



Bookstore Manager

Technical Information Document

File Error 98 Fix

Document Information:

Category	Software	O/S	All	Last Modified	09/25/03
Author	SA				

Document Summary

Instructions on fixing a file error 98

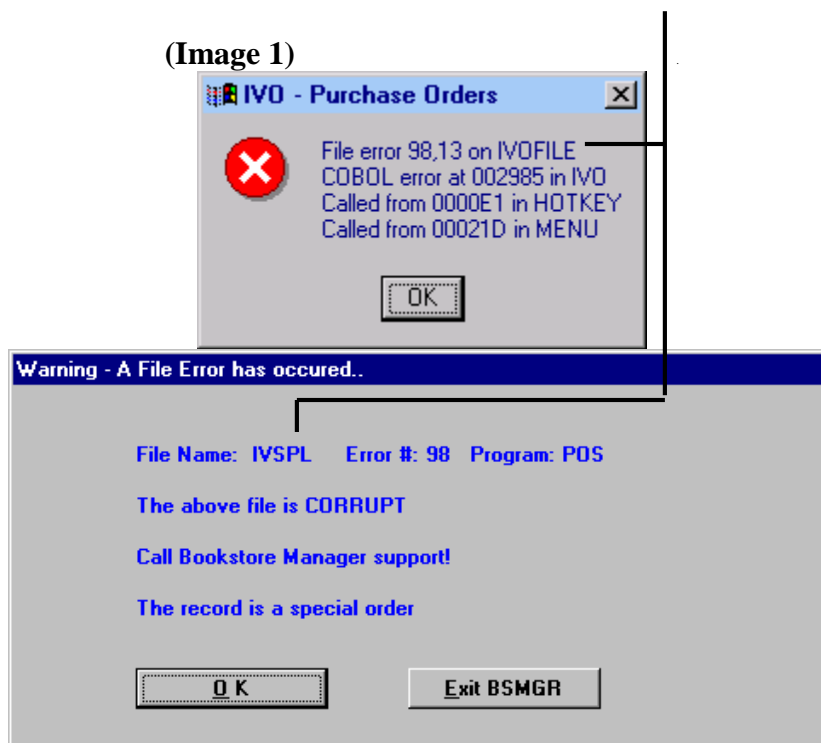
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*** Note – Read the special circumstances if you receive a File Error 98 on IVOFILE, BSMDATA, ALLBOOKS, AUTHORS, ALL****

(If your file error is not on one of the files listed above, please continue on below)

How to fix: Identify which file it is (Ex: IVOFILE/IVSPL – Image 1)

(Image 1)



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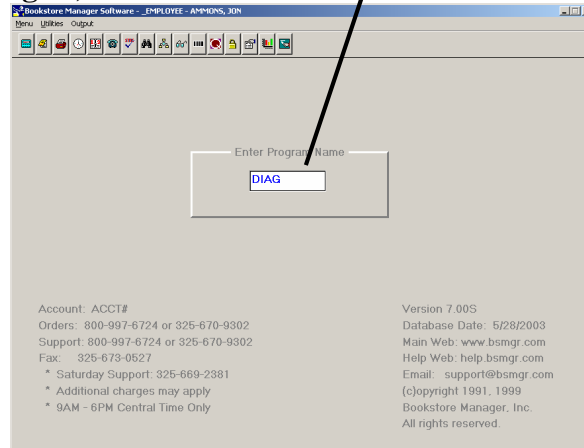
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A) Have everyone exit out of Bookstore Manager

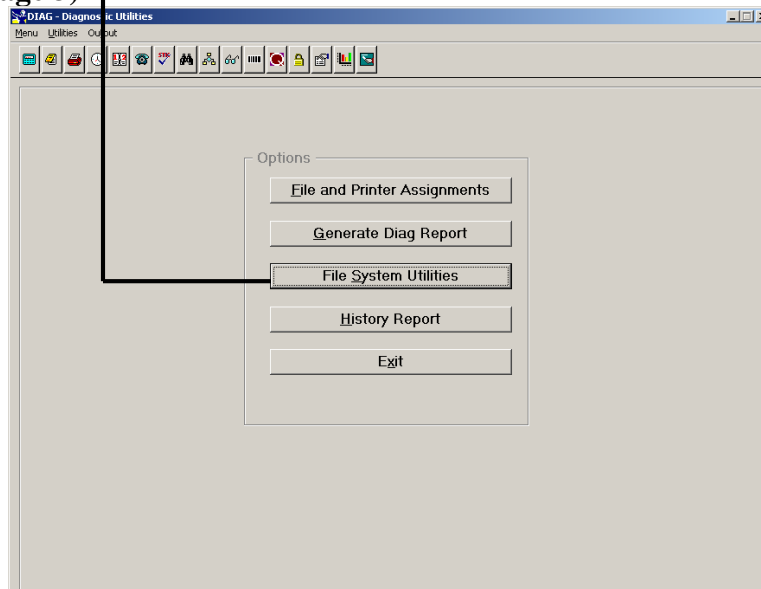
B) Open up Bookstore Manager and type in **DIAG** in the blank (Image 2)
**Note – Faster if done from server, but can be done at a workstation

