
GUI module crashing (In General)

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Problem Symptoms:

GUI module crashing, such as, the Acquisitions librarian's GUI Acq module is crashing and orders cannot be entered.

Cause:

Often folder permissions. After a PC software update, the permissions for the PC's AL500 folder were changed.

Resolution:

Correct the permissions for the AL500 folder on the PC.

If the crash occurs with a "global-91" error, then consult Article 000035028 { "Remote File Error (global -91) Unable to open local file" (*In General*)}. (Link below.)

Additional Information

Diagnosis:

1. Try the function on a *different* PC. If OK, determine what differences there are between the PCs (such as, the folder permissions).
2. Try using a different login/username to perform the function. If OK with that login, then:
 - a. check the \$LOGDIR/pc_server_nnnn.log on the server when the failed transaction is performed to see if there's indication of any problem.
 - b. compare the Staff Privileges for the problem login to those of the login which works OK.

Article link: ?["Remote File Error \(global -91\) Unable to open local file" \(*In General*\)](#)

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