

Appendix J - Error/Advice Messages

Listed here are some, but not all, of the error/advice messages that you may receive when running ProTrak. The right hand column will give you some suggestions as to what to check.

Message	Check This
<p>Cars unable to be delivered due to Curvature</p>	<p>One or both of the radius restriction data fields in ProTrak is set to a value which will not allow the car (or cars) in question to be delivered.</p> <p>User Action:</p> <p>First find length of cars in question, then:</p> <ol style="list-style-type: none"> 1. Check minimum radius for railroad (Administration/Middle Notes). If the note following the minimum radius data field indicates that car can be handled; 2. Check siding radius for customer (Traffic/Customers) again looking at the siding radius for that customer. <p>To correct, adjust one or both of the radius data fields to a value that will allow the car to be delivered.</p>
<p>Too many Secondary Switching Trains: Data outdated. The secondary switching train file appears to be outdated. Do you want to correct this for >AA< customers? <Yes/No></p>	<p>This message will usually appear when a new customer is added or an existing customer is deleted.</p> <p>In all cases, you should click on the "Yes" button.</p>

Message	Check This
<p>There are >BB< cars with invalid data that will cause a problem. This data should be corrected before operating</p>	<p>User Action:</p> <ol style="list-style-type: none"> 1. Click on "Traffic" on the ProTrak toolbar then select "Freight and passenger cars" from the dropdown list. You should now see the "Rolling stock (Cars)" window. 2. Click on the "BoL" label in the "Rolling stock (Cars)" window's header. This will sort the data in waybill number order. 3. Scroll down the list until you find a car with a waybill greater than the number >BB< in the message. 4. Double-click on the car and "empty" it by clicking on the "Waybill" data field and erasing the value found there. 5. Repeat step 4 for all cars with a waybill number greater than >BB<.
<p>Run-time error '713' Class not registered. You need the following file to be installed on your machine. MSSTDFMT.DLL</p>	<p>This message only applies to computers running Windows 95, Windows 98 Windows XP and Windows 7. The message occurs because the dll file MSSTDFMT has not been registered. This must be done before ProTrak is started.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. If ProTrak is still trying to start, exit ProTrak. 2. Open a "cmd" window. 3. Type "cd system" at the DOS prompt. Note do not append the "-s" as this will cause you to go to the "\\windows\system" directory 4. Type "regsvr32 msstdfmt.dll" (again without the "-s"). 5. Close the DOS window. 6. Restart ProTrak. <p>Additional issues for Windows 7 users. Once you have installed and registered the msstdfmt.dll file if you continue to receive the "Error 713" message the following may assist.</p>

Message	Check This
	<p>For some applications, there appears to be a compatibility issue between the application and Windows 7. Microsoft has released a software patch which should make ProTrak run correctly on a Windows 7 PC. Download and install the software from the following:</p> <p>http://www.microsoft.com/windows/virtual-pc/download.aspx</p> <p>Once you are on this site, follow the instructions.</p> <p>In addition, the following process may assist in resolve to "Error 713" issue.</p> <ol style="list-style-type: none"> 1. Using your windows explorer, find the protrak.exe file. It will likely be in the "Program Files" directory under "Protrak". 2. Right-click on "Protrak.exe". 3. Click on the compatibility tab. 4. Check the box beside "Run this program in compatibility mode for Windows XP (Service Pack 3)".
<p>DUPLICATE ASSIGNMENTS First interchange delivery track invalid</p>	<p>Your data has an illegal value for the track number designated as the interchange track.</p> <p>User Actions:</p> <ol style="list-style-type: none"> 1. Click on "administration" on the ProTrak toolbar then select "SPOT format and special SPOTs" from the dropdown list. The "SPOT or ZTS (Zone/Track/Spot) Code Formats" window should now be displayed. 2. Click on "Unlock" and the "Apply" button will be enabled. 3. Click on "Apply".

Message	Check This
<p>Invalid yard Major Problem. Current YIS yard is invalid. Close YIS window, when this train is finished being classified, then Re-open YIS for this yard and re-classify train. Or, Exit Operations. Check all yards and return to Operations.</p>	<p>This message will only appear if the Yard Information System (YIS) is enabled. The message appears when a train has a yard siding (a "Yd") listed but ProTrak found no YIS listing for that Yd.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. Click on "Traffic" on the ProTrak toolbar then select "Yards and Interchanges" form the dropdown list. The "Yards and Interchanges" window will appear. 2. Select a yard and uncheck the "Use Yard Information System at this yard" checkbox. 3. Repeat for each remaining yard.
<p>Invalid switching block number</p>	<p>This message appears during data entry for a car. The valid range of numbers for switching blocks is 1 to 99. If you try to enter a number outside that range this message will appear.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. Click on "OK". The program will default the switching block number to 99. 2. If desired, change the switching block value and continue.

Message	Check This
<p>Car with invalid spot. Found car >66< >BM71714< that appears to be routed to a staging yard, or the default yard, on the default railroad. Should all cars with invalid SPOTs be corrected <Yes/No></p>	<p>ProTrak, on startup, had detected cars which have siding numbers which no longer exist. Often this occurs while starting up a new railroad and after changing the yard and siding data, cars are left with an invalid SPOT.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. Always click on the "Yes" button. 2. On the ProTrak toolbar, click on "Traffic" then select "Freight and passenger cars" from the dropdown list. 3. Look at the SPOTs shown in each of these columns: Spot, Next, Dest'n, Traffic. If any car in any of those columns shows a SPOT which does not exist on your railroad, Edit the car to eliminate the invalid SPOT. <p><i>Hint:</i> Clicking on the column label in the "Rolling stock (Cars)" window will sort the data by that column.</p>
<p>No passing siding found at >XYZ<, Dispatcher Controlled track: 1 tracks, Choose another turning point.</p>	<p>You have asked to have a train turn at a location where there is only 1 track and thus no passing siding.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. On the ProTrak toolbar click on "The Railroad" then select either "Station in core subdivisions" or "Stations on other subdivisions". Which you choose will depend on where station "XYZ" is located. 2. Double-click on station "XYZ". The "Changing station: X of: Y" will appear. 3. Change the "Tracks under DS control" data field to 2.

Message	Check This
No suitable car for this load. On account Kind.	<p>For reefers, the car type must match exactly. A generic "R" will not load into an RS or a RB car.</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. Change the waybill in question to a reefer car type that you have on your railroad. <li style="text-align: center;">- or - 2. Change the car type for one or more of the reefers to match the car type in the waybill. <li style="text-align: center;">- or - 3. Acquire additional reefers for your layout.
Unable to deliver car due to "Sub Len" (Subdivision Length).	<p>Your maximum car length setting for a subdivision may not have taken into account the "over the couplers" length when you entered new cars into ProTrak</p> <p>User Action:</p> <ol style="list-style-type: none"> 1. Click on "The Railroad" on the ProTrak Basics toolbar. 2. Select "Subdivision Junctions names and notes" from the dropdown list. 3. Click on the first subdivision on your railroad. 4. Adjust the "Minimum [subdivision name] radius is" data field so that the cars over..." message shows sufficient length to accommodate your longest car. 5. Click on "OK" 6. Repeat steps 3 through 5 for each of the remaining subdivisions (if there are any).