PDFWriter Error Codes

This document lists the common errors that may occur during installation or during printing. If you encounter any of these errors, please follow the possible remedies where they have been provided, prior to contacting our technical support. When contacting support, please include all the steps that you have taken prior to the error occurring, and following the error. The more detail you provide, the quicker we can help to resolve the issue.

Common errors during Installation

Below is a list of all the errors that can occur during installation (running Install.exe)

Error Code 2: The system cannot find the specified file

The specified file is not in the same directory as Install.exe or it is marked as Read Only.

Possible Remedy: Check that the specified file is in the same directory as Install.exe and that it is not marked as Read Only.

Error Code 5: Access is denied for a specific file

Case a. The file is already in the system directory but it is marked as Read Only.

Case b. This error code is also displayed during installation if you do not have administrative privileges to install the drivers on your system.

Possible Remedy for a.: Delete the file from the system directory before reinstalling the driver.

Possible Remedy for b.: Log into your system as administrator

Error Code 20: License registry entry not found

Name of licensee could not be read from the registry.

Possible Remedy: Check that all applications are closed and then run Install.exe again with correct license value.

Error Code 21: Code registry entry not found

Activation code could not be read from the registry.

Possible Remedy: Some applications are opened when running Install.exe. Check that all applications are closed and then run Install.exe again with correct activation code value.

Error Code 22: Incorrect Activation code

Activation code does not correspond to Licensee (wrong combination of Licensee/Code), i.e. the printer was installed using wrong combination of licensee and activation code.

Possible Remedy: Check that all applications are closed and then run Install.exe again with correct licensee and activation code values.

Error Code 32: File in use

The process cannot access the file because it is being used by another process. Some applications are opened when running Install.exe.

Possible Remedy: Check that all applications are closed and then run Install.exe again.

Error Code 40: Invalid platform

The activation code is not for the right Windows version, e.g. using an activation code for XP 32-bits used under XP 64-bits.

Possible Remedy: Check that activation codes are for the correct Operating system.

Error Code 41: Invalid version

Using older version activation code to activate a newer version, e.g. using version 2.5 activation codes to enable a version 3.0 printer.

Possible Remedy: Re-install printer using correct activation codes. Use correct activation codes with *PDFinstallLicenseKey* command.

Error Code 87: Invalid parameter

Installing older version with unsigned driver.

Possible Remedy: Download latest version of the software.

Error Code 126: The specified module could not be found.

Possible Remedy: Install the printer using the "Add a Printer" wizard.

Error Code 1797: The Printer driver is unknown.

Possible Remedy: Check that you are logging into the system as Adminstrator.

Error Code 1801: The printer name is invalid.

This message occurs when installing a printer for the first time and / or the printer name does not exist in the printer's folder. This should be considered as a notification and not an error message.

Error Code 1930: Obsolete

Historical info - Your Print Driver is not compatible with a policy enabled on your computer. This occurs under XP or Windows 2003, if the security policy "Enable installation of Kernel mode printer drivers" in the local security policy is set to off.

Error Code 3000: The specified print monitor is unknown.

This may happen rarely when installing the driver and there is no known solution.

Possible Remedy: Try installing again after a reboot.

Common errors during Printing

Error code -20: Unable to verify activation code

This is typically generated when the PDFWriter can not verify the "activation code" value used in the PDFinstallLicenseKey command in the system registry. This is usually associated to an issue with user permissions.

Possible Remedy: Check that all applications are closed and then run Install.exe again with administrator privileges, ensuring that all users are granted access to the installed software.

Error code -22: Invalid Licensee

This error message will get generated if the "License to" value used in the PDFinstallLicenseKey command is not correct, i.e. it does not match the encoding in the activation code.

Possible Remedy: Check you are using the correct activation code and Licensee name. If in doubt contact [Brainy Data Admin](#) to check your correct license details.

Error Code -30: Timeout error or not activated error.

This error has two possible reasons:

1. Printer has timed out before printing begins. The "error code -30" is typically generated when printing to the PDFWriter before calling the PDFstartJob command. The PDFstartJob command was designed to start generating a PDF document from within 20 seconds (or 90 seconds with a special activation code) of being called. If the printer does not receive a print job to process within this timeframe, it will time out. Please note that the printer driver is a separate process from the Omnis application and the driver's print job is not the same as the Omnis print job. Only once Omnis starts sending the first page to the printer driver will the driver's job have started. This means that if you use a complex search as part of your Omnis print job, the search will delay sending the first page to the driver and the job may time out. If you do encounter this situation, please get in touch with our [technical support](#) team.

   Possible Remedy: Alter your search to use indexed fields or add additional indexes to your database. Alternatively, you could build a list of the records to be printed prior to starting the print job and then use the Omnis print from list feature.

2. An invalid or empty activation code was used with the PDFinstallLicenseKey command.

   Possible Remedy: Check the activation code. If in doubt contact [Brainy Data Admin](#) to check your license details.

Error code -40: Invalid Platform

This message is generated with trying to activate the PDFWriter with licensing information that does not have the platform the printer is installed on enabled, i.e. installing on a server using a desktop license.

Possible Remedy: Contact our technical support team.

Error code -41: Invalid Version

The "error code -41" is generated when calling PDFinstallLicenseKey function with activation information from a previous version of the PDFWriter.

Possible Remedy: Double check your license details which you should have received via email. If in doubt, please contact our Brainy Data Admin team.

Document History

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