

Reporting a PC-Topp Error Message

I have an error message on the screen – what do I do now?

*Did I make an error,
or the computer?*

*An error message
means the computer
needs your help.*

Well, there are several kinds of errors: Sometimes, the program may just be telling you that you have done something wrong, or that you're in the process of doing something that you might regret later.

These are not program errors, of course.

Then there are messages that clearly have nothing to do with your work. They are often red and use technical language or codes that don't make sense even to the average rocket scientist.

Again, many of these are not programming errors, but the program is in a situation where it cannot continue normally, and is trying to tell the outside world what is wrong.

Examples of these are hardware errors like a bad disk, or an interrupted network cable: In all those situations the program will only be aware that something is badly wrong, but often it will not have a clue what is causing the problem.

The worst thing then is to press a key to make the message go away, then later call support and tell them "... there was a message, but I don't remember what it said."

Therefore: Read the message attentively, and if you're not absolutely sure of what happened, then **copy it down** so you can tell support what it said.

Write down all this nonsense? I don't have time for that!

*Email your
error messages!*

Well, you could call support while the error is still on the screen. But chances are you want to try and correct the situation yourself, and just keep a copy of the message in case you need it later.

Well, there's a simpler method than copying everything by hand on a piece of

paper: Create an electronic document and print it out, or send it in an email!

The following simple procedure lets you copy the entire PC-Topp screen into a word processing document or into an email:

Step 1: Make sure you're in a Window

If you're running PC-Topp full screen, you need to switch to Window operation first.

- **Hit Ctrl + Enter.**

If nothing happens, or if the error message now appears in a smaller window, then all is well. Proceed with Step 2.

However, if this keystroke made PC-Topp suddenly huge, filling the entire screen, then press Ctrl + Enter again to bring things back to normal.

Step 2: Take a snapshot

In this Step, you will take an invisible snapshot of the window with the error message.

- **Hit Alt + PrintScreen.**

Nothing will happen at this point, but that is fine.

Important: The snapshot is taken of the window with the blue title bar. Click with the mouse into the right window if unsure.

Step 3: Copy the snapshot into Word or Wordpad

Open Word (or Wordpad) to a new text document.

- **Hit Ctrl + V.**

An image of the window with the error message appears on the document.

Note that this will not work directly in an Outlook Express email.

Step 4: Print or email the document with the error message

You are now ready to print the document, or send it as an email attachment using File – Send to Email Recipient.

Alternatively, you can paste the image directly into your email if you follow these steps:

- Click on the image in Word
- Hit Ctrl + C
- Put the cursor in the email message where the image is to appear, then hit Ctrl + V