8 TROUBLESHOOTING

8.1 Introduction

This section contains a list of common problems and what to do if they arise. It is structured in sections based on what your are doing when you encounter a problem. For example, if you are having problems with your password, go to the section on Internet Access.

If, after reading the relevant manual section and this troubleshooting guide, you are not able to solve your problem:

1. Check the AUSRIVAS website, under the "manuals" section for an up-to-date troubleshooting guide. As common questions or problems arise the on-line version of this troubleshooting guide will be updated.

    http://ausrivas.canberra.edu.au/

2. Secondly, ask your systems administrator to help if your problem is related to installing or running the software. Make sure you provide them with this manual so that they have information about how the software works.

3. Thirdly, check the AUSRIVAS web site, under "help" for a list of contacts for various problems. Make sure you view this list before contacting someone at the CRCFE to ensure that you speak to someone who is able to help with your type of problem.

8.2 Downloading and installing the software

8.2.1 When I run the software, instead of the program I get something called "Info-ZIP's" Self Extractor

Why?

The file you are running is not the AUSRIVAS Physical & Chemical Assessment Software. Instead, it is the installation program for the software.
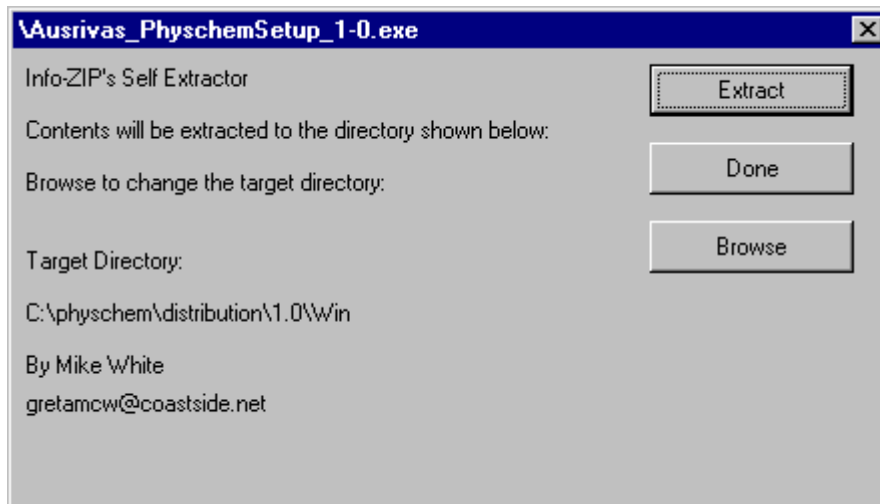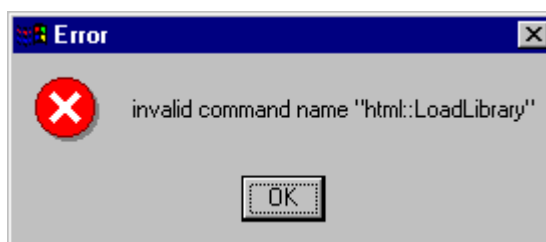
<u>What to do</u>

Refer to Section 2.4 to see how to install the software from the installation program.

8.2.2   When I run the software, I get an "invalid command name" error

<u>Why?</u>

When the AUSRIVAS Physical & Chemical Assessment Software runs, it loads segments of code from *dynamically linked libraries*. These are identified by the extension ".dll". If you get an "invalid command name" error it is likely that the program cannot find the dll files its needs, possibly because they, or the program, have been moved to a new location.

<u>What to do</u>

Make sure that the dll files that came with the AUSRIVAS software are in the same folder as the program file. The program file has the name (but the version number may change):

Ausrivas_Physchem_1-0.exe.

The dll files that come with the software (at the time of writing this documentation) are called:

```
itcl32.dll
 itk32.dll
tkhtml.dll
Tktable.dll
```

TIP 1: **If you cant see any files with the ".dll" extension**, start Windows Explorer and choose "View all files" from the "View/Options" menu, and de-select "hide file extensions for known file types".

