them manually.

- Was the equipment recently moved or repositioned? Check your cable connections. Are they screwed in tightly? Try reversing the cable. Is the PC Interface Card seated properly? Turn off the Controller power, and try reseating the card.
- Do you have the correct eprom for your hardware?
- Could be a corrupt winstat

Runtime Error 52 – Bad File Name or Number

Check for invalid characters in a filename or folder name. Look for commas, slashes, or something out of the norm. Rename the Logdir to Logdirold and launch the KIP Unattend and this will create a new Logdir folder removing the corrupt one.

**Running a Check Disc on the hard drive sometimes will fix a RTE 52 in the Unattend.

1. go to my computer>properties of c:\drive
2. tools tab
3. error checking
4. check now
5. first box only
6. say ok
7. reboot

Runtime Error 53 - File not found

- If you get this error in Unattend, after submitting files from a workstation on the network, try this: Close Request program at the workstation. Open the winreq.ini. Change LOCALREQUEST to FALSE or 0 (zero) and save. Open the Request program and try again.
- One of the configuration files (.ini) is looking for a file that it can't find. Were you changing filenames? Did you delete a pen table? Did you move or alter some folder names? Open the .ini of the program that is giving you the error. Note the lines that refer to your pens. Do those paths exist? Does that pen table exist? Are you logging on to the workstation PC as a new user, and your drive letter mapping has now changed?



- Did you request a drawing with a stamp? Check the properties of the stamp. Are you pointing to an image file that does not exist, i.e. *stamp.tif*? If in doubt, check IMAGE, remove the complete path, then uncheck the image. Resave your stamp and try again.
- If you try to launch a KIP Program, and the corresponding *.ini* file is not in the same folder as the executable, you will get RTE53.
- If this error occurs when checking the Force Size or Stamp checkbox in Request, you may have a corrupted file, or an inappropriately named file. Make sure there is a default.set file in `c:\program files\windows request\settings`.
- Verify that a Stamp scheme, Fold scheme, or Force Size scheme is not named with a 'space' at the beginning of the name, such as (space)FoldName.fld

Runtime Error 55 - File Already Open

- If you get this error when launching Unattend, check to see if the manager mode file is enabled. On the Internal Controller, browse to `c:\monpath1\logdir`. If a file called *manager.kip* exists, delete it.
- Someone has spooled a file to LPT1, and the KIP Controller is somehow monitoring that folder in two different ways. This might occur in version 4.x, but probably not in version 5.x. At the KIP Controller, close Unattend. Use Windows Explorer to browse to `c:\winnt\system32\spool\printers`. Delete the files in the 'printers' folder.
- Find `LPDSpoolDirectory=c:\winnt\system32\spool\printers` in the `winntd.ini`. Delete everything after the '=', so that `LPDSpoolDirectory=` (blank).

Runtime Error 61 - Disk Full

The hard drive being accessed is full.

Runtime Error 62 - Input Past End Of File

- In almost all cases, *Runtime Error 62* is generated because *Norton Antivirus*, *Sophos*, or some sort of 'real-time' monitoring software, has interrupted the process of transferring the KIP Job Ticket from Request to Unattend. These programs gain control, or monitor files, while Request is trying to assemble Job Ticket information. When the Job Ticket assembly is interrupted, a Runtime 62 is generated, possibly creating a corrupt or incomplete job ticket. Disable antivirus programs at the workstation and/or KIP Controller. Submit another file to see if this could be the culprit.



- The file being submitted may be in the process of being copied from one location to another. Allow the file to finish its copy/transfer process.

Runtime Error 67 – Too Many Files

- Check the permission of the Log File Directory folder. Unattend is trying to write roll info and print log info to a computer log directory, also known as the logdir, and is having permissions issues. The logdir path is defined in Unattend's CONFIGURATION, MISCELLANEOUS menu.