(Image 2)



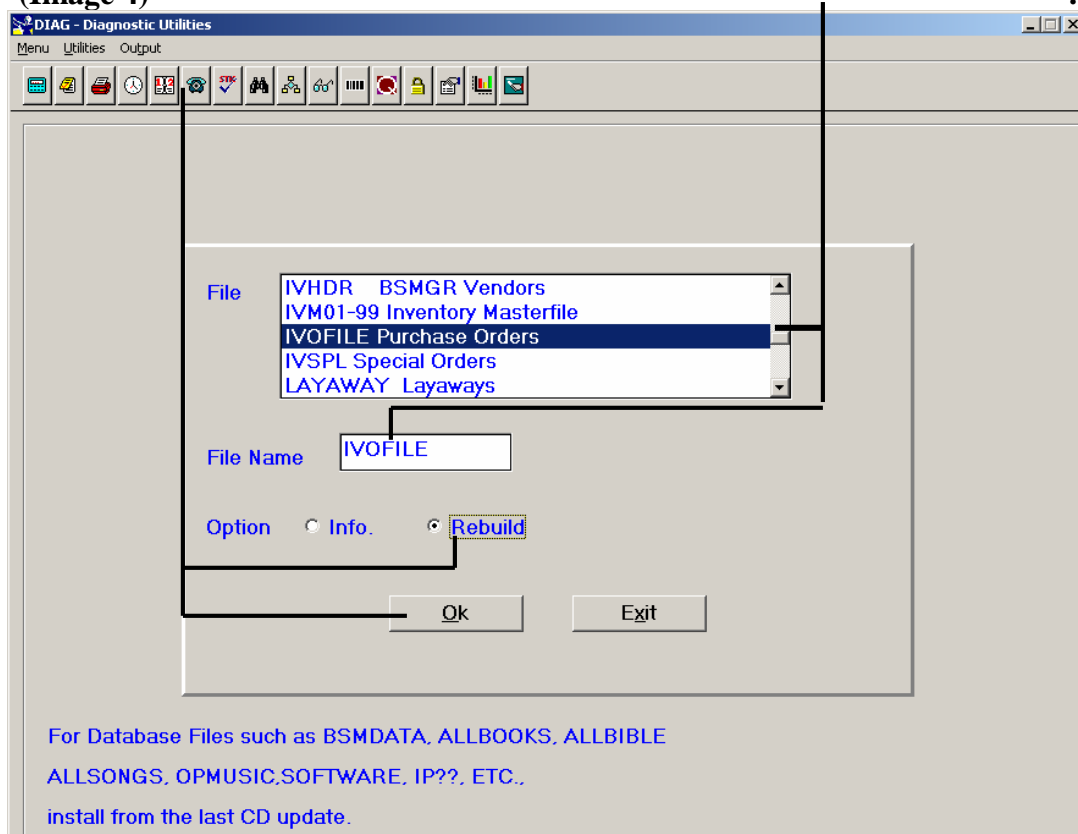
C) Go into File System Utilities (Image 3)

(Image 3)



- D) Select the file from the list or type the file name in the blank labeled **File Name (Ex. –IVOFILE-Image 4)**, also select the Rebuild Radio Button then click **OK**

(Image 4)



- E) *****NOTE-** if you receive one of the messages below, then type **N** and call support at (800) 997-6724 - If it goes back to File System Utilities (Image 4) automatically, then proceed to step F.

1. **WARNING-chain of records broken or**
2. **WARNING-lost records**

- F) Exit out of Bookstore Manager, then go back in. You should be able to access the program now that was giving you the error!