8.3   Internet access

8.3.1   When I use the software, I get an Internet Error dialog box

<u>Why?</u>

When the AUSRIVAS Physical & Chemical Assessment software encounters an error when it is trying to access the Internet, it will display this dialog box.

<u>What to do</u>

1. **Firstly, check that you have set your proxy server settings**, as described in Section 2.6.2.
    *   If you don't access the Internet through a proxy server, you should not be giving the program any proxy server information.


- If you do access the Internet through a proxy server, make sure that the information you have entered is correct (check with your Systems Administrator)

2. If your proxy server settings are correct but the problem persists**, retry in a couple of hours** in case the network at your site, or at the AUSRIVAS site is not functioning correctly at that time.

3. **Lastly, refer the problem to your systems administrator**. Make sure you provide them with all the error and warning messages that the program gives you. As a proxy server problem originates from your site, the AUSRIVAS server administrator is unlikely to be able to help, however please pass the AUSRIVAS administrator's contact details (available from the AUSRIVAS website, under "Help") to your systems administrator if they require further information or advice.

8.3.2   I get an "Authorisation Required" or "Unauthorised" message when I use the software

Why?

One of three things is wrong here:

1. You have typed in your **username** incorrectly;

2. You have typed in your **password** incorrectly; or,

3. You **don't yet have access** to the AUSRIVAS software.
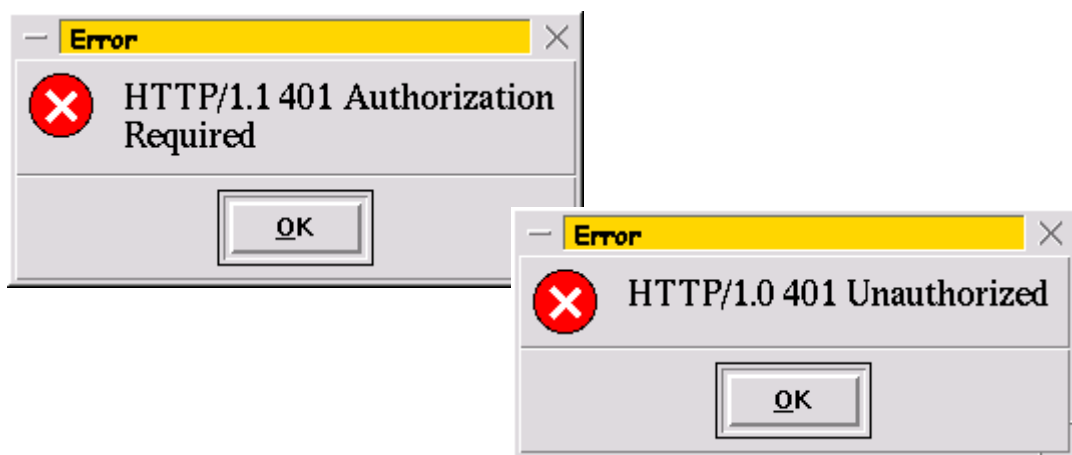
What to do

For (1) and (2) above, check that:

a) **You are using the correct case** - both your password and username are case sensitive, so for example, the username "joansmith" is not the same as "JoanSmith".

b) **You are using the correct spelling for your username**. A common error is to enter the username you have at your site, rather that the username given to you for AUSRIVAS access.

c) **If you still have problems, contact the AUSRIVAS server administrator**. Contact details can be found on the AUSRIVAS website

http://ausrivas.canberra.edu.au

under "help" on the left hand menu.

For (3) above, you don't yet have an account for AUSRIVAS Refer to Section 2.3 of this manual for information on how to get an AUSRIVAS account.

8.3.3   I get a "Proxy Authentication Required" error when I use the software

Why?

