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## **Run-time error messages in the Records.dll Project54 application**

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This document summarizes the run-time error messages in the Project54 *records* application. It applies specifically to the version labeled:

NH SPOTS Records V2.5 Apr 08, 2003

(or later) which requires at least the following version of the *Project25IP* service:

APCO Project 25 IP Service V1.2 Apr 8, 2003

When interpreting the following descriptions, keep in mind that there are three computers and two radios involved in performing SPOTS data queries. In the vehicle, the *mobile computer* is attached to the *radio*. At headquarters, the *base station radio* is attached to the *mobile server computer* which is attached to the *SPOTS server*.

### ***Error Messages While Logging On To SPOTS***

Log On Failed: Illegal station name

Log On Failed: Password incorrect

These indicate that the SPOTS server did not accept either the log on name or password. *These errors can not occur unless the complete data path between the mobile computer and the NHDS SPOTS server is operating correctly.*

SPOTS CONNECTION FAILED - check power to Astro radio

There is no response of any kind from the Astro radio. After a correct hardware installation, the most likely explanation of this is that the radio is turned off. Possible hardware problems include a bad connection to the radio data IDB box, or a bad RS-232 serial cable between the IDB box and the radio.

SPOTS CONNECTION FAILED - switch Astro radio to data capable troop channel

The radio is not set to a data capable channel (any of the primary troop channels). *This error can not occur unless the data path between the mobile computer and the radio is operating correctly.*

SPOTS CONNECTION FAILED - radio communication with base station failed

The base station radio can not be contacted. This could result from being in a poor data radio reception area, or having a bad antenna connection. This could also indicate a

problem with the base station equipment. *This error can not occur unless the data path between the mobile computer and the radio is operating correctly.*

SPOTS CONNECTION FAILED - no handshake response from mobile server

There is no response from the mobile server computer. This indicates a problem with the base station equipment (or possibly a bad IP address for the data server in the registry settings for the records application). *This error can not occur unless the complete data path between the mobile computer and the base station radio is operating correctly.*

SPOTS CONNECTION FAILED - no response to SPOTS server connect

There is no response from the actual SPOTS server computer. This indicates a problem with the mobile server software, the NHDS headquarters network, or the SPOTS server. *This error can not occur unless the complete data path between the mobile computer and the headquarters mobile server computer is operating correctly.*

SPOTS CONNECTION FAILED - bad or missing network address

One or more network addresses in the registry are missing or corrupt. This should not occur after a correct installation of the software.

SPOTS CONNECTION FAILED - network software failure

There is something wrong with the installation of the Microsoft Windows 2000 network software.

### ***Error Messages While Performing Data Queries***

SPOTS QUERY ABORTED - verify Astro radio is still turned on

There is no response of any kind from the Astro radio. After a correct hardware installation, the most likely explanation of this is that the radio is turned off. Possible hardware problems include a bad connection to the radio data IDB box, or a bad RS-232 serial cable between the IDB box and the radio.

SPOTS QUERY ABORTED - switch Astro radio to data capable troop channel

The radio is not set to a data capable channel (any of the primary troop channels). *This error can not occur unless the data path between the mobile computer and the radio is operating correctly.*

SPOTS QUERY ABORTED - radio registration with base station failed

The base station radio can not be contacted, or the base station radio specifically rejected the mobile radio's data registration request. This could result from being in a poor data

radio reception area, or having a bad antenna connection. This could also indicate a problem with the base station equipment. *This error can not occur unless the data path between the mobile computer and the radio is operating correctly.*

#### SPOTS QUERY ABORTED - radio communication with base station failed

The base station radio can not be contacted. This could result from being in a poor data radio reception area, or having a bad antenna connection. This could also indicate a problem with the base station equipment. *This error can not occur unless the data path between the mobile computer and the radio is operating correctly.*

#### SPOTS QUERY ABORTED - timeout waiting for server response

There is no response from the mobile server computer. This indicates a problem with the base station network equipment or server. *This error can not occur unless the complete data path between the mobile computer and the base station radio is operating correctly.*

#### SPOTS QUERY ABORTED BY SERVER ERROR

A severe inconsistency between the mobile and server data packets has occurred. *This should never happen. This error can not occur unless the complete data path between the mobile computer and the mobile server computer is operating correctly.*

#### SPOTS QUERY ABORTED BY PROGRAM ERROR

An unexpected combination of internal software states has occurred. *This should never happen.*