

16.0 FEMIS Application Error Messages and Troubleshooting

This section contains error messages along with the possible solution(s) to the error, and troubleshooting of common problems with a possible resolution. *The error message is denoted by bold and italics within quotes.* In any situation below, that cannot be resolved with the solution(s) indicated, it is recommended that you contact IEM's FEMIS Help Desk at 1-800-939-2737 for assistance. This section only covers problems noted within the FEMIS application. For AutoRecovery errors messages and troubleshooting, see Section 2.14, AutoRecovery Error Messages.

16.1 Application Error Messages

This section is in alphabetical order via error messages.

"...can't close the GIS while in debug mode..."

This message indicates an error has occurred in a previous step.

- Close the GIS program using the Windows NT Task Manager. If this process does not work, logoff from Windows NT.

"Can't connect to GIS – gdaSymb_getObject. 380: Invalid property value."

This message displays after the user has invoked the object version of Select Location from the operational task status board, cleared the selections from all three drop-down lists, and clicked on the Map button. You should

- Select a specific location type before clicking the Select button that invokes the GIS.

"Can't start RCP server"

If you receive this error when attempting to log into FEMIS after a Windows NT v4.0 installation, contact IEM's FEMIS Help Desk at 1-800-939-2737 for assistance.

"Creating directory M:\GIS. Tried 6 times. 76:Path not found." and/or "Creating directory M:\<user>. Tried 6 times. 76:Path not found."

This error occurs when the PC is unable to write to the M:\ drive. You should

Verify that the M:\ drive is connected to the correct drive location. If the M:\ drive is connected and you still receive these errors, have your System Administrator verify that your permissions on the M:\ drive are set correctly.

FEMIS can be run without connecting the M:\ drive, however, some functions will not work.

- The M:\ drive is used for automated updates of FEMIS via the FUPDATE tool. Any updates would need to be made manually if the M:\ drive were not connected to the server.

- The GIS stores ViewMarks on the M:\ drive. If the M:\ drive is not connected to the server, the PC will not be able to see any ViewMarks created by users on other PCs nor will users on other PCs be able to see ViewMarks created on the PC without the M:\ drive connected.
- The Evacuation modeling requires the M:\ drive to be connected to the server. You will not be able to import, export, or run Evacuation cases if the M:\ drive is not connected to the server. You will still be able to display and animate cases in the GIS if they have already been run.

“Dr. Watson Errors”

When a specific window in FEMIS does not work on one PC (usually it will give a Dr. Watson message), but the window works fine on other PCs, it is likely that some other software installed on the system has replaced one or more files that are used by FEMIS with versions of the file(s) that are incompatible with FEMIS. You should re-install the FEMIS software.

“Error Creating Temporary Working Database”

This error indicates a problem with the Access database on the PC being used. The problem can arise for many different reasons. You should

- Logout of FEMIS on the PC, and delete the directory C:\FEMIS\USER\\ETC where <user> is the username of the person having the problem on the PC. You can also delete all the directories under C:\FEMIS\USER if other files have not been stored there.

“Error determining if an event is in progress”

If this error message is displayed, you should check with your System Administrator and verify that the Oracle database is still running. If not, your System Administrator should restart the database.

“Error opening project. 429: ActiveX component can't create object”

MS Project must be brought up once after being installed or it will not work properly within FEMIS. This error occurs when MS Project has not been opened via Window NT. You should open MS Project through Windows NT, not FEMIS, then close it. MS Project should now function correctly.

“Error selecting objects from GIS: Unknown error and the GIS displays: Status Unknown Error”

This error occurs when the location is a zone, but it does not occur if the location is a point theme. The error message is displayed if the user clicks the View button when displaying the details of a task in the Task Status Board.

- Click OK on the error message and continue. The error message does not cause any problems within FEMIS.

“OLE Error” when reading the database

This error occurs when you are only able to run the electronic plan from the default EOC. If you are logged into the correct default EOC, you must have an Access Database “attached” to the Oracle database. You should

- Check the Current Info item under the Help menu bar to ensure you are logged into your default EOC. If not, log in to the correct EOC.
- Run the Change Default Database program to correctly attach to the default database. This process is only done once when you define the default EOC to be connected to the PC.