One of two things is probably wrong:

1. You have entered your proxy server username and password incorrectly;

2. You're proxy server settings are not correct.
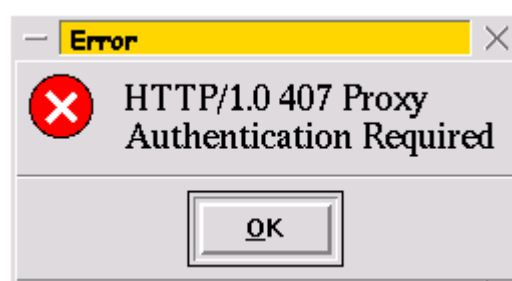
What to do

1. **Check with your systems administrator that you are using the correct proxy server username and password**. Remember that these access codes are provided by your Systems Administrator, and are not the same as your AUSRIVAS access codes. See Section 2.6.3 for more information.

2. **Check that you are not accidentally entering your access codes into the wrong password dialog box**. Remember that the Proxy Authentication dialog box is the same as the Server Authentication dialog box, except for the title of the box, so it's possible to get them mixed up. See Section 2.6.3 for more information.

3. **Check your proxy server settings with your systems administrator** to make sure you have your proxy server name and port number for HTTP connections correct. See Section 2.6.2 for more information.
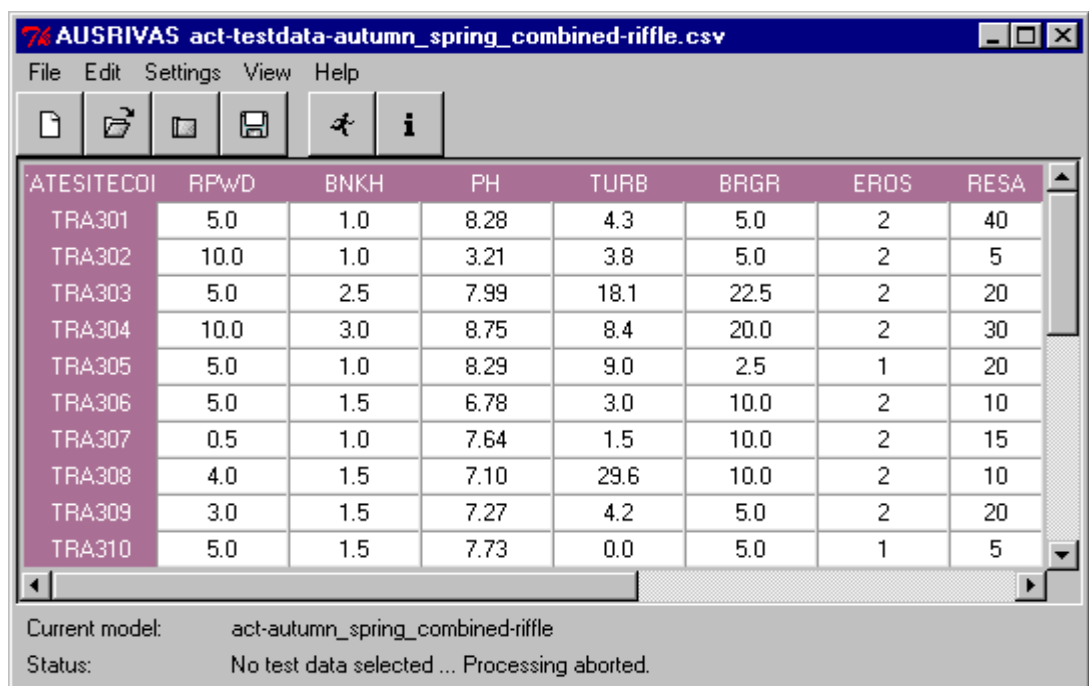
8.4 Running test site data

8.4.1 When I click on the "run" button, nothing seems to happen

<u>What to do</u>

Check the status bar (see Section 4.4) at the bottom of the program window to see what the program is currently doing. In the example given below, the message "No test data selected … Processing aborted" is displayed on the status bar. In this case, you need to select some test data to run before hitting the run button (see Section 4.2).

If you have selected a large set of data to process, it may take the program a while to get all the information it needs from the AUSRIVAS server. The program may appear to be doing nothing, however a check of the status message should show what the program is doing. For example, the message "Loading reference data set …" will be shown while the program is getting reference data from the server.

