

CSi Software Common Errors

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This document is provided as a guide to troubleshoot common errors encountered when installing and using CSi Software installation.

Error – “Your current password period has expired”

Causes – This error message (shown below) typically occurs for one of two reasons when entering passwords; either the software installed on the PC is not the latest version or the software is installed on a server.



Solutions:

1. Install the latest version of the software.
2. CSi Software will not run from a server and trying to do so usually results in this error message being displayed. To correct this problem, delete the software from the server and install it locally on the PC.
3. In rare cases, neither of the two solutions listed above fix the problem. If this occurs, manually delete the CSi Software (there is no uninstall feature for these programs) and reinstall it.

Error – “Invalid password”

Causes – This error message (shown below) occurs rarely, but is usually caused by the password being entered incorrectly.



Solutions:

1. Ensure the password is correctly entered.
2. Overwrite the dll file(s) for the program generating this error message by unzipping the appropriate dll file to its current hard drive location. The dll files and their corresponding program are as follows:
 - a. CanCogo - WCanCogo.dll
 - b. Grades - GRADERPT.dll

For example, if CanCogo generates this error message when the password is entered and the dll file's (WCanCogo.dll) hard drive location is C:\CSISYS\cancogo, unzip the dll file to this location.

3. In rare cases, the operating system rennumbers the hard drive at boot up and since the System ID is a function of the operating system, it causes this error. In this case, the Administrator or IT person needs to correct this.

Error – “Error 0203 error in saving message”

Causes – This error message is usually caused because the user does not have permissions to write to a necessary hard drive area.

Solution:

The System Administrator must give modify rights to the user for the programs' directory, generally (C:\CSISYS).

Error – “Queue edit registration”

This error message is very rare. If this error occurs, the software must be manually deleted (there is no uninstall feature for these programs) and reinstalled.

If the software is generating an error message not discussed above or to get the dll files, please contact [Shannon Miles](#) for assistance.