Complete (tm) Clinic Software

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Possible Causes and Remedies for "Invalid Seek Offset" Errors

Complete Clinic Software is written using a programming product from Microsoft called Visual FoxPro. The consensus opinion for an Invalid Seek Offset error message is a conflict with certain printer drivers particularly when using HP printers. One or more of the following suggestions may help reduce or eliminate this error.

1. If your printer is using the HP PCL6 (printer command language) driver try switching to PCL5.

2. You might try uninstalling and reinstalling the printer (usually a major pain) and if Windows has default printer drivers for your model printer, try using those rather than the ones from HP.

3. Run the Complete Clinic Software Reindex procedure once a week and check the box to also defrag the files.

Other things that might help.

4. Make sure temporary files do not build up on the hard drives. At least monthly run the Windows procedures for disk cleanup and disk defragmentation. Under Interenet Explorer Advanced Settings check the box that says "Empty Temporary Internet Files Folder when Browser is Closed"

5. Disable write behing caching on all disk drives on all computers (see attached)

6. Disable any power management features that shutdown hard drives or network cards.

7. Make sure all computers have been updated with the latest Microsoft service releases.

8. If you are running an anti-virus software (Norton especially) disable the real time scans on all computers of the files contained in the server VETCCS folder.

9. Check all network cables to make sure they are seated tighly and not worn. Sometimes just unplugging and replugging a network cable can help.

10. If you use a router make sure firmware and software are up to date. If you use a Hub, replace it with a switch.
(We think Linksys/Cisco products perform better and are more reliable than others)

11. Make sure all computers have at least 512mb RAM for Windows XP and 2gb RAM for Windows Vista and Windows 7.

12. Use UNC paths to point the shortcuts to the server application. Do not use mapped drives.

13. If all terminals are connecting to the server under one login, e.g. guest, consider setting up multiple logins.