“OLE 40” error

This error will display if the C:\FEMIS\GLOBAL.MPT file is not copied to C:\WINPROJ. You should request that your System Administrator copy the correct GLOBAL.MPT file to C:\FEMIS.

“PARDOS Error Condition; No output available”

In some circumstances, the message can be encountered.

- PARDOS will not run but is not blocked. Save the case and contact IEM’s FEMIS Help Desk at 1-800-939-2737 for assistance.

“Permission denied verifying the existence of C:\ORANT\NETWORK\ADMIN\SQPNET.ORA. Would you like to retry the operation, ignore the error, or allow the error to be processed by the install?”

If you receive this message

- Click Ignore.

“Run Time error '401' can't show non-modal form when modal form is displayed.”

This error occurs when a message is hidden behind the GIS or another FEMIS window.

- Click OK and proceed. The hidden messages should come to the front of the GIS or other FEMIS window.

“Specified driver could not be loaded due to system error 126 (Microsoft Access Driver(*.mdb))”

This message will appear when loading a plan if the PC does not have the correct Microsoft Access Drivers. This message can be hidden behind other messages and may not be noticeable right away. If you receive this error, please refer to Section 4.1.5, Installing Microsoft Project 98 Service Release 1, in the *FEMIS Installation Guide* to run the Access executable that will install the correct Access drivers.

“Unable to Connect to the Oracle Database”

If FEMIS is unable to connect to the Oracle database on a single PC, but other PCs connecting to the same server are working correctly, the problem may be with the PC or the network connection to the single PC. Try one or all of the following:

- Log out of Windows NT and log back in. In most cases, FEMIS will now run correctly.
- Shutdown the PC, and verify that the network cable is connected. If you have the equipment, check that the network cable is “live.” Reboot and try again.

- As a last resort, completely reinstall FEMIS. Run the Setup program, and select the Full Installation option. Reboot and try again.

If all PCs start getting the Oracle error at the same time, it is either a problem with the UNIX server, the Oracle database, the Oracle listener, or the network. You should

- Try running C:\FEMIS\TOOLS\FMONPC.EXE, and select Check Server Programs to see if this PC can connect to any other databases. If they cannot connect at this point, contact IEM's FEMIS Help Desk at 1-800-939-2737 for assistance.

“Unable to establish notification link with <server name> in 10 seconds”

If you receives this message, it could be because the server or network is experiencing problems. You should verify the following:

- The UNIX server may be down. Check the server and restart it, if necessary.
- From the server, run the command `ps -ef | grep femis_event`. This should return a list of all the `femis_event` daemon processes currently running on your server. There should be one notification process running for each EOC database on your server. If there are not or you would like to simply restart them, you can restart notification from the femis UNIX account by issuing the `stopnotify` followed by the `startnotify` commands.
- The Notification server name or port number may not be valid. Check the EOC table in your FEMIS database and make sure the Notification server name and port number are correct.
- The network is down or unusually busy. Run the FWATCH program to verify network and server status. Tell FEMIS to keep trying to connect with the Notification server, or close FEMIS and try again.
- If the problem persists, your System Administrator may need to increase the `MaxSocketWait` value in your notification configuration file.

“Where is ...MIS\GIS\<SITE NAME>\FACILITY\E0\FACILITY.*?”

This error is a result of a corrupted ViewMark file. It is typically followed by another error message box stating a Segmentation Violation has occurred and then an ArcView message box about a Fatal error.

- The corrupted ViewMark file should be deleted from the local drive (where the GIS is installed) and the M:\ drive (the server location for the GIS). This should solve the problem. The GIS will create a new ViewMark file.

“Your clock may be configured incorrectly”

If you receive this message when clicking the Now button in Event Declare, Work Plan, or Status Boards, then the clock is probably not configured correctly. You should

- Go to the Windows NT Control Panel, and verify that your PC clock is setup correctly. See Section 4.1.1, Installing Windows NT v4.0, in the *FEMIS Installation Guide*.