Runtime Error 70 - Permission Denied

- Do you have permissions to read/write/erase to and from the selected folder? RTE70 is often an issue with computer rights. Test the ability to read and write by using Windows Explorer to write a file to the location in question and then delete it.
- Sometimes it's simply a bad file in the queue. Make sure you have the latest conversion set (Mfiles). Try viewing the file in Request. If it opens in the viewer, it should print. If you get a RTE70 when trying to view, the printer will give the same result.
- A program is already running in the background, and you're trying to open it again. Do a CTRL+ALT+DEL and check the Task Manager within the Powerprint Controller. Maybe you have *mh2.exe* or one of the other Mfiles running in the Task Manager Processes? Sometimes a file will hang and this program doesn't shut down properly. End the task, or reboot.

Runtime Error 75 – Path/File Access Error

The file you are trying to access is unavailable, or being used by another process.

- Misspelled path
- An call or *.ini* reference to a folder or file that has been renamed, or deleted, or is highlighted in another program like Windows Explorer.
- A call or *.ini* reference to a folder where the security or rights have been modified.
- Attempted to replace a read-only file. Change to read-only attributes of the file.
- Trying to user conversion tools (Mfiles) that require an MMX Processor, but the computer does not have an MMX Processor.
- If the error occurs when a Request is submitted, yet a job prints, something may be corrupt in the Request Recall folder. Try backing up the contents of the Recall folder (usually located in `c:\programs\recall`), then delete the contents of the Recall folder.



This could be a user Rights Issue, log on as admin and see if error still occurs.

Runtime Error 76 - Path Not Found

- The program .ini can't find a path to the programs it needs. Open the .ini of the program that is giving you the error. Note all of the lines that refer to mapped drives or computer file locations. One of these either no longer exists, has a typographical error, or the folder name has been changed. You'll get this error if you log on as a different user and drive mappings are different, if you move your 'Pens' or 'Recall' folder, etc.
- Did you request a .pdf or .ps file? These formats require the Powerscript³ Option, and if you don't have the option installed, you may get Runtime 76.

Runtime Error 91 - Object Variable Width Block Variable Not Set

Check the rights to the TempDir in the .ini of the program you are using.

Runtime Error 339 - Cannot Load Custom Control File

This error seems to occur when users had version 4 installed, then updated to version 5, then went back to version 4.

- a. Load the version 4.x programs: Scan, Request and Unattend.
- b. Search Windows for a file called msvcirt.dll
- c. Rename msvcirt.dll to msvcirt.old
- d. Run the install program for the 4.5 version of Powerprint Request and only Request (even if another program is giving you the error)
- e. Reboot. Powerprint 4.5 should be up and running at this point.
- f. If you wish to upgrade to version 5.x, please run the appropriate upgrade program from the Powerprint 5.x CD.

Call Digital Support if you have questions about this error.

Runtime Error 380 - Invalid Property Value

There is possibly bad syntax in your .ini file. Check the definition of the TempDir and make sure it does not conflict with Window's Temp Directory.



Runtime Error 402 – Code Must Close Topmost Modal Form First

This error might be encountered if Unattend is unable to write its log information to the defined file location and folder. In the winuntd.ini, check the value of CurrentLogPath=. Something is corrupt in this directory, or this directory is inaccessible.

Runtime Error 20000 – Scanner Still in Copy Mode

You don't have communication with your SCSI scanner. It might indicate that your scanner is still in a 'Copy Mode' state. If the printer is still printing a copier set, and you try to run Powerprint Scan, you may receive Error 20000.

This error is commonly seen when users insert an original into the scanner head before they click the SCAN button in the software.

Runtime Error 30000 – Skew Error On Scanner Head

This error usually indicates that there is an error on the scanner itself and is awaiting user intervention. Please see the error on the scanner touch-screen panel. If the original skews or feeds incorrectly on the 2000-Series Scanner, please do not pull the original out of the throat of the scanner. Unlatch the scanner head by lifting the green lever on its left-hand side. This will release the head and tension on the original. Remove the original and close the scanner head. The touch-screen panel on the scanner should contain no errors. Click the Scan button to resume normal scanning operation from the software.

Runtime Error 50000 – Old Scanner Firmware

There is a mismatch between the firmware in your KIP K-75 SCSI scanner and the Powerprint Scan software. Please update the firmware on the SCSI scanner to the latest version.



Error Sheets

Error Sheet – “Bad File”

This is an indication of a further problem that will be noted at the top of the printed sheet. Typically, there will be more info listed on the sheet. See below.





