

ภาคผนวก ๓

Problem and Errors on Poly Com

This chapter explains the error and status messages printed by the TRM program. In addition, it describes some common problems and their solutions.

Error Messages in Menu Mode

Operation failure – possible error in configuration

This message appears on the Defaults Menu when you are trying to load or save a configuration file. It may indicate an incorrectly formed file name for a **special configuration** file, an attempt to load a non-existent file, an attempt to write on a protected or full disk, or a disk error.

Retry the operation, being sure to specify the correct file name.

Illegal combination of parity and data bits

This message appears on the Communications Menu. It indicates that your selections on the *Purity* and *Data bits* cards represent a combination of options which is not supported by the TRM program. This also means that your host system probably does not use the combination you have selected.

Change your selections to a valid combination. If you are not sure what selections the host requires, consult the person in charge of remote communications at your host site.

Error Messages in Emulation Mode

File open error – filename

This message appears when trying to begin a file send or receive operation. It may indicate an incorrectly formed **file** name, an attempt to send a non-existent file, an attempt to receive a file on a protected or full disk, or a disk error.

Retry the operation, being sure to specify the correct disk and file name. Note that you will have to reissue the immediate command.

File transfer is already active

This message appears when trying to start a file send or receive operation. It indicates that you already have an operation of the same type in progress. Only one file can be transferred in a given direction at any one time. You can, of course, have one send and one receive operation active simultaneously.

Wait for the operation in progress to complete, then retry the second operation. Alternatively, you can abort the operation in progress with the **ALT-F10 C** command.

Illegal value, mapping unchanged

If you enter an incorrect value for the high resolution color mapping in response to the **ALT-F10 W** command, the TRM program will print this message. See the section in Chapter 5 titled "Change Writing Colors" for the correct way to specify the high resolution color mapping.

Status Messages in Emulation Mode

Closing any open files

This message appears in response to the **ALT-F10 C** command. It indicates that the program has closed the files involved in active send and receive operations, if any. The operation are no longer active after this command.

Disconnecting by dropping DTR

This message appears in response to the **ALT-F10 D** command. The TRM program stops asserting Data Terminal Ready (DTR) for 3.5 seconds or until the modem stops asserting Data Set Ready (DSR), whichever comes first. The TRM program then reasserts DTR. The net result is that the telephone call in progress is terminated and the modem is made ready to initiate or answer a new call.

Dropping DTR and exiting

This message appears in response to the **ALT-F10 Q** command. It indicates that the program has stopped asserting Data Terminal Ready (DTR) and is exiting. The modem disconnects the call in progress. The TRM program does not reassert DTR. The operating system prompts for a new command.

When you exit this way, the modem is not prepared to initiate or answer a new call. An application program must reassert DTR first.

DSR failed to drop

This message indicates that the modem failed to stop asserting Data Set Ready (DSR) within 3.5 seconds of the time the TRM program removed Data Terminal Ready (DTR). The telephone call in progress probably was not disconnected. ■

Emptying file buffer to the disk

This message appears in response to the **ALT-F10 E** command. The program has emptied the receive buffer to disk and is prepared to capture additional data. This message appears only in response to the command. When the program empties the buffer automatically, no message appears.

Mapping set

You have entered the **ALT-F10 W** command, and entered a high resolution color mapping of the proper form. The TRM program has changed the high resolution color mapping according to your command. See the section in Chapter 4 named "Change Writing Colors" for an explanation of how the TRM program interprets what you typed.

Resetting communication flow control

When the TRM program prints this message, you have entered the **ALT-F10 F** command to reset flow control. The TRM program clears the effects of any XOFF characters you may have received from the host, and resets all communication hardware or software the TRM program uses.

Resetting ReGIS parser to power-up defaults

The TRM program prints this message after you have entered the **ALT-F10 G** command to reset the graphics parser. It has reset all graphics command interpreter options to their state when the TRM program is first run.



Problems with File Transfer Operations

This section describes some common problems which you may encounter in transferring text files between your IBM Personal Computer and a host system. Such problems arise most frequently because the host system does not generate or recognize **XON/XOFF** flow control. Sometimes, too, a problem may occur because you are unaware of exactly what the host system is sending to the terminal.

In each case, we describe the symptoms of the problem and suggest solutions.

Sending Files to the Host

- You are transmitting a file to a host system which does not generate flow control. You are using a full-screen text editor to capture the data. You have chosen line feed (J) synchronization on the *EOL Sync* card on the Host Attributes Menu. The TRM program sends the first line of the file and stops. Typing a carriage return (CR) or line feed (LF) from the keyboard may cause the program to send one more line.

Many full-screen text editors, including Digital's KED and EDT editors, do not send a line feed at the end of an input line. Instead, they use direct cursor control functions to position the cursor at the beginning of the next line. Use an end of line delay or some other synchronization method instead of end of line synchronization on line feed.

- You are sending a file to a host which does not generate flow control. You are using a full-screen editor to capture the data. You have selected the Echo option on the *Method* card on the Host Attributes Menu as your method of synchronization. The host system is still losing characters.

Some full-screen editors, including the WPS-8 word processing system and its various clones, echo the entire line each time you type a character. These extra characters serve to "match" the next several characters transmitted by the TRM program. As a result, the program still transmits too fast for the host. Try using the *EOL Delay* card on the Communications Menu to establish an end of line delay.

- You are sending a file to a host which does not generate flow control. You are using LF synchronization at end of line. You are still losing characters at the beginning of each line.

Try adding an end of line delay using the *EOL Delay* card on the Host Attributes Menu. If that does not work, try increasing the length of the delay or adding a transmit rate throttle through the *Throttle* card on the Communications Menu. Frequently, some experimentation is required to arrive at suitable values for these options.

- You are sending a file to a host which does not generate flow control. You are using LF synchronization at end of line. It works fine most of the time, but sometimes the TRM program stops sending at the end of a line.

You probably have a noisy communication line. Either the CR to the host or the LF echo from the host was lost. Press to get transmission to resume.

A similar problem may occur if you are using the *Echo* option on the *Method* card on the Host Attributes Menu. If the host's echo is lost, the program will stop sending. Type any character to cause the transfer to resume.

Note that both of these actions may result in unwanted data in the file on the host system.

Receiving Files from the Host

- You are receiving a large file from a host which does not recognize flow control from the terminal. Everything works fine except that blocks of several hundred characters disappear at infrequent intervals.

The file is too large for the receive buffer. You are losing characters every time the TRM program must empty the receive buffer to disk. Try to find a way to display the file on your terminal so that you can manually stop transmission. Each time you stop, use the `ALT-F10 E` command to manually empty the receive buffer to disk.

If you cannot stop the host manually, it may be necessary to break the file into several smaller files for transmission to your IBM Personal Computer. Alternatively, if your host is equipped with poly-XFR file transfer software, you can use the error-free component of `poly-COM/240` to transfer the file.

- You have started a receive operation to capture part of terminal session in a disk file. Everything is fine except that the first part of the session was not recorded in the file.

Remember that the TRM program does not actually start recording until it sees the first feed (LF) after the `ALT-F10 R` command. This feature is intended to avoid capture of a blank line at the beginning of every file receive operation. However, if you issue the command anywhere other than immediately before sending a carriage return (CR) to the host, data up to the next line feed will not be recorded. Also, note that some applications, particularly full-screen editors, may never send a line feed to the terminal.

- You have successfully captured a terminal session in a disk file. However, when you print the file, all kinds of funny things happen on the printer.

You have probably recorded a part of the session which includes escape sequences to control the terminal. The TRM program records everything it receives-not just the characters which print. In general, these escape sequences simply confuse the printer.