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## clipboard copy paste not working

Posted by Kurt - 2008/10/10 09:02

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I have GGW 3.2.0.4226 server installed. I also have the latest version of the windows client installed. The clipboard option is enabled under client access options.

I can't copy text from the GG app to the local machine. Any idea why?

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## Re:clipboard copy paste not working

Posted by Kurt - 2008/10/10 09:17

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I think it has something to do with the application we are using. We are running Goldmine PE 8.03

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## Re:clipboard copy paste not working

Posted by Erik - 2008/10/14 05:41

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Kurt, no reason why you should not be able to copy/cut & paste. There are no reported clipboard issues with GO-Global. You might try rebooting the server to clear up any process that might lock up the clipboard.

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## Re:clipboard copy paste not working

Posted by Malcolm - 2008/10/23 03:30

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We're having a similar problem. Users are intermittently unable to cut and paste from their app to the local machine. Disconnecting and reconnecting the session usually fixes the problem, but this is not really acceptable to our customers.

We're running GGW 3.2.1 (Loose ActiveX) and GoldMine PE 8.03.

It's always been an issue, but if anything, it's got worse since we upgraded to the latest GGW build last week.

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## Re:clipboard copy paste not working

Posted by Erik - 2008/10/23 07:38

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Can you isolate the issue to GoldMine or does the same happen with, say notepad or Word?

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## Re:clipboard copy paste not working

Posted by Kurt - 2008/10/23 11:57

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We are also using GM803. Copy \ paste seems to work for everything except when composing an email. We can't copy any of the email text we are writing.

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## Re:clipboard copy paste not working

Posted by Malcolm - 2008/11/06 06:02

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The problem also occurs in Word. The GGW log shows the following:

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246 2008-11-05 15:58:20.078 Logon820 on , Logon (21192) LS: Failed to retrieve clipboard data from the client.
247 2008-11-05 15:58:20.156 on , ggw (3628) LC: Warning: clipboard data format 49158 is unavailable.
```

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There are hundreds of entries like this.

As for Kurt's problem of cutting and pasting when composing an email (or an email template), I have a feeling that this may be a GoldMine bug, because I've seen it before when using GoldMine locally. I've noticed a number of places in GM where copy doesn't work as it should, possibly because of programming oversights.

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### Re:clipboard copy paste not working

Posted by Erik - 2008/11/06 06:44

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Malcolm,

Can you confirm your version of GGW? Based on your error report, those types of messages were resolved in version 3.2.0.4226 and later. The key here is to make sure you updated the client software as well.

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### Re:clipboard copy paste not working

Posted by josel - 2008/11/19 00:23

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upgrade it to 3.2.1.4372 and the issue will be resolved update your client as well

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### Re:clipboard copy paste not working

Posted by Malcolm - 2008/11/19 03:23

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Sorry to disappoint, but we're using 3.2.1.4372. And we don't use the client; we use the ActiveX control (also version 3.2.1.4372). The problem persists; I had a call from a customer yesterday who was unable to copy and paste between GoldMine's phone fields and a phone dialer on her desktop.