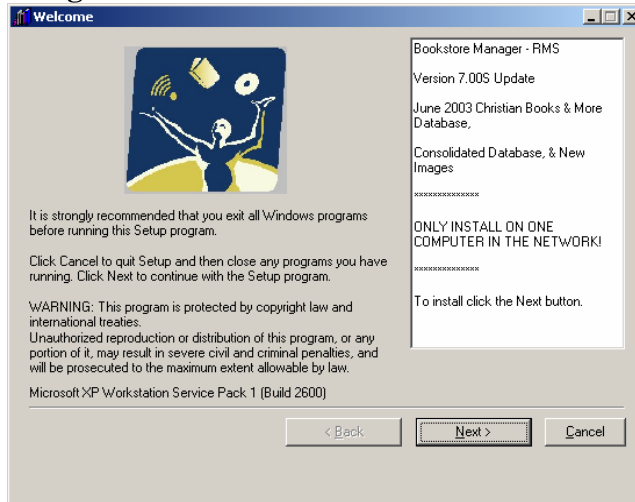
*****Special Circumstances*****

- A) If you receive a file error 98 on BSMDATA, ALLBOOKS, AUTHORS, ALL**** – follow the FE 98 on BSMDATA help document enclosed in this packet (See page 4)
- B) If you receive a file error 98 on IVOFILE you must rebuild IVOFILE & IVOHDR (using steps A-F from above)

File Error 98 on BSMDATA, ALLBOOKS, AUTHORS, ALL****

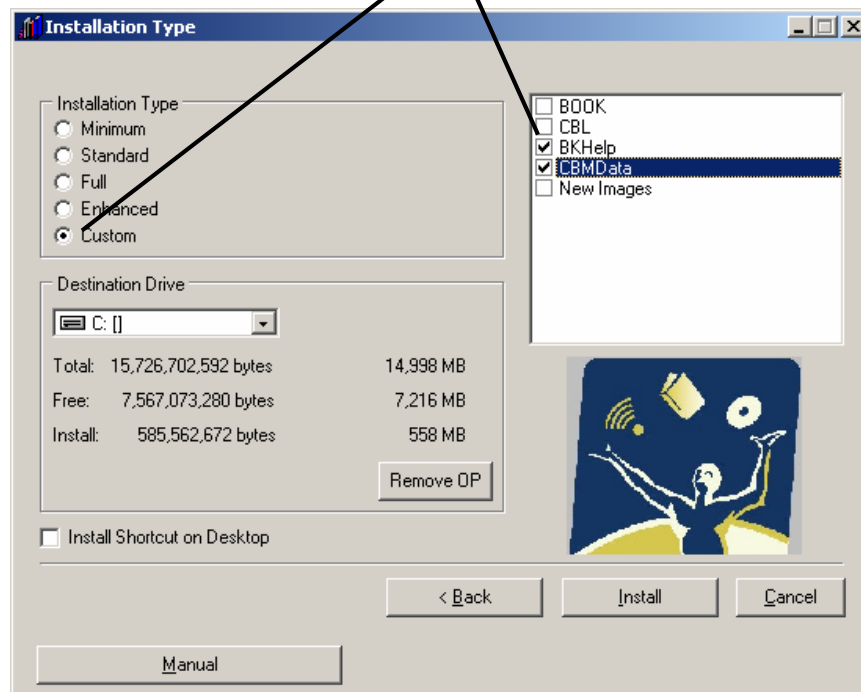
- 1) Find your last regular monthly update CD
- 2) Put the CD into the CDROM and wait for the install screen to appear Click **NEXT at the Welcome Screen (Image A)**

Image A



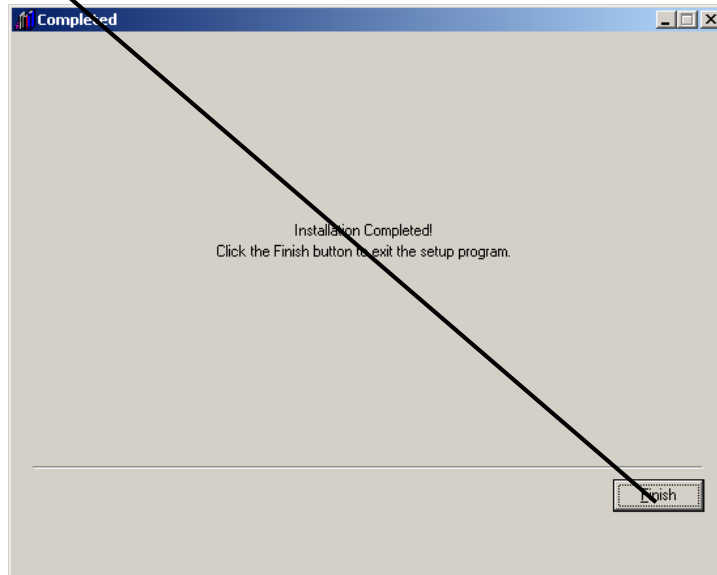
- 3) Under Installation type select **CUSTOM**, Check **BKHelp** and **CBMData**, then click "Install" (**Image B**)

Image B



- 4) When the files are finished copying, Click **Finish** (Image C)

Image C



- 5) Exit out of Bookstore Manager, then go back in. You should be able to access the program now that was giving you the error.