16.2 Troubleshooting

This section contains information necessary to help troubleshoot common problems. In any situation below, that cannot be resolved as indicated, it is recommended that you contact IEM's FEMIS Help Desk at 1-800-939-2737 for assistance.

AutoD2PC Result Graph does not Display

If the D2PC Result Graph window does not display properly and where the bar graph should display the window behind AutoD2PC shows instead, there is a problem with the Graphics Server program distributed with FEMIS.

- Delete the files GSW32.EXE and GSWDLL32.DLL from the %WINDIR%\SYSTEM32\ directory on the PC.
- Recopy these files from /home/femis/pc/system directory on the server to the %WINDIR%\SYSTEM32 directory on the affected PC.
- Shutdown and restart the PC.

Database Performance Issues

If your site is experiencing performance problem, one cause may be the number of exercises. It is recommended that your System Administrator examine the number of exercises currently in the database. Excessive exercises in the database can affect performance for all modes. It is recommended that the total number of exercises be kept to a minimum and that the exercises be deleted when they become obsolete. Refer to the FEMIS Help on deletion of exercises.

E-mail Notification does not Display

If you are not receiving E-mail notifications within FEMIS, you should

- Check to see if you can access mail directly from the E-mail application. If direct access did not work, your account may not be valid and should be added to the E-mail application. Check with your System Administrator for account information.

Facilities in the Database Appear Different Between EOCs

If you are experiencing a problem where (depending on which EOC you are logged in to) you get different lists of the facilities in the database (even though the GIS looks the same for all of them), the

problem is the file protections on the facility.evt file have been set to Read-only. This causes the facility theme not to be regenerated in the GIS when you change mode. You should request that your System Administrator change the appropriate file permissions.

GIS Troubleshooting

The MAP button on the FEMIS menu bar is grayed out. This implies 1) ArcView GIS has not been installed, 2) ArcView GIS or other COTS were installed after the FEMIS installation, or 3) the path provided in the FEMIS.INI file to access the ArcView GIS executable is incorrect.

- Reinstall ArcView GIS (see Section 4.1.4, Installing ArcView GIS v3.1 and v3.1.1 Patch, in the *FEMIS Installation Guide*).
- Run C:\FEMIS\FIXINI.EXE to fix the paths to these programs.

ArcView GIS runs, but it keeps asking where files are and putting up a directory window. This implies that the data provided in the FEMIS install was not properly copied to the GIS directory.

- Make sure **all** of the FEMIS GIS files and directories are copied down to each PC, by running the FEMIS Install programs. Contact IEM's FEMIS Help Desk at 1-800-939-2737 for assistance.

ArcView GIS gives other errors when starting.

- If the GIS EXE entry in the [FEMIS COTS] section of the FEMIS.INI file contains ...\\BIN\ARCVIEW.EXE or ...\\BIN16\ARCVIEW.EXE, go to the specified directory and rename ARCVIEW.EXE in that directory path to ARCVIEW2.EXE. Then rerun C:\FEMIS\FIXINI.EXE. You may also have to rerun the FEMIS SETUPGIS.EXE program to have the FEMISGIS.APR file created correctly.

Login Troubleshooting

If the FEMIS Login window does not work for any reason, review Section 4.3, Installing FEMIS Client Software, in the *FEMIS Installation Guide* to verify that **all** of the installation steps have been completed. The following is a list of the most common items to verify.

- Verify the EOC table in the database has been updated to include the name of your server. To update, see Section 2.3.6, Configuring the FEMIS Files, in the *FEMIS Installation Guide*.
- Verify the FEMIS database Listener is active. If not, start the Listener.
- Verify that the TNSNAMES file has been moved to the C:\ORANT\NETWORK\ADMIN directory. If not, move the correct TNSNAMES to the C:\ORANT\NETWORK\ADMIN.

