Error codes and descriptions

ⓘ This page describes errors and suggestions for their resolution.

On this page:

Installation errors

Installation errors are listed as follows:

Error # 1721

General comments

This error is typically caused by registry entries becoming corrupted during the installation and can be resolved by running a FixIt tool from Microsoft. Another approach to resolve this error is to uninstall previous versions of the software (including any evaluation versions that may have been installed), rebooting the machine and performing new installation after the reboot.

Suggested resolution when this error is triggered by copying StandaloneKey.exe.config file during installation

If, in SAP2000 or CSiBridge V17, this error generates the following error message, you can try the suggested resolution listed below (please note that issue should be fully resolved for SAP2000 and CSiBridge V18 and higher):

Error message:

- Error 1721.There is a problem with this Windows Installer package. A program required for this install to complete could not be run. Contact your support personnel or package vendor. Action: BackupConfigFile, location: C:\Program Files (x86)\Computers and Structures\SAP2000 17\CSiLicensing\, command: "C:\Windows\SysWOW64\cmd.exe" /c "copy StandaloneKey.exe.config StandaloneKey.exe.config.backup"

Troubleshooting:

- Install the program on a vanilla test computer. Then copy the Computers and Structures folder from that computer over to the production computer that it needs to be installed on. Then run the installer on the production computer.
- Try logging in as Administrator or Domain Administrator and then run the installation with the Administrator or Domain Administrator's rights.

Error # 1722

Error Message: Error 1722. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected.

- This error message is linked to the phase of installation associated with DirectX. The error usually indicates that DirectX is in use at the time of installation. In the event of its occurrence, it is recommended that users re-boot the system and re-install, choosing Repair. An even better option is to uninstall first, then reboot and re-install.

Windows errors and errors with error codes

Windows and code-based errors are listed as follows:

Overview of Windows-related errors

- System Error Codes - This article describes negative error codes for file operations which indicate the negative of a Windows code.

- Windows XP SP3 Sows Havoc, Users Complain - This InformationWeek article describes spontaneous reboots and system crashes which occur with XP SP3.

Error # 0

- This error is associated with the array pointers, which may become corrupted while editing the model. To resolve, recreate the data arrays by selecting Edit > Auto Relabel All > OK.

- Error # 0 will also result during the import of elements that are not supported by the software. Such elements should be removed before attempting import, then they should be modeled using alternate means. RBS assignments in SAP2000 is one such example.

File Write Error # 4

Error Message: File Write Error # 4. The disk may be full, there may be a sharing conflict, you may have insufficient rights, or some other error may have occurred.

File Write Error # 5

Error Message: File Write Error # 5. The disk may be full, there may be a sharing conflict, you may have insufficient rights, or some other error may have occurred.

- Models should not be run from servers as this may corrupt the files. Copy the *.edb file to your desktop, then run it on the local hard drive. Ensure that large models have sufficient disk space.

Error # 6

See Overflow Error below.

Error # 10

- This error occurs either when another user is running the software, or when the software license has expired. To resolve expiration, submit a new license request with CSI Licensing.

Error # 20

- Error # 20 indicates that a request to update the license has failed. The cause and resolution of this error is described in the Error 20 when updating license article.

Error # -32

- SAP2000 error # -32 corresponds to Windows error code # 32. This is a sharing violation most likely due to the file in question being used by another process. This error should be resolved by closing all other programs that may be using the file, or by restarting the computer. Additional details may be found on the Windows System Error Codes webpage.

Error # 41

Error Message: Error 41: Allocate Error # 41

- Error # 41 is due to insufficient virtual memory. If the model is large and reaches memory limits, there may not be any resolution other than reducing the size of the model.

- Those using an XP system may be able to increase virtual memory by changing the c:\boot.ini file to allow 3GB per process. This should be done by a technician who understands the implications of making this change. Under similar circumstances, a 64-bit machine may not experience this problem, though a slightly larger model may then approach memory limits.

- Another approach may be to close the program, re-open, then try to extract results for a subset of the model and/or a subset of tables. It may also be useful to implement the OAPI.

