

HUG 2011

Top Tech Support Issues



Resolution of basic halFILE errors

430 Error – Class does not support automation

- HALVIEWER.DLL or HALTEXTVIEWER.DLL out of date
 - Force deliver of components via halFILE administrator
 - HFDELIVER.INI file and deliver packet ID
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Error 48 – error in loading DLL

- Registry key attempting to return to an unknown location
 - Normally caused when halFILE is not installed to correct network directory
 - Launch HALFILE.EXE /REGSERVER to resolve
 - Launch halFILE SETUP.EXE and select the repair option
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Illegal search! or Out of Memory error

- Too many rows result from this search and the grid cannot display
 - Check tools/options in search and confirm setting is “one row per document”
 - Narrow search by specifying date range or other additional criteria
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Archive or Backup status failed

- Archive status checks date on archive log file and if > 24 hours reports error
 - Backup status checks date on flat .TXT files and if > 24 hours reports error
 - Jobs are scheduled on halFILE server as either SQL Agent job or Windows scheduled task
 - Normally SQL agent is not running or job owner password has changed/expired
 - Check to see if scheduled to run on weekend days
 - Archive status reports error if storage folder is full
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SQL Server does not exist or access is denied

- Check to see if error is only on your workstation
- If error on all stations then SQL server may not be running – check and reboot
- If single station only then check Windows or anti-virus software settings – SQL client communication may be blocked (TCP Port 1433)
- Verify that SQL authentication account used by hsf FILE has not been changed
- If a new installation hsf FILE may have been installed to incorrect directory

339 error – component KVIEW3032 or IMGEDIT.OCX

- Check viewer type in halFILE administrator
 - Install Imaging Pro if you own licensing
 - Install Kofax runtime for Kofax flavor viewer
 - Configure Kofax source halFILE Viewer
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380 error in halFILE Search or Index

- Window position for halFILE image window is outside the bounds allowed for display
 - If error in search edit the c:\windows\HALFILE.INI [HFSearch32] section and remove lines:
halViewTop, halViewLeft, halViewWidth, halView Height
 - If error in index modify the [HFIndex32] section of HALFILE.INI
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CRPE32.DLL file not found – Crystal Reports printing

- Install the Crystal Reports runtime for your version of Crystal
 - Verify size/date/version of `c:\windows\system32\CRPE32.DLL` with a working PC
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75 Path/File Access error in halFILE Scan

- TWAIN scan drivers cannot write to a UNC path for basket location i.e. \\SERVER\HALFILE\BASKETS\
 - Build folder on C:\ called HALSCANS – C:\HALSCANS\
 - Edit c:\windows\HFTWAIN32.INI and add line in the [Defaults] section – TempDirectory=C:\HALSCANS\
 - If existing scan station gets error check path of basket in halFILE administrator
 - Have network administrator ensure that user has write permissions to basket folder
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Image file does not display

- Network permissions to image storage area
 - Path to image storage area has changed or share is no longer available on server
 - Basket path is invalid
 - Image was removed (deleted) from basket after index
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Unable to email from halFILE

- Verify path to halFILE is correct in c:\windows\HALFILE.INI file [halFILE for Windows] section –
MailSendApp=\\SERVER\HALFILE\HALMAIL32.EXE
 - Verify mail component program exists and is registered – c:\windows\system32\MSMAPI32.OCX
 - Review HALMAIL.LOG file for error – file is created in user's %temp% directory
 - Contact hal Systems for latest HALMAIL32.EXE program
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