ATESITECOI	RPWD	BNKH	PH	TURB	BRGR	EROS	RESA
TRA301	5.0	1.0	8.28	4.3	5.0	2	40
TRA302	10.0	1.0	3.21	3.8	5.0	2	5
TRA303	5.0	2.5	7.99	18.1	22.5	2	20
TRA304	10.0	3.0	8.75	8.4	20.0	2	30
TRA305	5.0	1.0	8.29	9.0	2.5	1	20
TRA306	5.0	1.5	6.78	3.0	10.0	2	10
TRA307	0.5	1.0	7.64	1.5	10.0	2	15
TRA308	4.0	1.5	7.10	29.6	10.0	2	10
TRA309	3.0	1.5	7.27	4.2	5.0	2	20
TRA310	5.0	1.5	7.73	0.0	5.0	1	5

AUSRIVAS act-testdata-autumn_spring_combined-riffle.csv
File Edit Settings View Help

Current model: act-autumn_spring_combined-riffle
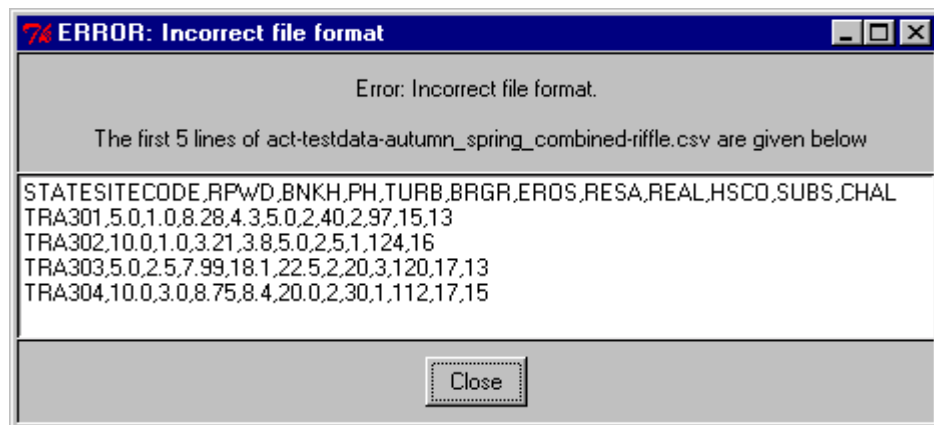Status: No test data selected ... Processing aborted.

8.4.2   When I try to open (import) a file, I get an "Incorrect file format" error

Why?

The program checks the format of a file before it opens it, and gives you an error message if the format doesn't pass certain criteria. These criteria are:

1. The file must be comma delimited;
2. The file must have the same number of data items (columns) in each row;
3. None of the data items can be blank.

```
ERROR: Incorrect file format                              _ □ X

                    Error: Incorrect file format.

    The first 5 lines of act-testdata-autumn_spring_combined-riffle.csv are given below

STATESITECODE,RPWD,BNKH,PH,TURB,BRGR,EROS,RESA,REAL,HSCO,SUBS,CHAL
TRA301,5.0,1.0,8.28,4.3,5.0,2,40,2,97,15,13
TRA302,10.0,1.0,3.21,3.8,5.0,2,5,1,124,16
TRA303,5.0,2.5,7.99,18.1,22.5,2,20,3,120,17,13
TRA304,10.0,3.0,8.75,8.4,20.0,2,30,1,112,17,15

                          [ Close ]
```

What to do

Check your test data file and make sure it confirms to the expected format, as described in Part 3. In the example above, row 3 has only got 11 data items while all the other rows have 12 – this is the cause of the error. Other ways you can end up with an incorrect format are by:

1. Having extra commas on the end of each row or at the end of each column. These appear to the program as blank data (see Section 3.2.5.1)
2. Having extra commas on the end of just some rows or columns. This appears to the program as a file with a different number of data items in each row.

8.4.3　　When I try to print a graph, nothing appears at the printer

<u>Why?</u>

The AUSRIVAS Physical & Chemical Reporting Software has the capability to print to a file rather than to a printer.

<u>What to do</u>

Print your graph to a file, then use one of the methods described in Section 5.2 to send the image to your printer.