

5. Handling Errors

When running IRIS, you may occasionally encounter errors of one kind or another—mistakes that you make, such as trying to enter an IRIS menu before connecting to a server, or errors in the IRIS software. Whenever possible, IRIS tries to tell you how to fix user errors. Usually, you can proceed with only minor interruptions. Software errors are more difficult to fix. If you run into this kind of error, you must contact SIGMET, Inc. for assistance. The more information you can provide, the better. It will help the software engineers track down and fix the problem more quickly.

Whenever an error occurs, IRIS takes the following actions:

- It displays a message in the IRIS Message menu. The message can help you determine the cause of the error, and it can suggest ways to fix the error.
- It adds the message to the Message List menu, including additional information about the cause of the error. This information is useful if you need to report a software error. Because the list spans IRIS sessions, it can also serve as a history of IRIS usage.

The IRIS Message menu pops up whenever an error occurs. You must take some action to dismiss it and continue running IRIS. The Message List menu is like the other IRIS menus.

To enter the Message List menu:

Choose **Menus→Message Summary** from the IRIS menu bar or from any of the IRIS menus. You can also enter the Message List menu by clicking on the Messages button in the control section of the Radar Status menu.

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5.1 IRIS Message Popup



The text of the message is displayed at the top of the menu. To dismiss the menu, you must click on one of the following buttons:

- **OK** — The OK button dismisses the Message menu so that you can proceed with IRIS operations.
- **Cancel** — The Cancel button also dismisses the Message menu so that you can proceed with IRIS operations.
- **Help** — The text of the message may provide enough information to help you fix the problem. However, if you need additional information, click on the Help button. The help text gives possible reasons why the error occurred and suggests actions you can take to correct it.

5.2 Message List Menu

The screenshot shows a window titled "wind Message List". At the top is a menu bar with "File", "Menus", "Commands", and "Help". Below the menu bar is a summary section with fields for "Index", "Repeats", "Time", and "Max" (set to 20). Below this is a "Message" field. Underneath is a section for "Signal" and "Process". At the bottom is a list table with columns "Num", "Date", and "Message". The list contains two entries: "3 10:10 23 MAY 1994 error event received from server" and "2 10:10 23 MAY 1994 Error in open_display call". A vertical scrollbar is on the right side of the list.

| Index | Repeats | Time | Max |
|-------|---------|------|-----|
| | | | 20 |

Message

Signal Process

| Num | Date | Message |
|-----|-------------------|----------------------------------|
| 3 | 10:10 23 MAY 1994 | error event received from server |
| 2 | 10:10 23 MAY 1994 | Error in open_display call |

The Message List menu is divided into the following areas:

Message Summary Contains information about the cause of the error, such as the signal that was generated and the code module that handled the error.

Message List Contains a list of the messages, in chronological order with no duplicates.

When you first enter the Message List menu, the fields in the message summary area are blank. To display summary information about a particular message, highlight the message in the list. IRIS then fills in the summary information.

Index

Every message is assigned a number in the order in which it occurred. The Index field shows the number of the latest occurrence of this message.

Repeats

The Repeats field shows the number of times the message has occurred.

Time

The Time field shows the time of the most recent occurrence of the message.

Max

The Max field lets you choose how many unique messages can appear in the list.

Message

The Message field contains the message text—the same text that is displayed in the Message menu.

Signal

Every error generates a signal, or error condition code, which is trapped and handled by IRIS. The Signal field shows the name of the the signal that was generated. This information is useful if you have to report a software error to SIGMET, Inc.

Process

The Process field shows the name of the code module that trapped and processed the error. This information is useful if you have to report a software error to SIGMET, Inc.

Num

The Num field shows the index number of the most recent occurrence of a message. To save space, duplicates are not included in the list.

Date

The date and time of the most recent occurrence of a message.

Message

This Message field also contains the message text.

5.3 Fixing Common Problems

The following common problems can arise when running IRIS. Here are some suggestions for fixing them.

5.3.1 Making Display Windows Appear

Displaying a product in a window on another workstation can present a range of problems:

- The other workstation may be turned off.
- The network may be turned off or disconnected, or the node may not exist.
- The user who is logged on may not authorize a display.

Because of limitations of the X-protocol, it is often impossible to distinguish these cases. For any problem that prevents the window from starting, IRIS signals the message,

OUTPUT, Error in open_display call.

The Radar Status menu also indicates “Error” and “Exit” next to the window process in question.

If the workstation is turned on and the network is up and running, you should check the user authorization of the display workstation. Go to the workstation where the window should appear and enter the following command at the operating system prompt:

xhost+

Return to the host computer and run the Restart IRIS utility by typing:

restart_iris

IRIS displays a series of messages as it tests each process and restarts any that have stopped.