

The "I/O error 103 error" message is caused when Edisoft does not have permission rights to access a certain file. This can be caused by a number of factors including:

- The Hard Disk Drive has no free space
- Security Permissions have been incorrectly set on the woodwind directory.
- Incoming Emails have been modified by Anti-Spam or Virus filters. The

following can be used to determine where the problems may lie:

Important:

We strongly recommend performing a FULL BACKUP of Edisoft before continuing, as the following steps could cause loss of data if done incorrectly.

We also recommend that the following steps be done by a computer administrator, your computer IT Consultant, or tech savvy personnel, as incorrect understanding or use of the following information could cause a loss of data, or corruption of Edisoft, or your whole computer system!

The following recommendations are for troubleshooting only. Woodwind Systems, Byteload and any affiliations cannot be held liable or accountable for the misuse of the following information.

We recommend that you read completely through the following information so you have a full understanding before proceeding to follow any of the steps. Do not proceed to make any changes or deletions if you do not understand any of the following!

Clean out the InTray & OutTray Directories.

After every "I/O error 103" message, it is recommended that you delete the contents of your Communications InTray and OutTray directories. (These are normally located in the Windows Temp directory). We recommend deleting the files them to your recycle bin, or moving to another temporary location, as opposed to a permanent delete. (Close down Edisoft before performing the delete).

Before deleting - take note of the filenames. If there are any files in the directory that have no file name (and just an extension), then this can be an indication that your email server is modifying the message. (See Check Email Options below)

Log in as Administrator

After Cleaning out the InTray and OutTray directories, restart your computer and log in as Administrator. Run Edisoft as Administrator and see if the problem still occurs. If Edisoft works correctly as Administrator and not when logged on as another user, then the problem will most likely be related to security issues. (See security settings below).

Note: When we recommend that you log on as Administrator, we are referring to the actual Administrator account, and not as a user included in the group Administrators.

Check your Free Hard Disk Space

Check your hard drive space, to make sure that you have plenty of free space available. Low disk space (anything less than 100mb) could be an indication that you are running out of drive space whilst using Edisoft.

Check your Security Settings

View the security settings of the *local* woodwind directory. Make sure the current user has **FULL ACCESS RIGHTS**. (Read/Write rights are not sufficient). If in doubt - add the account "Everyone" to the list of users, and set to "Full Access Rights"

After verifying the full access rights, switch to **Advanced** properties. Remove ALL entries that have **Read, Execute or Modify** rights – so that the only accounts left have Full Control. Turn off the '**Inherit from parent directories**' option, and turn on the '**Replace permission entries on all child objects**'. Make sure that the current logged on user, as well as Administrators is listed above in the permissions as '**Full Control**' and that no entries have any other options except '**Full Control**' and press the **Apply** Button.

After completing, clean out the InTray and OutTray directories (as mentioned above), and rerun Edisoft. Try transmitting and receiving a message and see if this has resolved the problem.

If there are no messages to be picked up, a good way to check communications is to do a **Copy Request** (for EXDOC) or a **Status Request** (for Customs).

Check Email Options

Check to see if you have any antivirus or spam filtering applications that are running either on your mail server or your current workstation. Some Antivirus applications and Anti Spyware applications attach notes, or modify messages as they pass through. Edisoft must receive the message exactly as transmitted by Customs and/or AQIS! Any alterations made can cause problems.

Try temporarily disabling any anti-virus/anti-spam software running on your local computer, and your mail server, clean out the InTray and OutTray directories (as mentioned above) and re-attempt to transmit and receive your EDN/RFP/PRA. If disabling your Anti-Virus or Anti-Spam software has fixed the problem, then you will need to reconfigure your Anti-Virus or Anti-Spam software so that it does not modify any incoming files. (This is commonly known as 'tagging')

What has Changed?

A good clue to finding out what has caused the issue is to find out what has changed since Edisoft last worked correctly. Have you installed any new programs? Changed servers or internet service providers? Done a Microsoft Windows Update? Finding out what has changed since the last time Edisoft worked correctly will most always point you directly to the problem, allowing you to short-cut some of the diagnosis steps above.