Error Sheet – “File Not Found”

- Request workstations should have an .ini setting that reads LocalRequest=0. If the value is 1, the data files do not get copied into the Job Ticket, since 'pointer' files are being employed. Pointer files are text files that simply list the path to the data file. Once Unattend tries to process the Job Ticket, it may not be able to find the data files, based on the path listed in the pointer file. If Unattend cannot find the file, this error will occur.

Error Sheet – “File Too Small To Print”

- In the winuntl.ini, make sure NewFontConversion=True
- Sometimes, Endcapping needs to be applied in your Request Pen Table if the plot file demands it. Endcapping can also be applied in the AddHpglCmd= line of the .ini with an -e switch.
- If Calcomp files are being submitted, verify that the “Calcomp Settings” section of the Request Pen Table contains valid data.

Error Sheet – “File Too Large To Print”

- This is not an issue with computer memory. "File Too Large To Print" means that your drawing is beyond 36.0" x 36.0", and Unattend can't figure out a way to position it out of the print engine. Your drawing is literally too large to print! Try right-clicking on the file in Request before you submit it. Choose VIEW SELECTED IMAGE. When it opens in the viewer, hit the blue question mark. This will give you the dimensions of the drawing. You'll find it's beyond 36"x36". Try the Clip To Image Size function in the pen table.
- Sometimes TIF files have been mistakenly saved at a 'screen' resolution of 72dpi. By default, Unattend will attempt to print the file at its original resolution. But a D-size 400dpi file printing at 72dpi will most likely be Too Large To Print. In this case, we can temporarily force Unattend to print at 400dpi in the CONFIGURATION, MISC menu.



Error Sheet – “Invalid Raster File”

- There is an invalid switch in the AddRasterCmd= line in the winuntd.ini.
- The file type is unknown, and the program is trying to convert it with default raster settings, because the DefaultFileType=R. However, the file may not contain raster data, or is truly invalid. This error might only occur if mad.exe has not been defined in the winuntd.ini
- Verify that the Mfiles are current.

Error Sheet – “Invalid Vector File”

- A .pdf, ps, or .eps file has been submitted to the KIP Controller, and the Powerscript³ hardware key (a.k.a. “dongle”) has not been installed on the Controller’s parallel port.
- There is an invalid switch in the AddHpglCmd= line in the winuntd.ini. For example, the –D switch requires a numerical value after it, such as –D 300. But this switch might be displayed in documentation as –D #, assuming that the pound sign is a numerical variable. If you literally added –D # to the AddHpglCmd= line, this error will occur.
- The file type is unknown, and the program is trying to convert it with default vector settings, because the DefaultFileType=V. However, the file may not contain vector data, or is truly invalid. This error might only occur if mad.exe has not been defined in the winuntd.ini
- Verify that the Mfiles are current.



Windows Driver Errors

Windows Driver Installer Error - “Requested Resource Is In Use”

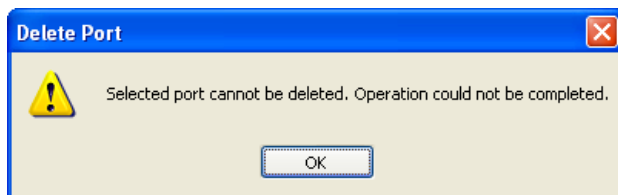
This error is seen when launching the printman.exe file to install the KIP Windows Driver. It indicates that the Windows Driver installer is trying to create a KIP0 port, but the KIP0 port already exists. Someone has already loaded, or tried to load the KIP Windows Driver. Try removing the KIP0 Port, reboot, and run printman.exe again.

Windows Driver Installer Error – Windows 9x Workstations

When running printman.exe on Windows 9x workstations, an error occurs. The driver will not install. This is because the install process wants to create the KIP0 port, and ports can't be created on Win9x workstations. The KIP Windows Driver will only install on workstations based on the NT kernel (WinNT, Win2k, WinXP, Win2003 Server). It can then be shared to other operating systems, including Win9x.

Removing the KIP0 Port – “Selected Port Cannot Be Deleted”

If this error occurs when trying to remove the KIP0 port, we can remove it manually.