Error # 112

Error Message:

```
ERROR_DISK_FULL
112 (0x70)
There is not enough space on the disk.
```

- As described in the error message, Error # 112 is associated with there not being enough disk space to perform a process.

Error # 430 when exporting to Excel

To resolve error # 430, on the machine producing the error, please complete the following process:

1. Unregister DAO by selecting Start > Run, copy and paste the line below, then select OK

   regsvr32 /U "C:\Program Files\Common Files\Microsoft Shared\DAO\DAO360.dll"
2. Re-register DAO by selecting Start > Run, copy and paste the line below, then select OK

   regsvr32 "C:\Program Files\Common Files\Microsoft Shared\DAO\DAO360.dll"

Error # 480

- Error # 480 is related to insufficient graphics memory. The best way to handle this error is to use a lower resolution and/or fewer colors. User who have a graphics accelerator may also try changing the amount of acceleration to something less than the full value.

Analysis errors

Analysis errors are listed as follows:

Cannot run analysis!

- This error is triggered by a model having no joints, or having elements of a particular type, but without any of the corresponding properties.

Negative Jacobian error

- A negative Jacobian occurs when one side of an area element is smaller than the auto-merge tolerance. To correct this error, auto-merge tolerance should be reduced through Options > Dimensions and tolerances. As an alternative, this type of mesh element may be avoided.

Error auto meshing area object

- Resolve this error by dividing area objects which have many nodes into areas with 3 or 4 nodes. Also, divide any large areas into more meshable areas of regular geometry. Because of elaborate geometries and tolerance issues, complicated areas may not mesh successfully. This is the case even when the No Auto-Meshing option is selected.

- A whole-to-part approach is also useful for troubleshooting this error. Incrementally delete the model to isolate problem areas. If the problem area has more than four nodes, and the software is unable to mesh the region, it is likely that the area and the associated assignments do not go to the analysis model at all. This is most likely the source of the issue.

Error in computing frame section locations

- When this error triggers, users should verify that the auto-meshing tolerance is smaller than the anticipated auto-mesh member length.

Members are too close

Error Message: Members are too close.

- This error occurs when models are run with very high accuracy. Tolerance should be 0.001mm at the smallest. To resolve, reset the tolerance, export the model as an *.e2k file, then import the model back. A series of line-load warnings may occur. Ignore these warnings for the time being. Section cuts and groups will need to be redefined, then the model will run correctly.

No unrestrained mass

Error Message: The structure has no (unrestrained) mass; no Eigen modes can be found.

This error message occurs when zero weight and mass are assigned to the material definition. The assignment of nonzero values should resolve the issue.

Other errors

Additional errors which may occur are listed as follows:

Database formatting data is corrupt

Error Message: Database formatting data is corrupt and has been refilled by the program. Please check the Options > Set Program Default Display Units command.

- This error may be associated with the file being saved to a location where the software does not have full read / write access. If this is the case, the issue may be resolved by saving the file locally and re-opening.

Overflow error

Overflow error means that a calculation occurred that generated a number larger than can be handled by the CPU, such as division by near zero or some other math function. Usually this occurs in the graphics and is of no concern. This error may be reported with Error Code 6 as Error 6. Some additional information about this error is provided in the Overflow (Error 6) article in Microsoft Documentation.

Installation Wizard errors

No network connection is available

You may receive this error even when the computer is connected to internet. The Installation Wizard checks whether the computer has both ports 80 and 443 open. If they are not open, then the "No network connection is available" error message is displayed. The resolution of this error would be to open these ports.

You may also find it useful to review the Error 'Port 80 (or 443) is not responding' when running activation tool for web-activated licenses article.

ⓘ For products released prior to 2/4/2014, ports 8080 and 8443 were used instead of ports 80 and 443. If you are using products released prior to 2/4/2014, please upgrade to the latest version as ports 80 and 443 are typically opened on most systems by default.

See also

- ETABS Error section

- SAFE Error section
- Licensing related errors and their resolutions

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