

Known Problems with the March-2003 GPS CD

1. Introduction

This document describes a number of problems, together with their medium-term solutions and short-term "work-rounds", with the software distributed on the March-2003 CD. Although this document does not include details of any problems with the Global 3000 Payroll V7.0 software it does describe all known problems with the Global 3000 Payroll V7.0 installation and GSM SP-11.

2. Payroll Databases appear EMPTY in \$F LIS

Problem: After upgrading Payroll V6.8 data to V7.0, under some conditions, all the V7.0 database files (e.g. DBPR and DBPR 1) appear as "EMPTY" when listed using \$F. Although this, in itself, is not a problem (as the file capacity is not used by Speedbase - in much the same way that the file capacity is not used by DMAM) it does represent a severe **potential** problem if the Payroll databases are truncated using the \$F TRU command or reorganised using \$REORG.

Priority: High (potentially).

Solution: The primary problem in the BA\$RBG DLM will be fixed in GSM SP-12. Furthermore, the GSM SP-12 versions of \$F and \$REORG will refuse to truncate Speedbase databases.

Work-around: There is only a problem if Global format Speedbase database files on the Payroll data unit are ever \$F TRUnCated or \$REORGanised. However, given the severity of the problem (i.e. loss of Payroll data if the files are ever truncated) a utility \$BAFIX is available to fix the file labels so that an attempt to truncate or reorganise the files on GSM SP-10 or GSM SP-11 will have no detrimental affect. Note that a \$BADGN database regeneration (although not a \$BARBL rebuild) will also set the spare space to 0%.

3. Payroll On-Line Help and GX

Problem: The GX Help toolbar option does not initiate the Global 3000 Payroll on-line help.

Priority: Medium.

Solution: To enable the GX on-line for the Global 3000 Payroll Data the following steps are necessary:

1. If the option to install the Global 3000 V5.0 Help system was not selected when installing GX; or if GX was "installed" by copying from a master GX folder, add the following lines to the GX.INI file:

```
[documentation]
Folder=help_file_folder
```

where *help_file_folder* is a convenient folder on the GX PC. For example:

```
[documentation]
Folder=Help
```

or:

```
[documentation]
Folder=e:\mydocumentation\payroll70
```

(the first example illustrates a folder relative to the current GX folder; the second example illustrates an absolute pathname).

If the option to install the Global 3000 V5.0 Help system was selected when installing GX the GX.INI file will already contain a [documentation] section with a Folder setting.

2. Copy the required files from the "Payroll V7.0 Documentation" folder on the GPS CD to the *help_file_folder* specified in the GX.INI file. The documentation is supplied in a number of different formats:

Documentation format	File(s) to be copied
Word document	pr.doc
PDF file	pr.pdf
HTML	pr.html, *.htm, *.jpg

3. In addition to the simple file copy described in section 2, the various PR.* document(s) required must also be copied and renamed to PS.*. This is to ensure the on-line documentation is available for **all** windows in the Payroll suite.

Documentation format	File(s) to be copied
Word document	pr.doc as ps.doc
PDF file	pr.pdf as ps.pdf
HTML	pr.html as ps.html

Thus, the selected document folder must contain the following files:

Documentation format	File(s) required
Word document	pr.doc and ps.doc
PDF file	pr.pdf and ps.pdf
HTML	pr.html, ps.html, *.htm, *.jpg

4. Ensure the document reader that is appropriate for the documentation type selected is installed on the GX PC;

Documentation format	Document Reader
Word document	Microsoft Word etc.
PDF file	Adobe Acrobat viewer
HTML	Browser (e.g. Internet Explorer V6.0, Netscape Navigator)

5. **Upgrade GX to V3.1e, or later.**
6. If more than one document format is installed in the GX *help_file_folder* then the order of precedence is:

.chm	(highest - but not yet available)
.html	(highest of available documentation)
.pdf	
.doc	(lowest)

Work-around: None. GX **must** be upgraded to GX V3.1e, or later.

4. Applying GSM SP-11 on Unix

Problem: Applying GSM SP-11 on GSM (Unix) configurations sets the number of memory/monitor pages to an illegal value which, in turn, causes many side effects (typically spurious ILL JUMP or ILL BRANCH exceptions when running 16-bit Speedbase applications). **This problem only affects GSM (Unix) configurations. It does NOT affect GSM (Windows) configurations.**

Priority: Medium.

Solution: The problem is within the GSMSP11 utility. It is fixed in GSMSP11 dated 26/03/2003. The fixed version of the GSMSP11 utility displays the following text in the introductory messages:

Apply GSM V8.1I Service Pack 11 (from any version of V8.1)
[with fix for GSM (Unix) NumberOfMemoryPages problem]

Work-around: Edit the Unix text file NumberOfMemoryPages in the \$GLDIR/Monitor directory to change the invalid value (normally 538976288) to the correct value of **60**.

5. Sub-Volume Allocation on GSM (Unix)

Problem: Under some circumstances, the Global 3000 Payroll installation will fail when attempting to allocate either the Payroll Program unit (PRPROG) or the Payroll Data unit (PRDATA).

Priority: High.

Solution: The GSM (Unix) kernel (i.e. BACNAT components) must be upgraded to V3.318, or later.

Work-around: None. The GSM (Unix) kernel (i.e. BACNAT components) **must** be upgraded to V3.318, or later.

6. \$SETUP on non GX Screens

Problem: If \$SETUP detects a non PR V7.0 Global Cabinet File (e.g. if \$SETUP detects a Global 3000 V5.0 Global Cabinet File) it displays a message to warn the operator that \$INSTALL should be used. Although the message is displayed correctly on a GX screen, a STOP 14201 will occur on a non-GX screen

Priority: Low.

Solution: This problem will be fixed in GSM SP-12.

Work-around: Use \$INSTALL, rather than \$SETUP, for G-3000 V5.0 installations.

7. \$SETUP and Short Directory Name

Problem: \$SETUP fails to recognise any Global Cabinet Files if the pathname of the folder is less than 5 characters. For example, a folder name of D:\ will fail whereas a name of D:\X\ will be successful.

Priority: Low

Solution: None at present.

Work-around: Move the activated cabinet files to a folder with a long path-name.

8. \$INSTALL fails with an ILL JUMP AT #31F8

Problem: This problem applies to the GSM SP-11 version of \$INSTALL (i.e. the utility used to install Global 3000 V5.0). If the reply to the baseline

message that starts with "Apply..." is an uppercase "A" \$INSTALL crashes with an ILL JUMP AT #31F8.

Priority: Medium.

Solution: This problem will be fixed in GSM SP-12. This problem is not caused by a source level bug but has been introduced by a corruption within \$INSTALL. However, no other GSM utilities are similarly affected.

Work-around: Bizarrely, a reply of lower-case "a" works.

9. Global 3000 V5.0 P.MIDDLE has Serial Number 3

Problem: The version of the P.MIDDLE DLM library distributed with Global 3000 V5.0 on the March-2003 GPS CD is serialised with a serial number of 3. This leads to various Licence Infringement messages when attempting to run Global 3000 V5.0.

Priority: High.

Solution: We have tightened up the Global Cabinet File generation procedure to prevent this problem from re-occurring. The problem will be fixed on the April-2003 GPS CD.

Work-around: An unserialised version of P.MIDDLE is available from the Global web-site at <ftp://www.tissoft.co.uk/pub/global3000/5.0/middle50.zip> or <http://globaldev.tissoft.co.uk/pr70/middle50.zip>