On WinNT:

- a. Go to START, SETTINGS, CONTROL PANEL, SERVICES.
- b. Locate the SPOOL service. Temporarily STOP the SPOOL service.
- c. Use Windows Explorer. Browse to c:\winnt\system 32. Remove kawntppm.dll
- d. Re-start the SPOOL service.

On Win2k, WinXP:

- a. Go to START, CONTROL PANEL, ADMINISTRATIVE TOOLS, SERVICES
- b. Locate the PRINT SPOOLER service. Temporarily STOP the PRINT SPOOLER service.
- c. Use Windows Explorer. Browse to c:\windows\system 32. Remove kaw2kppm.dll.
- d. Re-start the PRINT SPOOLER service.



Manually Uninstalling the KIP Windows Driver

If the above error still occurs after following the above steps the driver needs to be completely removed from the system. Follow these steps:

1. Go Start\Settings\Printers and Faxes
2. Remove the Kip Printer Object and any other printer objects connected using available KIP port(s)
3. Go to File\Server Properties\Ports\
4. Remove any KIP Ports in this list

If you cannot remove a port this is because it is in use and you may need to stop the spooler and then restart the spooler to continue

- **Go to Start**
 - **Run**
 - **Type Cmd – (enter)**
 - **Type Net Stop Spooler**
5. Go to File\Server Properties\Drivers and remove all KIP drivers
 6. Go to C:\Windows\System32\Spool\Drivers\W32x86
 7. Delete anything that starts with a KA, KI or KU
 8. Go to the folder named "2" and remove anything Kip related
 9. Go to the folder named "3" and remove anything Kip related
 10. Go back to C:\Windows\System32 and remove the kaw2kppm.dll and if there kuwxppm.dll
 11. Type Net Start Spooler
 12. Reboot Server
 13. Proceed with Windows driver installation

You should now have a clean system and be able to install the driver as new install

Printing to the Windows Driver - "Error Writing to KIP0 for Document (Name): Unrecognized Error 10061"

This error might be seen if the Windows Driver and KIP0 port have been successfully installed, but configured incorrectly.



If, for example, you were installing the driver on the network server, you would want to configure the KIP0 port in SERVER mode. You would want to fill in the IP ADDRESS with the IP address of the KIP controller. If the IP ADDRESS is incorrect, you will get the error above. Can you PING the IP address? Are you sure that IP address is the address of the KIP Controller, and not the STF PC or another PC?

Even if you reconfigure the port to the correct settings, you may still encounter the error. In some cases, you may have to STOP/START the Print Spool Service or reboot the Server for the changes to take effect.

Windows Driver Request Installer – “Failed to Connect”

At the Window's drivers Device Properties tab, you are unable to install the Powerprint Request program. The Controller ID: does not show the KIP Controller's IP Address or Computer name. Re-install the shared printer on the workstation, or check to see that the KIP0 port is configured correctly at the computer where the shared driver resides.

Creating Custom Paper Sizes to be Used by the Windows Driver

Creating custom paper sizes is a function of the OS and not the KIP driver. However this can be done so that new sizes can be used in windows based devices. To set this up do the following:

1. Select the "Start" Button
2. Select "Printers and Faxes" (xp)
3. Select "File"
4. Select "Server Properties"
5. Select "Forms"
6. Select "Create a New Form"
7. Enter Form Name
8. Enter desired size
9. Save form
10. Repeat for other desired sizes.



Scanning Errors

“Scanner Setup Error”

This error usually indicates that you have a non-SCSI scanner, but your software is loaded for SCSI communication, or vice versa. In the winscan.ini, check the following line:

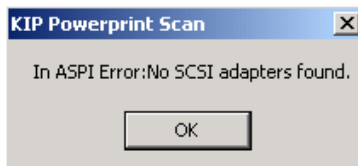
ScanExe=C:\Programs\scsiscan.exe is correct for SCSI scanners.

ScanExe=C:\Programs\kipscan.exe is correct for legacy non-SCSI scanners.

