

Question 202

Error Code: 50 [Access Violation] Error Sub code 5333 Argument Number: 2

We received a feedback from a client using AA5-N regarding an **error code 50**, error sub code 5333, as shown in attached email. She said that the error occur while the said user is trying to do payment voucher. Is that due to the user setting / level?

Note: Aplus payment voucher option is NOT the cause of this error!

ANSWER

A. Standalone Computer

1. Check Printer is set to default printer and paper size is set to A4 size.
2. Check computer random access memory (RAM) has 1 MB and above.
3. Check hard disk accessing speed and its storage capacity minimum 10MB.
4. Eliminate or remove the unwanted windows utility program when initialize or start using the computer.
5. Ensure there no online accessing with internet content provider platform
6. Check anti-virus program has block Aplus sub-application routine programs.

B. Network Computer with sharing a network printer

1. Check Network Printer is set to default printer and paper size set to A4 size.
2. Check network computer random access memory (RAM) has 4 MB and above.
3. Check server hard disk accessing speed or data transfer speed and its storage capacity (minimum 10MB).
4. Eliminate or remove the unwanted windows utility program when initialize or start using the computer.
5. Check network switcher is in its ultimate working condition.
6. Ensure there no online accessing with internet content provider platform
7. Check workstation whether it's performance has been affected by virus.
8. Check anti-virus program block Aplus sub-application routine programs.

