

Computers, unfortunately, speak a language all their own. That's okay, as long as they keep it to themselves. However, there are times that it'd be good to know what they're whining about—error messages. Here are some common error messages and the fix for them.

Key Violation

There are only three reasons for a key violation error. What it means, in English, is that you're trying to use an ID that has already been used before. There is a field in each database that's called the "key field" and it contains a value that's unique to each record, no repetitions. Here are the causes for key violation errors.

1. **You're trying to use a 5-digit Member ID that has already been used.** Sometimes the number doesn't appear to have been used, you can't find it on any reports, but it still won't work. That means that at some point in history, there was a member with that number, and all the files didn't get deleted properly when the member was deleted. It's not worth arguing about.
 - a. The immediate solution is just to enter a different 5-digit ID at the top of the member screen. Pick something relatively obscure. If you have to match up the Member ID with the club membership, pick something like "13587" for club 135—a high enough number that you don't think there's ever been one.
 - b. If you DON'T need to keep your Member ID matching up to the club membership, then go to Utility>>Preferences and check the Automatic Entry box on the Default Member Entry tab to prevent this happening again.

2. **You're trying to use a 5-digit Parent ID that has already been used.** Look at the top of the screen. In the 5-digit ID box, does it say "NEWID"? That's the most common cause of this. In BR version 2.5 and above, the Parent ID field cannot be blank, so when a new parent record is started, the code "NEWID" pops into the ID field. Works swell on the first record, not so swell on the second one, if you don't change it on the first one...
 - a. Normally when you click OK button on this error, you exit the Parent screen, and can't enter a different number. Go to Utility>>Preferences, Default Parent Entry tab, and check the box for "Automatic Entry". This will prevent the computer from re-using a number.
 - b. Also go to your Parent/Contact file and do a Find for some parent record with NEWID in the 5-digit ID field, and change that to some other random number.
 - c. Preferences have to be set on every BR computer, so don't forget to do this on everyone's computer, as well as on any new machines that are loaded with BR.

3. **You're trying to enroll the same kid in the same project twice.** Some young people have a need to enroll in lots and lots of projects, and they won't all fit on the screen. Additionally, the kids don't list them in any kind of order on their enrollment form, but BR re-arranges them into numeric order every time you enter one, so it's easier to get confused about what is and isn't entered.
 - a. Find the offending project and delete it if possible. BR won't save the record until the project is fixed, so even if you have to close out of BR to get rid of the error message, the error won't be kept in the file.