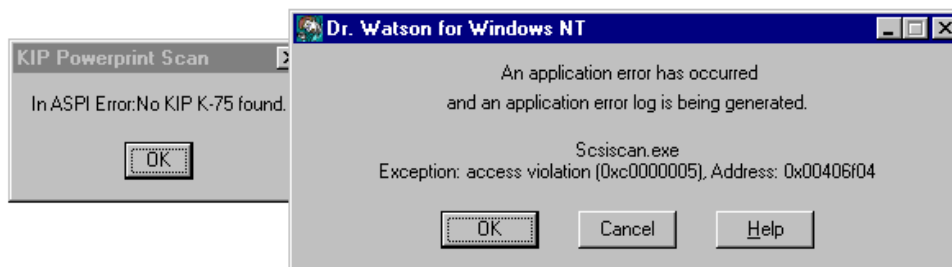
Also note the other winscan.ini settings that turn SCSI on or off, and set the scanner speed and model.

“In ASPI Error: No SCSI Adapters Found”

You have not installed the appropriate ASPI Layer drivers for your system. Please re-install the ASPI Layer from the 5.2 CD (CD Drive:\SCSI Tools and Drivers\ASPI Driver_471a2.) Please choose the proper version for your OS. See Step 6 in the Scan-To-File PC Setup manual.



“In ASPI Error: No KIP K-75 Found”



This usually indicates that:

1. The STF PC was powered on before the 2000-Series Scanner, or
2. Someone cycled power on the 2000-Series Scanner without restarting the STF PC, or
3. The 2000-Series Scanner is in 'sleep mode', or powered off.

Reboot only the STF PC to resolve this error.



If, after a reboot, you still receive the same error above, check:

1. Are the cables properly connected? Please remove each cable and inspect the pins on the connectors. These pins are tiny, and might be easily damaged.
2. Watch the computer POST (Power-On Self Test). Look for:

SCSI ID: 6 KIP K-75 SCSI BIOS Not Installed!

If you do not see this, the STF PC still does not have a good physical connection to the scanner.
Or, the SCSI termination number may have been set incorrectly on the 2000-Series Scanner.



The Master List

Runtime Errors

- 3 = Return Without Gosub
- 5 = Invalid Procedure Call
- 6 = Overflow
- 7 = Out of Memory
- 9 = Subscript Out of Range– Bad or Missing .Ini File
- 10 = This Array Is Fixed or Temporarily Blocked
- 11 = Division by Zero
- 13 = Type Mismatch
- 14 = Out of String Space
- 16 = Expression Too Complex
- 17 = Can't Perform Requested Operation
- 18 = User Interrupt Occurred
- 20 = Resume Without Error
- 28 = Out of Stack Space
- 35 = Sub, Function, or Property Not Defined
- 47 = Too Many Application Clients
- 48 = Error In Loading Dll
- 49 = Bad Dll Calling Convention
- 51 = Internal Error
- 52 = Bad File Name or Number
- 53 = File Not Found
- 54 = Bad File Mode – Replace Logdir Folder
- 55 = File Already Open
- 57 = Device I/O Error
- 58 = File Already Exists
- 59 = Bad Record Length
- 61 = Disk Full
- 62 = Input Past End of File
- 63 = Bad Record Number
- 67 = Too Many Files
- 68 = Device Unavailable
- 70 = Permission Denied
- 71 = Disk Not Ready
- 74 = Can't Rename With Different Drive
- 75 = Path/File Access Error
- 76 = Path Not Found
- 91 = Object Variable or With Block Variable Not Set
- 92 = For Loop Not Initialized
- 93 = Invalid Pattern String
- 94 = Invalid Use of Null
- 97 = Can't call friend procedure on an object that is not at an instance of the defining class
- 98 = A property or method call cannot include a reference to a private object, either as an argument or as a return value



