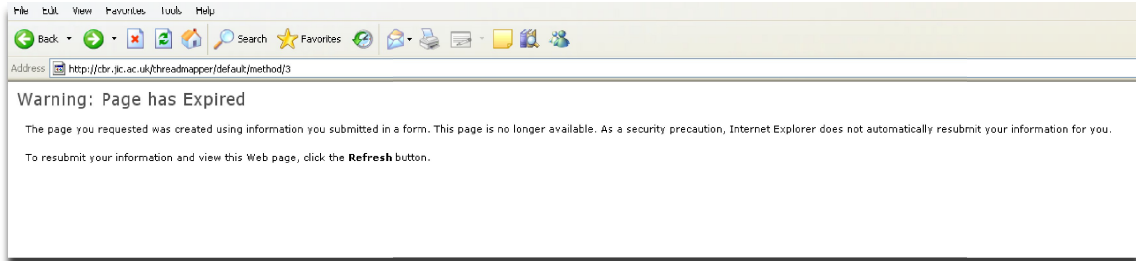


THREaD Mapper Studio: Trouble shooting Guide

Problem 1:

Warning message received whenever using Forward and Backward buttons to move between various steps in the analysis of form submission.

a) With Internet Explorer (IE) you will meet the following message:

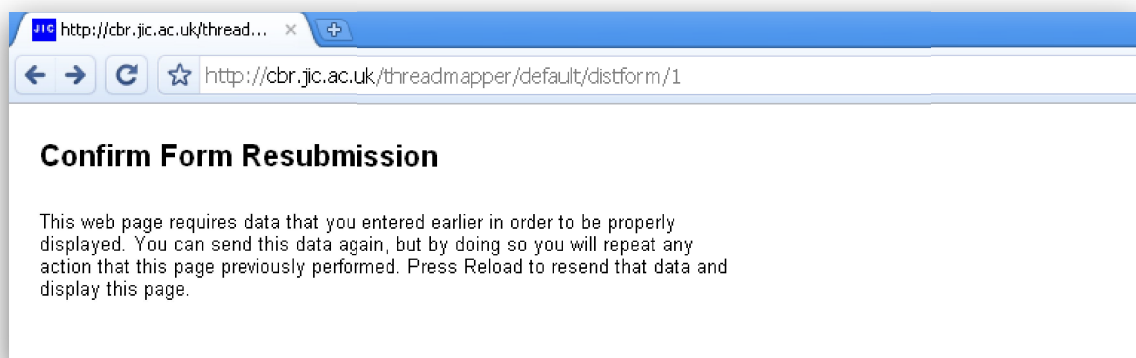


Solution:


Press the 'Refresh' button  then press 'Retry':

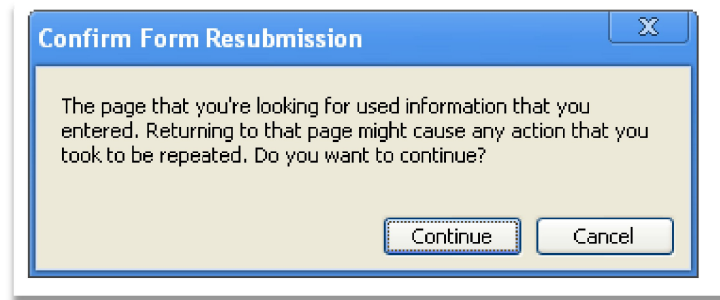


b) With Google Chrome browser you will meet the following message:



Solution:

Press the 'refresh' button () then press 'Continue'



Please do not allow these messages prevent you from trying Google Chrome as we have tested Google Chrome on both Linux and Windows and found it to be very fast.

The FireFox browser provides a smooth transition without these warnings and confirmation messages.

We recommend and support both Firefox on Windows and Google Chrome on Linux platform.

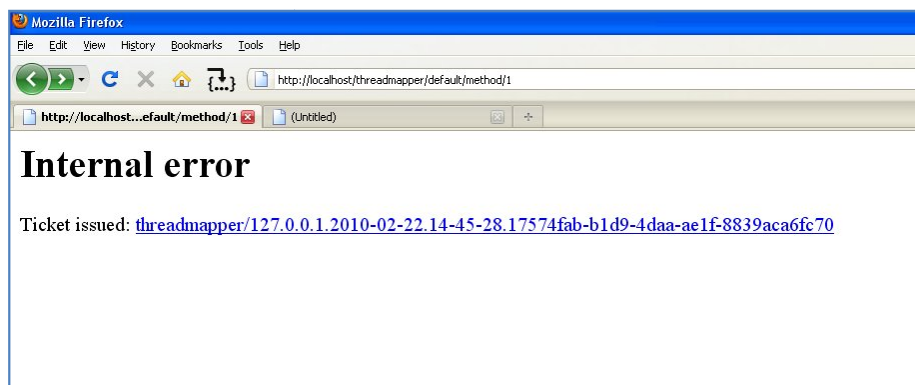
Problem 2:

Why do I keep getting the Server temporarily Unavailable or Internal Error?

Solution:

If you are getting the message 'Server temporarily Unavailable' it simply means there are many users currently accessing the server or the server is down, so please try again after about five minutes. However, should the message continue or you encounter the message 'Internal error' this could be due to a potential problem such as a bug or an unusual situation during the analysis. All internal errors are logged on the server and are checked regularly.

Whenever there is an Internal Error, a ticket is issued with a unique ID. For example:



Please cut and paste the ticket issue unique ID number and email this to threadmapper@gmail.com so that we can solve the problem on a priority basis. You then encouraged to repeat the analysis with a different browser. If you still meet the internal error at the same stage/step of the analysis, it is almost certain that there is a bug and/or an exception, which was not considered when coding.

Problem 3:

Why do I get the warning message 'Your Session Expired'?

Solution:

You may experience when you are moving between the steps of the analysis from one step to the other using the browser's forward and back buttons. THREaD Mapper Studio relies on the sessions heavily and it is strongly tied to browser-server interaction. Session and cookies are vital to the identification of a user as it stores or logs the stage of the analysis to the server. Every time you start the analysis you are given a unique session and the changes are appended or logged to each session so that the browser remembers the state of variables throughout the analysis. If you are using a wireless network connection, you will often experience breaks which can corrupt the session. In short, if you see the message 'Your Session Expired' please keep pressing the browsers back button until you no longer see this message, rather than restarting the analysis from the scratch.

If the same message appears in the analysis at exactly the same stage, please report this to threadmapper@gmail.com

Problem 4:

When pressing the order button several times and nothing happens?

Solution:

Select the Folder icon (linkage group) by using a right click of the mouse. The background of the Folder icon (linkage group) will then turn light blue, this means that the Folder icon (linkage group) is ready to be ordered. Now press the order button and wait a few minutes whilst the ordering screen loads.

When ordering, please only select individual Folder icon (linkage group) one at a time, as the current version does not support the option to order all groups together.

