

Application Feedback

| 0 | Feedback | Meaning | How to solve the problem |
|---|--|---|--|
| 1 | This application has failed to start because d3dx9_35.dll was not found. Re-installing this application may fix this problem. | Microsoft reports that the system component for 3D graphics is missing. | Install the required DirectX version from the Setup CD or by using this link http://www.microsoft.com/downloads/details.aspx?FamilyID=2da43d38-d371-4c1b-bc6a-9b6652cd92a3&DisplayLang=de The Microsoft Web Installer will add the missing components. Download times may vary depending on the operating system. |
| 2 | LPScocon requires DirectX 9.0c. Please install DirectX 9.0c on your computer and restart the program. | Your computer either has no DirectX installed or a DirectX version the program cannot use. | Download DirectX 9c via http://www.microsoft.com/downloads/details.aspx?FamilyID=2da43d38-d371-4c1b-bc6a-9b6652cd92a3&DisplayLang=de See above (1) |
| 3 | Unknown DirectX version found. LPScocon requires DirectX 9.0c. Please install DirectX 9.0c on your computer and restart the program. | Unable to identify DirectX version. | Download DirectX 9c via http://www.microsoft.com/downloads/details.aspx?FamilyID=2da43d38-d371-4c1b-bc6a-9b6652cd92a3&DisplayLang=de See above (1) |
| 4 | Invalid session code | The session code is not valid. Possible reasons: You don't have a counsellor license. The session has already been used or there has been an error during transmission. | Counsellor: Create a new session and send the new session code to your client. Note: A session becomes valid after successfully starting the program. |
| 5 | Counsellor banned | This counsellor has been banned. | Please contact your licensor. |
| 6 | Cannot contact server | The server can't be reached at the moment. There might be too much traffic, and it doesn't respond to further queries. | Please try again later. |
| 7 | Counselling session already started | The session has already been used for a counselling session. | Counsellor: Create a new session and send the new session code to your client. |
| 8 | Unable to create a connection to the server | The server answers a request by the program by sending invalid data. Possible reasons: Your login information is wrong. You have no license or an invalid one. | Check your license and login information. Contact your licensor and provide them with as accurate an error description as possible. |
| 9 | Connection to server failed | The server is unavailable or the program can't access the internet. | Check your internet connection as well as firewall and router settings. Please try again later. |

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| 10 | Connection to counsellor failed | The program failed to connect to the database. | The counsellor hasn't confirmed the session code yet. Enter your data again as soon as the counsellor has confirmed the session code. |
| 11 | Connection aborted | Your connection to the internet has been severed. The session has been terminated. | Counsellor: Create a new session. |
| 12 | Connecting to server... Please wait. | Connection established. The program is waiting for a reply. Depending on the internet connection and the server traffic, this may take a few seconds. | Please wait. Sessions time is not running yet. |
| 13 | Disconnecting from server... Please wait. | The session has ended or has been terminated. The program quits and closes all components. Depending on how busy your computer is, this may take a while. | Please wait. |
| 14 | Disconnected by user. | The session has been terminated and the counsellor didn't extend it. All program functions are now inactive. | All counsellor and client can now access screenshots at: Start/All Programs/LPScocoon/Screenshots |
| 15 | Session time expired. | Demo session: Limited session time | You may start a demo session as often as you please. |
| 16 | Session time expired. Do you want your counsellor to extend the session time? | Client only: The session time has expired. Your counsellor can extend it on demand. | Client: Please ask your counsellor for an extension. The last view is saved until the session is extended or aborted. |
| 17 | Session time expired. Do you want to continue the session? | Only counsellors can extend sessions. | Counsellor: Extend the session if your client requests you to do so. The last view is saved until the session is extended or aborted. |
| 18 | Do you really want to quit the session? | The session was terminated via Alt-F4, by clicking on the "X" symbol in the upper right hand corner or by answering "No" to the question, whether you'd like to extend the session. | Click "Yes" to end the session. Click "Nein" to continue the session. |
| 19 | Please enter your session code: | Enter the code for an online session. | Counsellor and client enter the same session code. The counsellor first confirms by choosing "OK", then the client confirms. |