- 298 = System DLL Could Not Be Loaded
- 320 = Can't Use Character Device Names In Specified File Names
- 321 = Invalid File Format
- 322 = Cant Create Necessary Temporary File
- 325 = Invalid Format In Resource File
- 326 = ? Corrupt Recall Folder?
- 327 = Data Value Named Not Found
- 328 = Illegal Parameter; Can't Write Arrays
- 335 = Could Not Access System Registry
- 336 = Activex Component Not Correctly Registered
- 337 = Activex Component Not Found
- 338 = Activex Component Did Not Run Correctly
- 360 = Object Already Loaded
- 361 = Can't Load or Unload This Object
- 363 = Activex Control Specified Not Found
- 364 = Object Was Unloaded
- 365 = Unable To Load With This Context
- 368 = The Specified File Is Out Of Date. Requires A Later Version.
- 371 = The Specified Object Can't Be Used As Owner Form For Show
- 380 = Invalid Property Value
- 382 = Property Set Can't Be Executed At Run Time
- 383 = Property Set Can't Be Used With A Read-Only Property
- 385 = Need Property Array Index
- 387 = Property Set Not Permitted
- 393 = Property Get Can't Be Executed At Run Time – Replace .Ini File
- 394 = Property Get Can't Be Executed On Write-Only Property
- 400 = Form Already Displayed; Can't Show Modally
- 402 = Code Must Close Topmost Modal Form First (Network Rights)
- 419 = Permission To Use Object Denied
- 422 = Property Not Found
- 423 = Property or Method Not Found
- 424 = Object Required
- 425 = Invalid Object Use
- 429 = Activex Component Can't Create Object or Return Reference To This Object
- 430 = Class Doesn't Support Automation
- 432 = File Name or Class Name Not Found During Automation Operation
- 438 = Object Doesn't Support This Property or Method
- 440 = Automation Error
- 442 = Connection To Type Library of Object Library For Remote Process Has Been Lost
- 443 = Automation Object Doesn't Have A Default Value
- 445 = Object Doesn't Support This Action
- 446 = Object Doesn't Support Named Objects
- 447 = Object Doesn't Support Current Locale Settings
- 448 = Named Argument Not Found
- 449 = Argument Not Optional or Invalid Property Assignment
- 450 = Wrong Number of Arguments or Invalid Property Assignment
- 451 = Object Not A Collection
- 452 = Invalid Ordinal



453 = Specified Dll Function Not Found
454 = Code Resource Not Found
455 = Code Resource Lock Error
457 = This Key Is Already Associated With An Element Of This Collection
458 = Variable Uses A Type Not Supported In Visual Basic
459 = This Component Doesn't Support The Set Pf Events
460 = Invalid Clipboard Format
461 = Specified Format Doesn't Match Format Of Data
480 = Cant Create Auto-Redraw Image
481 = Invalid Picture
482 = Printer Error
483 = Printer Does Not Support Specified Property
484 = Problem Getting Printer Info From The System.
485 = Invalid Picture Type
486 = Can't Print Form Image To This Type Of Printer
520 = Can't Empty Clipboard
521 = Can't Open Clipboard
735 = Can't Save File To Temp Directory
744 = Search Text Not Found
746 = Replacements Too Long
20000 = Scanner Still In Copy Mode
30000 = Skew Error On Scanner Head
31001 = Out of Memory
31004 = No Object
31018 = Class Is Not Set
31027 = Unable To Activate Object
31032 = Unable To Create Embedded Object
31036 = Error Saving To File
31037 = Error Loading From File
32045 = Missing Blank.Tlc File When Previewing Stamp
50000 = Your Scanner Firmware Version Needs To Be Updated



Print Errors

- 1 = Kipdrv Not Found
- 2 = Scan Parameter Error
- 3 = Controller Busy
- 4 = Communication Error
- 5 = Error Writing To Scan Ini File
- 6 = Timeout Waiting For Print Complete (20 Secs)
- 7 = Interface Board Not Fast Enough
- 8 = Print Parameter Error
- 9 = Could Not Create or Open File
- 10 = Print File Header Error
- 11 = Timeout Waiting For Roll Change
- 12 = Timeout Waiting For Print (10 Secs)
- 13 = Printer Power Off or Disconnected
- 14 = Timeout Waiting For Data Transfer
- 20 = Tsr File Read Error
- 21 = Tsr Print Not Complete (File Not Empty)
- 22 = Data Shift Error
- 25 = Data Flow Error
- 33 = Wrong Kfiles For PC DMA Interface Board

KIP

U.S.A.

Phone: (800) 252-6793

Email: info@kipamerica.com

Website: www.kipamerica.com

Canada

Phone: (800) 653-7552

Email: info@kipcanada.com

Website: www.kipcanada.com

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