

# Appendix **A**

## Troubleshooting

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### Overview

This appendix discusses the various error messages NCSA Image generates, explains why they occur, and offers advice to help you avoid producing errors.

When you instruct NCSA Image to do something it cannot do under the current conditions, an error message appears in a dialog box on the screen. After you have read the error message, click the OK button or press RETURN to close the dialog box.

The error messages NCSA Image generates may be categorized as usage errors, memory errors, and file errors. The various error messages are presented and described in the following sections.

### Usage Errors

These errors are the result of improper usage of NCSA Image.

- "The front window is not an image window."  
Some operations can only be performed on an image. If you try to perform one of these operations on an image that is not in an active window, the Image program cannot determine which image the operation is to be performed on. To avoid this error, be sure to activate the image window by clicking within it before issuing any commands to manipulate the image.
- "Maximum number of lines in the XY graph."  
This message appears when you attempt to add a tenth horizontal or vertical line to the XY graph. The maximum number of lines you may add to the XY graph is nine.
- "This image is too small for the specified dimensions."  
When this message appears, check the image dimensions to make sure they are correct.

## Memory Errors

The majority of the errors that you will generate result from a shortage of available memory.

- "Not enough memory to load the image."  
This message appears when you try to load an image that is too large to fit into an available block of memory. Dispose of some other images and try again. Or, increase the application memory size from the Finder using the dialog box that appears when you select the application icon and choose Get Info from the File menu. For more detailed instructions regarding changing the application memory size in this manner, refer to your Macintosh user's guide.
- "Not enough memory to load the entire animation sequence."  
This message results when you are loading an animation sequence too large to fit into memory. NCSA Image loads what it can and animates only those files.
- "Not enough memory to create a list item."  
NCSA Image uses many lists internally. If you try to add an element to a list and there is not enough memory available, this message appears. Try deleting a window to free some memory.
- "Not enough memory to perform this operation."  
This is a general purpose memory shortage error message that may occur during any operation that requires the allocation of memory. Dispose of some files or images to free some memory and try again.

## File Errors

There are also a variety of file errors that may occur. The majority of these errors occur when HDF files are being read into the program.

- "Could not get the dimensions of the HDF image."  
This error only occurs while HDF files are being read in. It means that the dimensions of the data could not be obtained from an HDF file. Either the file does not contain an image or dataset, or the file is corrupted.
- "No memory for the x or y scales needed to generate the image."  
This error also occurs when the program is instructed to read in a scientific dataset from an HDF file. If there is not enough memory to store the x and y scale for the data, an image cannot be derived from the data.
- "No memory available to store the data."  
Again, this error occurs while HDF files are being read in. It indicates that memory for the data is not available.

- "Could not read the data from the HDF file."  
This message appears when a dataset simply could not be read from an HDF file. The data file is probably corrupted.
- "The specified file could not be opened."  
This message reveals that the file selected could not be opened to be read in. This should never happen. If it does, there is probably a problem with the file.
- "The specified file could not be written."  
This message appears when the file you have selected could not be opened to be written. Check the amount of free disk space you have remaining.