"Unable to create file buffer" error when opening OnGuard applications

Last Modified on 05/14/2025 11:53 am EDT

Symptom

Upon launching any OnGuard application, the following error message appears:

"Unable to create file buffer."

Another error message may appear as well, indicating the version of the database is incorrect.

Resolution

Before troubleshooting further, ensure the **C:\Temp** directory exists on the server. If it does not exist, this error may be generated.

The ODBC cursor library generates temporary files for its own use. To ensure that the temporary file names are unique, the 32-bit ODBC cursor library generates temporary file names that include a hex number. That number is incremented every time a new filename is generated. Here is an example of filenames that are generated by the cursor library for its temporary files:

CTT1111.TMP
CTT1112.TMP
CTT1113.TMP

When the hex number embedded in the filename wraps from FFFF to 0, the error is generated:

CTTFFFD.TMP
CTTFFFE.TMP
CTTFFFF.TMP
CTT0.TMP (This temporary filename causes the error.)

To avoid the error, create a file named CTT0.TMP, and place it in the directory that the cursor library uses to generate its temporary files. Temporary files are created in the current working directory with the 32-bit cursor library. The cursor library will see the existing file with that name and skip over it to the next filename (CTT1.TMP).

If this does not fix the issue, remove the CTT*.TMP files from the **C:\Temp** directory and test opening the application again. This should fix the problem.

Applies To

OnGuard (All versions)

Additional Information

None