- Verify that the usercode/password is valid. Check with your System Administrator to set up a new usercode/password.
- Verify that the ODBC data source has the proper connection information.
- Verify that the system is pointing to the correct default EOC. Rerun Change Default Database to identify the default EOC for your PC.
- Verify that the FEMIS Command Line and Working Directory are correct. Right click on the FEMIS icon on the Windows NT desktop, and select Properties. Select the Shortcut tab, and ensure that the target is set to C:\FEMIS\FEMIS.EXE and Start in is set to C:\FEMIS.
- FEMIS will log error messages as they occur on each PC, so you will see the error messages received. Examples:

ErrorLevel = 0 -- Bad errors. always written to M:\ERROR.LOG
ErrorLevel = 1 -- Status info. written to M:\STATUS.LOG if M:\ERRLEVEL.1 exists.
ErrorLevel = 2 -- Application errors. written to M:\FEMISERR.LOG if M:\ERRLEVEL.2 exists.

Menu Items or Workbench are Grayed Out or Not Displayed

If a FEMIS menu item or Workbench is grayed out or not displayed, it can be for many reasons. You should check the following items:

- Verify that a mode has been selected on the Navigator. Many FEMIS menu items are unavailable until a mode has been selected.
- Verify that you have the appropriate privileges. If not, contact your System Administrator to assign the appropriate privileges.

No Met Data or Outdated Meteorological Information

If there is no Met data or outdated meteorological information, the EMIS/FEMIS interface may not be properly installed.

- Refer to Section 7.0, FEMIS Data Exchange Interface (DEI) in the *FEMIS System Administration Guide*.

ODBC Troubleshooting

In ODBC Administrator, a newly added EOC data source does not show up in the list; yet when trying to add one, it said the data source already exists. If you attempt to add a completely different one, it may seem to accept it, but it still did not show up in the list in the Administrator window. You can still see and connect to all of the data sources via the ODBC Test utility and could select and connect to any of the

EOCs just fine through FEMIS or the Change Default Database utility. However, you cannot connect to any of the EOC databases in ArcView GIS. The fix is as follows:

- Click on Start → Run, type in regedt32, and click OK (this is the Windows NT Registry editor).
BE VERY CAREFUL WHEN EDITING THE REGISTRY!!
- Go to the HKEY_CURRENT_USER window, and click on Software → ODBC → ODBC.INI → ODBC Data Sources.
- Scroll through the list of entries until you find one beginning with <NO_NAME> or <NONE>. If you do not find one, exit the NT Registry editor because something else is causing your problem. If you found one, click on it to highlight it, and delete it (select the Delete option from the Edit menu). If there are more than one of these entries, delete all of them.
- Exit the NT Registry editor (select the Exit option from the Registry menu).

Printer Troubleshooting

GIS printouts are not readable. You should

- Attempt to change the default colors on the PC.
- Contact your System Administrator for assistance.
- Try using KeyPrint to print the GIS printout.

Tracking Navigator is Gray or Empty

When viewing data from other EOCs, the Tracking Navigator window is gray and empty or error messages appear in the Tracking Navigator cells. Check the following items:

- Verify the databases at the effected EOC are active.
- Verify the Oracle Replication functionality is working properly.
- Verify that you have the appropriate privileges. If not, contact your System Administrator to assign the appropriate privileges for you.
- Verify that data has been added to the other EOCs.
- Verify you are not in a “private” exercise that does not exist on the other EOCs.

Tracking Navigator Text does not Display Correctly

If the text does not display correctly in the function boxes on the Tracking Navigator, try the following:

- Run the following command: REGSVR32 OLEPRO32.DLL, and reboot the PC.
- Run the following commands, if the above command did not fix the problem, and reboot your PC.
CD %WINDIR%\SYSTEM32
FOR %F IN (*.DLL) DO REGSVR32 /S %F

Site Defined Status Boards Troubleshooting

There are no names in the Status Board Name field. You should

- Verify that Site Defined Status Boards have not been generated.
- Verify you have privileges set for that Status Board.